

CHAPTER IX

Delivery of Mail

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GENERAL INSTRUCTIONS FOR DELIVERY OF ORDINARY MAIL

See chapters XI and XII for special instructions concerning delivery of registered, insured, and c. o. d. mail and chapter VIII, article 57, for delivery on star routes.

1. Mail should be delivered to the person addressed or in accordance with his written order. When the addressee habitually sends for or receives his mail through his clerk, servant, agent or some member of his family, and recognizes or acquiesces in such delivery, no written order is required.

When a person requests delivery to him of another's mail, claiming that the addressee has orally given him authority to receive it, the postmaster, if he doubts the authority, may require it to be in writing, signed, and filed in his office.

Ordinary letters bearing the word "Personal" in connection with the address shall be delivered the same as other mail for the addressee.

When a postmaster is in doubt as to the identity of the addressee, he may require proof, and shall exercise great care to make proper delivery, especially where mail appears to be of value.

Addressee in Prison

2. A letter addressed to a person imprisoned shall be delivered in accordance with the order of the person addressed. In the absence of an order, the mail may be delivered to the sheriff or officer having charge of the prisoner.

Two or More Persons of the Same Name

3. Where two or more persons of the same name receive mail at the same office, the postmaster shall advise them to adopt some address or means by which their mail may be distinguished. The postmaster may deliver such matter according to his best judgment.

Addressed in Care of Another Person

4. Mail addressed to a person in care of another shall be delivered to the addressee, if he so directs, and not to the person in whose care it is addressed. In the absence of such direction it shall be delivered to the first of the two persons who may call for it. Mail addressed to several persons may be delivered to any one of them.

Addressed by Official Title

5. Mail addressed to a public official or to an officer of a corporation by his official title shall be delivered to the person actually holding the office designated in the address.

Mail of Husband and Wife

6. Neither husband nor wife can control the delivery of matter addressed to the other. When so instructed, a postmaster shall refuse to deliver mail to the husband which is addressed to the wife, or mail to the wife which is addressed to the husband.

Addressed to Business Name

7. A person engaged in a legitimate business who has adopted a business name, when duly identified, may receive his mail,

registered or ordinary, by that name as well as by his proper name.

To Agent

8. Any number of citizens may employ an agent and give him a written order on the postmaster for their mail; and when such order is presented to the postmaster he shall deliver to the agent the mail for such parties, and also mail addressed to a person in care of any such parties.

All persons or firms who receive mail as agents for other persons or firms not bona fide occupants of premises to which the mail is addressed, may be required by the local postmaster to file with him, for identification purposes, a written application of the addressee for such delivery of mail. A signed copy of the application shall be kept on file by the agent.

To Callers at Carrier Delivery Offices

9. Postmasters are not required to withdraw mail in the course of delivery by carrier in order to deliver it to callers. This does not apply on holidays when carrier deliveries are suspended. (Mail is considered to be in course of delivery as soon as it has been distributed to the carriers.)

Disputed Ownership

10. Whenever a dispute arises as to which patron is entitled to the delivery of any mail, the disputed mail shall be retained until proper disposition is determined.

When patrons make conflicting claims to mail and no other agreement can be reached as to its proper delivery, they shall be requested to agree on a receiver for the disputed mail. If they cannot agree upon a receiver they shall be required to submit to the postmaster written statements as to the grounds of their claims. Such statements shall be supported when possible by documents or copies of documents (contracts, assignments, court orders) upon which the parties rely. If after receipt of such statements, the postmaster is in doubt as to proper disposition of the mail, he shall submit the statements of the parties together with a full report of his own to the Solicitor for advice.

Where suit is instituted between the parties to determine their rights to the mail any order of the court affecting the delivery of the mail shall be obeyed.

Packages of Second-Class Matter

11. Bulk packages of second-class matter received at post office of address shall be opened and the separate copies of the publication delivered to the addresses thereon.

When a package of second-class matter, intended for a club of actual subscribers at any except a letter carrier office, is

addressed to one of the members of such club, the addressee may call at the post office and write addresses on the single copies which shall be delivered without payment of additional postage; but the package cannot be taken away from the post office and the copies returned again for delivery or transmission in the mails unless additional postage is paid at the rate for transient matter of the second class. This procedure applies only to club members and does not apply when packages are sent to a postmaster or any individual acting as agent for publishers.

Delivery in Transit

12. Mail shall be delivered from the post office to which it is addressed and shall not be withdrawn for delivery in transit, except as follows:

13. *Addressed to discontinued office.*—Mail addressed to a discontinued post office shall be delivered from the office to which mail for the discontinued post office is sent by order of the Department. If the office to which such mail is ordered sent by the Department is not convenient for the patron he may designate another office to which the mail shall be transmitted without additional charge.

14. *Delayed by casualty.*—A postmaster at whose office mail in transit is held up by flood or other casualty which has made the mail route impassable, may deliver such matter to the parties addressed upon their personal or written applications and identification; or he may deliver all of the mail for a particular office to which mail cannot be carried regularly on account of such casualty upon the personal application of the postmaster or a sworn employee of such office.

15. *Addressed to military personnel.*—Mail addressed to members of the Armed Forces of the United States may be delivered in accordance with instructions from the proper military authorities.

16. *Addressed to representative of foreign government.*—Mail addressed to any diplomatic representative of a foreign government may, on his request, be delivered upon proper identification from any post office through which such mail may be passing.

17. *Addressed to post office inspector.*—Mail addressed to a post office inspector shall be delivered to him upon identification from any post office through which such mail may be passing.

18. *Addressed to postal employee.*—Mail addressed to a post office employee or to any member of his family shall not be withdrawn from the mails by such employee without first being submitted to the postmaster or a supervisor in charge of the work to which the employee is assigned.

19. By distributing office.—Ordinary mail in transit to an intermediate post office may be delivered from the distributing office on Sundays and holidays or in an emergency, when the office is open to the public, upon addressee's personal or written application, with satisfactory identification.

Air mail may be delivered direct to the addressee by the supervisor in charge of an air mail field, provided: That proper application has been made through the local postmaster, that the local postmaster is satisfied of the emergency nature of the request, and that the addressee tenders written evidence of the postmaster's approval for the irregular delivery. Clerks in air-mail fields will, however, confine their search for such mail to distribution of made-up city packages.

GOVERNMENT CHECKS

Pension Checks

20. Certain letters mailed by the Division of Disbursements, Treasury Department, and by assistant disbursing officers in its various regional offices, are enclosed in envelopes bearing the following printed endorsement:

"To the POSTMASTER:

"The act of June 3, 1936, provides that postmasters, delivery clerks, letter carriers, and all other postal employees are prohibited from delivering this letter to any person whomsoever, if the addressee has died or removed, or in the case of a widow believed by the postal employee entrusted with the delivery of such mail to have remarried (unless such mail is addressed by the United States in the name which the widow shall have acquired by remarriage); and the postmaster in every such case shall forthwith return such mail with a statement of the reasons for so doing, and if because of death or remarriage, the date thereof, if known.

"It must not be forwarded to another post office."

Before delivering a letter which bears the above instructions, the postal employee entrusted with its delivery shall ascertain that the addressee is living, has not removed from the delivery of the post office addressed, has not reenlisted in the military or naval service of the United States, is not under guardianship, and, if a widow, has not remarried.

If the addressee has not died, reenlisted, removed, or, if a widow, remarried, the letter may be delivered to the addressee; or, without his or her written order, to any member of his or her family or household, his or her clerk, servant, or agent who has been in the habit of receiving the addressee's ordinary mail with his or her knowledge and consent; or to any respon-

sible person who presents the addressee's written order; except that in no case shall such mail be delivered to a claim agent, attorney, or broker. Such letters shall not be forwarded to another post office. The postmaster of any office to which such letter has been inadvertently forwarded shall not effect delivery thereof, but shall immediately return such letter to the post office of original address, such return to be made in a post office penalty envelope together with a memorandum referring to the instructions printed on the Treasury Department envelope.

Letters from the Veterans' Administration not bearing such instructions, addressed to a pensioner, a claimant for pension, or a payee of the pension (in whole or in part) of another person, may be delivered to the addressee, to his or her guardian, to the person in whose care they may be addressed, if a responsible person, or to a member of the addressee's family or household, or other person to whom other mail for the pensioner is delivered. They may also be forwarded at the addressee's request. They shall not be delivered to or placed in the box of an attorney, claim agent, or broker, even upon the addressee's written or verbal order or request. They shall not be held for delivery beyond the period given in the card request; and if the addressee has died, they shall be returned immediately with a statement of that fact and the date of death, if known.

Other Types of Government Checks

21. Checks mailed by any branch of the United States Government shall be handled in accordance with the standard return card instructions, which read as follows:

"POSTMASTER:

"If the addressee is deceased or has failed to file regular change of address upon removal, this letter should be returned immediately without recourse to directory service."

MAIL ADDRESSED TO MINORS

22. Mail addressed to minors should generally be delivered in accordance with the directions of their father, or, if he is dead or their mother, unless the minors are under guardianship, in which event their mail shall be delivered as the guardian may direct. If deemed necessary, the postmaster may require the directions to be in writing.

In the absence of directions from a parent or guardian, the mail shall be delivered as addressed.

Mail addressed to a minor who is not dependent upon a parent for maintenance and support, and who does not reside with

a parent or guardian or with some one in whose charge he may have been placed, shall be delivered to the minor or in accordance with his instructions.

Mail addressed to a deceased minor who up to the time of decease resided with parents or guardian may be delivered to the parents or guardian; but if the minor left a husband or widow, delivery may be made to him or her.

At colleges and similar institutions, where students have been placed in charge of the principal by their parents or guardians, and where the rules of the institution provide that the principal shall have control of mail addressed to students who are minors, such mail shall be delivered in accordance with the order of the principal. If, however, the principal has not authority from the parent or guardian to control the mail of the children placed under his care (which authority is understood by an acceptance of the rules, that being one), such mail shall not be delivered to the principal against the wishes of the scholar. (See ch. X, art. 11, as to renting boxes to minors.)

MAIL ADDRESSED TO INCOMPETENT PERSONS OR TO PERSONS OF UNSOUND MIND AND DECEASED PERSONS

23. Mail addressed to a person who has been adjudicated of unsound mind shall be delivered in accordance with the directions of his duly appointed guardian.

Mail (not pension mail) addressed to a deceased person shall be delivered to the executor or administrator of his estate; if there is none, delivery may be made to the surviving husband or widow, unless there are other claimants, in which event the postmaster shall submit a report of the facts to the Solicitor of the Post Office Department, with written statements from the parties, and await instructions. When there is no executor, administrator, surviving husband or widow, or other claimant, the mail shall be endorsed "Deceased" and returned to sender, or sent to the proper dead letter branch.

MAIL FOR FIRM AND CORPORATION

General

24. Mail addressed to a firm may be delivered to any member thereof.

Mail addressed to a corporation shall be delivered to the agent or officer conducting its correspondence or to the persons authorized to receive it.

Postmasters shall not decide disputes between members of an existing firm as to delivery of its mail. Where the mail has been delivered previously through a box

or general delivery, such delivery shall be continued; if through carrier, the mail shall be handed to any member of the firm.

Attempts to secure the mail of an established house, firm, or corporation through the adoption of a similar name shall not be recognized. When disputes arise between individuals, firms, or corporations as to the use of a name or designation, mail addressed to a street, number, or building shall be delivered according to such address. When not so addressed, the mail shall be delivered to the firm or corporation which first adopted the name at that place.

In all cases of disputes as to the firm or corporation entitled to receive mail, when the postmaster is in doubt as to his duty he shall comply with the provisions of article 10 of this chapter.

Business Sold

25. When a business is sold or dissolved no change should be made in the manner of delivering the mail in the absence of directions of either of the parties. If the parties give conflicting directions regarding the delivery of mail or it is manifestly improper to continue to deliver it in the same manner as before, the postmaster shall deliver the mail to the party entitled to receive it under the agreement of sale or dissolution.

Business in Bankruptcy

26. When the business of a firm, corporation, or individual has passed into the hands of an assignee, receiver, or trustee in bankruptcy the mail for such firm shall be delivered to the assignee, receiver, or trustee in the following cases: (a) Where a copy of the assignment is filed with the postmaster and it authorizes the assignee to receive the mail; (b) where a copy of the order of court authorizing the receiver or trustee to receive the mail is filed with the postmaster; (c) where the members of the firm or the officers of the corporation to whom the mail is addressed consent that the receiver or trustee shall receive it or fail to object when notified that the receiver or trustee has claimed it.

LETTERS OPENED BY MISTAKE

27. When a letter intended for another person is delivered to a patron who opens and returns it, the postmaster shall reseal the letter in the presence of the person who opened it and request him to write upon it the words "Opened by me through mistake" and sign his name. The letter shall then be replaced in the post office. If the person who opens the letter is unable to sign his name, the postmaster shall make the endorsement and have the person sign by "mark" in the presence of a witness.

A letter opened by mistake shall be treated until its proper delivery as though it were sealed.

VALUABLES FROM DEAD LETTER BRANCHES

28. When dead letters containing money or other valuable matter are received from a dead letter branch for delivery to the owners, diligent effort shall be made to deliver them to the proper persons. Such letters shall be treated as if under seal, the strictest secrecy shall be maintained as to their contents. No exchange shall be made for other funds of any money therein contained. Such matter received under registered cover shall be handled as registered matter until finally disposed of, regardless of whether or not the piece of mail was registered when originally deposited in the mails. Postmasters failing to do this will be held personally responsible for losses resulting therefrom.

Such letters must not be forwarded to another post office without special permission of the dead letter branch. If they cannot be delivered within 30 days from date of receipt, the reason for non-delivery shall be endorsed on the circular which accompanies each letter and the letters returned to the dead letter branch which sent them. If the owner has removed from the office of address and his whereabouts are known, the letter should be returned immediately with full information.

RETURNED UNCLAIMED MATTER

29. Unclaimed letters, prepaid one full rate but not wholly prepaid, when returned to the office of mailing, shall be delivered to the sender and the amount of postage due collected.

Unclaimed letters bearing the card of a hotel, school, college, or other public institution returned to the office of mailing in accordance with a special request thereon shall be presented to the hotel, school, college, or other institution, and if the writer or his address is unknown such letter shall be treated as other undeliverable matter.

GENERAL DELIVERY SERVICE

30. Mail bearing as a part of its address the endorsement "Transient," "To be called for," "General delivery," or other words indicating that it is intended for a transient person, shall be given general delivery service. Also, mail with or without sender's return request that is not addressed for general delivery nor to a post office box, or street or rural route number, shall be placed in the general delivery case when

the address is unknown to the distributing clerks.

At city and village delivery offices, persons supposed to be residents who call at the general delivery for mail shall be requested to furnish in writing their names and addresses (Form 1527) together with their reasons for desiring to use the general delivery instead of carrier service. Minors shall be required to furnish the same information, as well as the names and written consent of their parents or guardians. Postmasters at offices not having city or village delivery service may notify the parents of minors in all instances where it appears that such minors are using the general delivery or post office boxes for receiving mail under objectionable circumstances. The use of general delivery at carrier delivery offices should be discouraged if it is possible to receive mail otherwise, but if a patron insists on receiving mail through the general delivery the request must be complied with. Persons intending to remain for 30 days or more in a city having carrier service should file their names and street addresses at the post office so that their mail may be delivered by carrier, unless they desire lock-box service or insist on general delivery service.

When a general delivery patron files an order to have mail delivered at another local address or to be forwarded to another post office, the mail addressed to that patron should go to the general delivery for mark-up or forwarding.

All mail held in general delivery sections shall be examined daily and prompt return or other proper disposition made of that for which the retention periods have expired.

USE OF POST OFFICE BOXES

31. The use of a post office box is restricted to one individual, family, firm, or corporation. The renter of a box may have delivered through it mail for his family, guests, transient boarders, employees who are members of his household, and, for a period not to exceed 30 days, mail of persons addressed in his care. A box rented by a firm may be used for the delivery of its mail, and, by the consent of all members of the firm may be used for the mail of each member of the firm for the mail of his household, and for the mail of the firm's office employees. A box rented by a corporation, association, or society may be used for the delivery of mail addressed to it and its officials. Boxes rented by schools, colleges, or public institutions, if consistent with the rules and usage thereof, may be used for the delivery of mail addressed to officers, students, employees, or inmates.

Mail delivered to post office boxes shall

not be withdrawn and subsequently delivered by carrier, as placing in the box constitutes delivery.

Bills and circulars shall not be placed in boxes without payment of regular postage thereon.

Mail may be handed out from a lock box or drawer when the holder or such person as may be authorized to take the mail has forgotten the key or cannot open the box, and can furnish proper identification.

When a boxholder files an order to have mail delivered to another local address or to have it forwarded to another post office, the mail addressed to that box should go to the box section for mark-up or forwarding. The box section should place a flag of some description on the box, record the order, and return it to the directory section. (See ch. X as to general instructions concerning post office boxes.)

CITY DELIVERY SERVICE

32. All mail addressed to residences and business houses within the city delivery limits of a city or town shall, as far as possible, be delivered by carriers unless addressees direct otherwise. If a patron so directs, all of his mail however addressed shall be delivered by carrier or through his post office box; otherwise it shall be delivered as addressed. Heavy or bulky packages of any class shall be delivered as addressed if facilities are available.

Establishment

33. City delivery service may be established at any city having postal receipts of at least \$10,000 for the preceding fiscal year and having a population of 2,500 or more residing within territory possessing good continuous sidewalks, improved streets, house numbers, street lights and signs, and mail receptacles or door slots. The territory must also be 50 percent improved with houses.

Extension

34. (a) Specific authority must be obtained from the Bureau of Post Office Operations, Division of City Delivery Service, for the extension of city delivery limits except as provided in paragraph (d) of this article. As rapidly as new areas develop and it is apparent they will qualify for city delivery service within a short time a request should be made to the Department immediately for the necessary allowance and authorization to extend the service. It is the desire of the Department that the delivery service keep abreast of new construction and that necessary delivery service be provided newly developed housing areas as rapidly as such service is warranted.

Postmasters should not wait for patrons to submit a petition for delivery service. The territory to which it is proposed to extend service must generally meet the requirements for establishment of service as outlined in article 33 of this chapter.

(b) When two or more building lots constitute the grounds of one residence the plot may be regarded as improved. It is preferable that the new territory be contiguous, but this is not an absolute requirement. The Department will waive the requirement with regard to sidewalks provided all other requirements are met; that is, if the carrier can safely travel the street during all seasons of the year. There must, however, be satisfactory walks leading from the street to the front entrances of the dwellings if foot service is to be provided. Walks of any material, including gravel and cinders that render them passable throughout the year are acceptable.

(c) When recommending an extension of service, the postmaster may simply give the street name and block number, state that each of the foregoing requirements is met and must show clearly the relation of the extension to the adjacent territory being served, the number of deliveries to be made daily, whether foot or mounted, the population within the proposed extension, the number of stops, the distance the carrier will travel, the time required to serve the new territory, and whether the extension can be made with the present carrier force without additional expense. If additional expense is involved, the postmaster should show the additional time which will be required daily and the cost per hour. A sketch should be submitted showing each street involved, the line of travel of the carrier, and the location of occupied and vacant lots.

(d) At offices with receipts of \$400,000 or more, postmasters need not secure departmental approval in making extensions to the city delivery service when there is no question whatever as to the jurisdiction of the office over such territory, if no change in rural service is involved and where no increase in vehicle hire is necessary, provided that the cost of such extended service can be met from the allowance granted the office to cover delivery service. In those cases where extension of city delivery service will necessitate an increase in funds over and above the current quarterly allowances for carrier service the extension should not be placed into effect prior to receipt of authorization for a sufficient increase in funds to cover the cost. In delegating authority to make these extensions without departmental approval, it is expected that good sound judgment will be used and that careful investigation will be made to ascertain that the requirements are met before service is commenced.

Use of Mail Receptacles and Door Slots

35. Patrons of the city or village delivery service must provide mail receptacles or door slots. Postmasters must not commence delivery to any residence where this requirement has not been met. Business houses are not required to provide mail receptacles or door slots if they are open and someone is on hand to receive the mail when the carrier calls. In such cases postmasters should request the cooperation of the owners or managers of business houses to designate a location near the street entrance at which delivery may be made.

Boxes To Be Used for Mail Only

36. Every private mail box or other receptacle intended for use for the receipt or delivery of mail by any city or village letter carrier shall be used exclusively for the reception of matter regularly in the mails, and any mailable matter, such as statements of accounts, circulars, sale bills, or other like matter, deposited therein shall be treated in accordance with the rules governing the mails, including the proper addressing and the payment of postage at the regular rate.

When a carrier finds deposited in such a mail box or other mail receptacle mailable matter on which no postage has been paid, addressed to or intended for the person in whose box it is deposited, he shall take such matter to the post office to be held for postage.

Specifications for Door Slots

37. The clear rectangular opening in the outside plate of door slots shall be $1\frac{1}{2}$ inches wide and 7 inches long. The slot shall have a spring flap, hinged at the top if placed horizontally, and hinged on the side away from the hinge edge of the door if placed vertically. When the hinged flap is pushed back it shall not obstruct the $1\frac{1}{2}$ by 7 inch opening. The size of chute shall conform to the slot plate opening. When a hooded plate is used inside to provide greater privacy, the bottom line of the hooded portion shall be not more than three-quarters of an inch below the bottom line of the slot in the outside plate if placed horizontally, or more than three-quarters of an inch beyond the side line of the slot in the outside plate nearest the hinge edge of door if placed vertically. The hood at its greatest projection shall be not less than $2\frac{1}{16}$ inches beyond the inside face of the door. Slots should be placed not less than 30 inches from the outside finished floor line.

Delivery in Apartment Houses

38. Approved apartment-house mail receptacles, one for each apartment, conforming to the regulations in articles 39 to 51 of this chapter, should be provided in apart-

ment houses, family hotels, and flats containing three or more apartments, except where the management has arranged that mail for the tenants be delivered at the office or desk for distribution by its employees. Registered, insured, c. o. d., special delivery and parcel post mail must be delivered to the addressee or his authorized agent without regard to the floor on which his office or apartment is located. Carriers are not required to deliver ordinary mail other than parcel post above the first floor. Where available, telephone or speaking tubes should be used to call patrons before distributing ordinary mail to the receptacles. When telephones or speaking tubes are not available, or when preferable, someone should be designated to receive such mail on the first floor for all the patrons in the building. In such cases the written order of each patron must be obtained. Directory boards showing the names of all persons receiving mail should be provided in apartment houses where there are 25 or more receptacles. Copies of the apartment house mail receptacles regulations pamphlet and amendments may be secured upon application to the Bureau of Post Office Operations, Division of City Delivery.

Apartment-House Mail Receptacles

39. Requirements.—(a) The delivery of mail in apartment houses, family hotels, residential flats, and business flats in residential areas containing three or more apartments having a common street entrance shall be contingent upon the installation and maintenance of United States Post Office approved mail receptacles, one for each apartment, including resident manager and janitor unless the management has arranged that the mail be delivered at the office or desk for distribution by its employees.

(b) Postmasters shall take steps to inform themselves as to the proposed erection or remodeling of apartment houses. They shall inform builders and owners of the requirements of these regulations and shall cause suitable inspection to be made for the purpose of seeing that receptacles of safe and durable construction are installed in conformity with these regulations.

(c) Apartment houses, family hotels, and flats, equipped with old-type apartment house mail receptacles, when remodeled to provide additional apartments or when a material change in the location of boxes is made, shall be equipped with approved receptacles, and owners and managers must be urged to install such up-to-date and approved receptacles to assure more adequate protection of the mails of occupants.

(d) The receptacles shall be manufactured of material, of such substantial strength and thickness, as to render mail deposited therein reasonably safe.

40. Capacity.—The receptacles shall be of sufficient capacity to receive long-letter mail $4\frac{1}{2}$ inches in width and certain large and bulky magazines, unrolled as well as rolled, and they shall be so constructed and of such height or length and capacity that magazines $14\frac{1}{4}$ inches in length and $2\frac{1}{2}$ inches in diameter, if rolled, may be deposited therein by the carrier and removed therefrom by the tenants with facility.

41. With telephone units.—(a) Where it is necessary or desirable to install apartment-house mail receptacles in conjunction with a telephone unit of a standard size they may be placed in two tiers, or they may be installed in groups or batteries of less than eight if required for the proper arrangement of the groups in the two tiers. This applies only where it is desirable to install a telephone unit in connection with mail receptacles and does not apply to cases where the telephone unit is installed independently of mail receptacles. While there is no objection to combining these two services, the mail receptacles must be separated from the telephone or electrical unit. There is no objection to the use of electric push buttons in the flange of the face of the nests of apartment-house mail receptacles connecting with wires outside the mail receptacles, provided the push buttons may be removed from the outside and provided that in the repair of the wire connection with such push buttons it will not be necessary to remove the receptacles.

(b) In installations in which telephone units are combined with mail-receptacle units, they should be so constructed, that access to the telephone unit is not dependent on entering the mail receptacle, and the latter must not be accessible when the telephone-unit is opened.

(c) Where no telephone units are connected therewith the receptacles shall be arranged in groups, as many in each group as is consistent with safety, but in no case shall there be less than eight receptacles in a group, except where the number of apartments is less than eight or where the number of boxes cannot be evenly divided into multiples of eight.

42. Location.—Receptacles in apartment houses shall be located at points reasonably near the entrance in vestibules, halls, or lobbies adequately lighted, so as to afford the best protection to the mail and enable the carriers to read the addresses on mail and the names on boxes without undue strain on their eyes and without molestation by swinging or opening doors.

43. Master door.—Each group shall be equipped with a master door or device on the opening of which the entire group of receptacles is accessible for the deposit of mail by carrier. The master door or device shall be secured by a master lock furnished by the Post Office Department for use so

long as mail is delivered by letter carriers, the key of which lock shall be in the custody of postal employees.

44. Installation.—(a) Architects, builders, and owners of apartment houses should arrange for the installation of boxes under such conditions as will permit the installation of the largest number of boxes with the smallest number of master locks.

(b) Not more than two tiers of boxes may be installed. The receptacles shall be so placed that the center of the barrel of the master lock of the upper tier will not be more than $5\frac{1}{2}$ feet from the floor, and the center of the barrel of the master lock of the lower tier will not be less than 30 inches from the floor. If fastened to the wall with screws, roundhead screws should be used.

45. Keys.—(a) Each individual receptacle shall be equipped with a door through which the mail may be removed from such receptacles by the holder. The doors of the several receptacles shall be secured by key locks or combination keyless locks. In case key locks are furnished, manufacturers shall make provisions for a sufficient number of key changes to prevent the opening of receptacles by the use of the key to any other receptacle in the same house and in the immediate locality. These locks must be securely fastened to the door or receptacle. Each lock should be clearly numbered on the back so that if key is lost a duplicate may be ordered by number. The lock number should also be clearly shown on the inside of the master door directly above the individual box to which it is attached.

(b) Apartment-house managers shall maintain a record of key numbers furnished by manufacturers and jobbers relating the key number to the receptacle number so that when necessary, new keys may be ordered. Key numbers shall not be placed on the barrels of the locks, as it is thus possible for unauthorized persons to secure keys and gain access to the boxes. In the case of keyless locks, apartment-house managers should be instructed to keep a record of the combinations so that new tenants may be advised. These records of key numbers and combinations shall be kept in the custody of the manager himself or a trusted employee.

46. Door slot.—In the face of each receptacle a slot 2 inches in length and one-eighth inch wide for the deposit of carrier and special delivery notices shall be provided.

47. Numbers.—Mail receptacles shall be satisfactorily numbered or lettered in numerical or alphabetical sequence from left to right so as to enable the carrier to expeditiously deliver the mail.

48. Name cards.—Each receptacle shall be fitted with clasps or holders for placing a card on which shall be placed a list of

the names of persons receiving mail through such receptacles. There is no objection to placing the holders for the lists of names on the outside of the receptacles instead of inside, but in such case the holders shall be wide enough for not less than three names, and shall be placed so that the carrier while in a standing position may easily read the names when the master door is open.

49. Directories.—(a) In all apartment houses where there are 25 or more receptacles, a complete directory, alphabetical by surname, of all persons receiving mail shall be maintained and kept corrected to date. The receptacle number and apartment number should always be the same, and the apartment number should appear on the right of the name on the directory. If, for any cause, the apartment number is different from the number on the receptacle, the receptacle number should appear on the left of the name in the directory. The same arrangement shall be followed where the apartments and receptacles are either lettered or lettered and numbered.

(b) The directory shall be prepared by the use of legible type in a suitable frame for protection purpose, and attached to the wall immediately above or to the side of the mail receptacles where it can be easily read. In all cases where an attendant such as telephone operator, doorman, or elevator conductor, is on duty between the hours of 7 a. m. and 11 p. m. and mail is delivered to either approved apartment-house receptacles or in bulk for distribution by employees of the building, the directory may be kept in the custody of the employee on duty in the building so that it may be available for use by the carrier or special-delivery messenger on request.

(c) Where an apartment house is divided into units with separate entrances and 25 or more receptacles are installed to the unit, a separate directory shall be provided for each unit. In addition, where mail is not generally addressed to specific units, a directory shall be kept at the main unit of the building, listing all persons receiving mail in the various units.

50. Maintenance.—(a) The owners or managers of buildings shall keep receptacles in good repair, and when apartment buildings are remodeled mail receptacles in conformity with these regulations shall be installed.

(b) Carriers shall report all cases where apartment houses are being remodeled and where mail boxes in apartment houses are not locked or are out of repair.

(Form 3521, "Carriers' Report of Condition of Mail Receptacle," is to be used for this purpose.)

(c) Upon receipt of a report of lack of repair or irregularity in the operation of apartment-house mail receptacles postmas-

ters will have prompt investigation made, and direct what repairs must be made by and at the expense of the owners or managers. In order that there shall be no question as to the disposition or treatment of mail, repairs must be made only when a representative of the post office is present. It is unlawful for other than postal employees to open receptacles and expose mail.

(d) Failure to keep boxes locked or in proper repair as directed by postmasters is sufficient justification for withholding delivery of mail therein and requiring the occupants of the apartments to call for their mail at the post office, if this action is believed advisable for safety reasons.

(e) Complaints of loss, theft, or injury of mail deposited by carrier in apartment-house mail receptacles, shall be investigated and where it is shown that some one has willfully or maliciously injured, defaced, or destroyed mail deposited in such mail receptacles or has willfully taken or stolen mail from such receptacles, suitable action shall be taken to have the matter investigated by a post office inspector.

(f) The United States Penal Code prescribes penalties for the wrongful possession of mail locks and the willful or malicious injury or destruction of letter boxes and the theft of mail therefrom. Manufacturers are authorized to place on each installation of apartment-house mail receptacles the words "U. S. Mail" and a warning notice of these provisions of law. Manufacturers are also authorized to place inconspicuously on each installation their name and the words "Approved by the Postmaster General," where the designs have been approved by the Post Office Department.

51. Master locks and keys.—(a) Postmasters shall furnish inside letter-box arrow locks for use on master doors, upon request of owners or builders of apartment houses for attachment to mail receptacles when inspection discloses that such receptacles can be approved by the Department and are installed in conformity with these regulations. The locks shall be attached to the group of receptacles by the owner or builder of the apartment house or by his direction, under the supervision of a representative of the postmaster, who shall see that they are securely attached.

(b) Postmasters shall make requisition on the Division of Mail Equipment Shops, for a suitable supply of inside letter-box arrow locks when they find there is need for such locks and shall maintain a suitable reserve stock. Requisitions for locks should include a statement as to the number of keys required. Any locks that become defective or by reason of renovation of the building are no longer needed shall be returned to the postmaster. All delivering employees and all postmasters must see that such locks

are properly accounted for when buildings are torn down or remodeled and that defective locks are recovered.

Use of Mail Chutes

52. Mail chutes and receiving boxes may be placed, subject to the approval of the postmaster, in public buildings, railroad stations, hotels, and business or office buildings of not less than 4 stories in height and apartment houses comprising not less than 40 residential apartments. These mail chutes must conform to the requirements outlined in the mail chute regulations, copies of which may be secured upon application to the Bureau of Post Office Operations, Division of City Delivery.

Limits and Frequency of Service

53. The limits of the city delivery service and the number of daily deliveries and collection trips to be made shall be fixed by the Department, and shall not be changed except by authority of the Bureau of Post Office Operations, Division of City Delivery.

Service Outside City Delivery Limits

54. Service to patrons located outside city delivery limits may be given by having them erect boxes on the carrier's line of travel for delivery of their mail. Special delivery, parcel post, insured, c. o. d., and registered mail should be delivered to the residences of out-of-bound patrons, if the residences are within a reasonable distance, not more than two or three blocks, from the carrier's line of travel, and provided walks have been constructed or the street is not impassable; otherwise a notice shall be left in the box requesting that the patron call for the mail. If an ordinary parcel is involved, and it can be placed in the box, delivery shall be made in this manner.

Changes in Routes

55. Postmasters may make changes in carrier routes within established limits so as to equalize the carrier's work and to improve the service.

Hours of Service

56. The routes shall be laid out in such manner that none of the carriers shall be required to work more than 8 hours a day within a period of 10 consecutive hours.

Expenditures

57. Postmasters shall not make expenditures on account of the city delivery service without first obtaining authority from the Bureau of Post Office Operations, except in cases of urgent necessity, when that Bureau shall be promptly notified.

Reporting Time of Carriers

58. Letter carriers shall not report before schedule time for the first trip of the day nor for the beginning of a trip following a "swing."

Recording Hours of Service

59. Carriers shall register on the time recorder upon reporting, leaving, returning, and ending for each trip which begins and ends at the post office. The time cards shall constitute the official record.

The entries on these cards shall be made at the beginning and ending of each trip and not be deferred until the close of the day.

One carrier shall not register on the clock for another. Violation of this rule may subject both carriers to removal.

When collections are made in the morning on the carrier's way to the office, the first and second entries on the time card shall be the time of opening the first box.

When a carrier has been authorized to end his tour of duty on the street and not return to the post office, the time recorded on his time card for returning and ending on that trip shall be the time of delivery of his last piece of mail.

Carriers or supervisors in charge of carriers shall not conceal the fact that overtime has been made; nor shall carriers whose duties require less than 8 hours a day expand the actual working time on their routes or attempt to record unnecessary time in order that their time reports may show 8 or approximately 8 hours' work.

Duties of Carriers

60. Carriers shall not perform clerical work. Their duties shall be restricted to:

Collection and delivery of mail.

Routing of mail for delivery.

Forwarding of mail addressed to their routes, and mark-up of mail of former patrons whose addresses have been changed to other routes.

Endorsing of undeliverable mail.

Receipting for and recording of registered mail.

Posting of route books.

Facing of mail collected by them whenever such work will not retard collections.

Serving at carrier's delivery windows.

Carriers while serving their routes should carry with them a sufficient quantity of change of address cards, notices of change of address to publishers, and such other forms as may be required in the performance of their official duties.

Carriers Not To Remain in Office

61. Carriers shall not remain at their desks nor in the workroom of the office during a "swing" or interval between trips or during the dinner hour. Neither shall they remain in the post office after completing the last trip of the day.

Carriers engaged exclusively in the collection service shall not be allowed to remain in the workroom of the office except while depositing or facing the mail collected by them.

Rules of Delivery

62. Carriers shall be careful to deliver mail to the persons for whom it is intended, or to some one authorized to receive it. In case of doubt they shall make inquiry to ascertain the owner. Failing in this, they shall return the mail to the office for disposition.

Carriers shall observe the following instructions in the delivery of mail:

(a) Delivery shall not be made to patrons in the street when such delivery would cause unreasonable delay.

(b) Delivery shall not be made in boxes or receptacles at premises not occupied in whole or in part by the addressee, unless expressly ordered by the postmaster.

(c) Houses shall not be entered except in the discharge of official duties.

(d) Mail which has not passed through the office or station with which the carrier is connected shall not be delivered.

(e) Mail shall not be exhibited to persons other than the addressee, except on order of the postmaster or some one authorized to act for him.

(f) Mail shall not be carried in pockets or clothing.

(g) Carriers shall not deviate from their routes or stop for meals while on trips, unless in accordance with schedules authorized by the Department.

(h) Mail, regardless of class or type, shall not be thrown away or improperly disposed of.

(i) Stamps shall not be removed from mail.

Registered, Insured, and C. O. D.

63. Registered, insured, and c. o. d. mail should be delivered in accordance with the instructions contained in this chapter and in chapters XI and XII.

Delivery Where Dogs Are Kept

64. Carriers are not required to deliver mail at residences where dogs are permitted to interfere with delivery.

Collection of Postage Due

65. Carriers shall collect and promptly return to the office all postage and other charges due on mail entrusted to them for delivery. Such mail must not be delivered until the amount due has been paid.

Parcel Post Delivery

66. General.—Parcels must not be left on porches, steps, or elsewhere (except upon written order of patron), but must be delivered into an authorized mail receptacle of the addressee, or in person to addressee, his representative, or agent.

67. Delivery of heavy or bulky packages.—Heavy or bulky packages of any class shall be delivered as addressed if facilities are available.

68. Second attempt at delivery.—If an ordinary parcel fails of delivery on the carrier's first attempt, Form 1513-A should be left at the address indicating that the parcel is held awaiting call at the post office or carrier delivery station. A second attempt should be made only if requested by the addressee. (See art. 268 of this chapter as to ordinary perishable parcels.)

69. Delivery to street address of patron having a post office box.—Parcels for a patron residing within the city delivery limits, but who receives mail through a rented box shall be delivered to a designated street address by carrier upon written request.

70. Special handling parcels.—All special handling parcels received for delivery shall be postmarked on the address side. Such parcels shall be delivered as parcel post if ordinarily delivered on regular scheduled trips, provided that all special handling parcels received in time for distribution up to the time the last foot carrier delivery begins shall be delivered on that day and shall not be held over until the next day.

Treatment of Mail When Patron Has Moved

71. When a patron of a carrier route files an order to have his mail delivered at another local address or to have it forwarded to another post office, the mail addressed to that patron should go to the carrier serving the district from which the patron moved, for mark-up or forwarding.

When a patron removes without leaving a forwarding order, the carrier shall endeavor to secure a forwarding order and shall hold all mail so addressed on his case for 3 days anticipating such an order. If, after the third day no forwarding order has been received, the name and old address of the patron shall be entered in the carrier route book and on Form 3982, and the endorsement "Removed—Left no address" made in the space provided for the new address. The mail shall be similarly endorsed and properly disposed of. (See ch. VIII, arts. 108 to 129, as to forwarding mail.)

Collection From Letter Boxes

72. When carriers making collections from letter boxes find it impossible on any one trip to carry to the post office the contents of all the boxes on their routes, preference shall be given to the first-class matter. Newspapers and packages placed on the tops of letter boxes should be collected when it can be done without preventing the prompt collection of matter properly deposited in the boxes.

Carriers To Receive Matter for Mailing

73. Letters.—Carriers while on their routes shall accept letters with postage stamps affixed which are handed them for

mailing, and when making delivery at any residence shall collect such letters placed on or in mail boxes; but they should not delay their deliveries by waiting for such letters. Carriers shall not accept money to pay postage on letters tendered to them for mailing.

Mounted carriers making curb delivery shall collect letters with postage affixed from boxes on their routes where the flag is up, indicating that there is mail therein, even though there is no mail for delivery.

74. Other matter.—Carriers should also accept other small articles of mailable matter with postage properly prepaid, but they should refuse to accept packages that are cumbersome on account of size, shape, or weight, especially when the carrying of such packages would interfere with the prompt delivery of mail and the collections from letter boxes.

75. Registered matter.—Carriers shall receive and register (unless of unusual value) all letters and packages of first-class matter that are not cumbersome on account of size, shape, or weight, and are properly offered them for registration, and shall give the regulation receipt therefor.

(See ch. XI, art. 8, on acceptance of matter of unusual value.)

76. Mail not to be returned to senders when collected.—Carriers shall not under any circumstances return to any person any letter or letters said to have been deposited in a letter box, or which have come into the custody of the carrier in a regular way. An applicant for the return of such mail should be directed to the postmaster.

Disposition of Undelivered Mail

77. When carriers are unable to deliver all mail taken out on the last trip of the day without working unauthorized overtime, they shall return to the post office within the 8 hours prescribed, with the undelivered mail, and report such failure to the postmaster or the superintendent of the station. They shall also make a full statement of the failure on Form 1571.

End of Tour of Duty

78. After the last daily delivery, carriers shall return their satchels and all undelivered mail to the post office or station with which they are connected. Carriers are not permitted to end their tours of duty on their routes without authority from the Department.

SUPERVISION OF CITY DELIVERY SERVICE

General Provisions

79. (a) Postmasters shall see that all employees connected with the city delivery service are fully informed as to their duties

and responsibilities. Postmasters at city and village delivery offices and every supervisor whose assignment includes any supervision of city or village delivery service must thoroughly familiarize themselves with these instructions. All orders of the Post Office Department affecting the city delivery service or the duties of letter carriers shall be suitably filed, and copies of all such orders shall be posted in conspicuous places in post offices and stations. Postmasters shall issue such instructions, not in conflict with departmental instructions, as are necessary to promote the efficiency of the city delivery service and maintain proper discipline.

(b) It is imperative that most careful and intelligent supervision be given constantly to the work of the carriers, both in the office and on the routes, in order to maintain the city and village delivery services at the degree of efficiency due both the public and the Department. The instructions contained herein must not be disregarded and the general supervision of the carrier force must not be neglected in any circumstances.

(c) The postmaster, assistant postmaster, general superintendent of mails, or other designated supervisor will keep a close check on the entire delivery service in order that he may know whether station superintendents or other supervisors directly in charge of delivery units are functioning efficiently, whether the routes are being kept in proper adjustment, and whether the public is receiving the scheduled frequency of service. It is particularly the responsibility of station superintendents and others in direct charge of delivery units to supervise the work of the carriers in the office, to submit written reports concerning unsatisfactory conditions coming to their attention, and to recommend suitable action against delinquent carriers in accordance with the Efficiency Appraisal System.

Extensions

80. It is the policy of the Department to extend city delivery service to newly built-up sections, streets or houses either within or outside of present delivery limits as soon as the requirements as outlined in article 34 of this chapter are met. Postmasters should, therefore, keep themselves fully informed as to conditions in their cities and comply with the instructions cited.

Mounted Service

81. Mounted carriers for the delivery of ordinary mail should be recommended only when they would be more economical than foot carriers and expedite the delivery of the mail because of sparsity of population and distance between stops. Delivery by mounted carriers ordinarily contemplate that patrons shall place suitable mail receptacles at curb lines so that the bottom of

the box will be at a height of approximately 3½ to 4 feet.

The name and street address of the patron should appear on a receptacle not located directly in front of the residence. Where two or more boxes are grouped together the name and address should appear on the front. The territory wherein it is proposed to establish mounted delivery service should generally meet the requirements for city delivery service in that the houses should be numbered, street signs should be erected, and the streets should be surfaced in such a manner as to permit travel over them with a vehicle at all seasons of the year. If the area as a whole is 50 percent developed or will be so developed within a period of one year, even though some sections do not meet this requirement, recommendation should be made for extension to the entire area.

Receptacles and Door Slots

82. (a) The Department requires that all private dwellings receiving carrier delivery service shall have visible house numbers and be provided with door slots or other suitable mail receptacles. (See art. 37 of this chapter for door slot specifications.) This is mandatory in the case of extensions of service, delivery to be accorded no residence until so equipped. Where residences are not so equipped in territory where city delivery service was established prior to the enforcement of this rule, postmasters should bring the requirements of the Department to the attention of the patrons involved through personal interviews, the use of Form 1507, or letter, with the suggestion that it may be necessary to withdraw service if a suitable receptacle or house number is not provided. Should the patron then fail to meet this requirement, the matter should be submitted to the Department with a full statement of the facts, including the names and addresses of the patrons involved and the length of time each has had delivery service.

(b) The Department has not adopted any particular type or design of mail receptacle for private dwellings. The only requirements for such receptacles are that they shall afford protection to the mail; be plainly labeled with the name of the patron where more than one box is located at a given point; be so constructed that mail may be conveniently deposited therein without causing injury to the carrier's hands or clothing, and be in a convenient location for the carrier to serve.

(c) Specific rules contained in articles 39 to 51 of this chapter regarding mail receptacles in apartment houses containing three or more apartments must be rigidly followed in all cases except where provision has been made by the management of such houses for one of their employees to receive

mail for their tenants. Supervisors making route inspections should give attention to such mail receptacles and when their condition is not satisfactory, report thereof should be made to the postmaster so that corrective action may be taken.

(d) All business houses not usually open at the time of carrier delivery should be equipped with door slots or mail receptacles of sufficient size to permit of proper delivery; otherwise, the mail will be held for the next scheduled trip of the carrier. Provision should be made for the deposit of mail at or near the front door of business establishments.

Number of Deliveries

83. (a) The number of daily trips required on a route will depend on the volume and importance of the mail for delivery thereon. Not more than one delivery daily should be made in any strictly residential territory.

(b) Deliveries should be restricted to not more than three daily in strictly business sections when the receipts of mail warrant such service. Professional or business offices and small neighborhood stores such as grocery, drug and retail stores located in residential territory should be given one delivery daily. Consideration may be given to providing more than one delivery daily in secondary business areas and to factories located outside of strictly business territories if they are dependent on the mails for the operation of their businesses. Two deliveries generally are sufficient in the business sections of the smaller offices. A designated symbol or colored label should be used on the carrier's case to signify the section due to receive but one delivery on a two-trip route; and to identify the firms, factories, and patrons served on the second trip of three-trip routes when only part of the route is served on that trip.

(c) An increase in the number of deliveries daily to any section must not be made without authority from the Department. When it is believed that conditions warrant an increase in the number of deliveries, all the facts must be reported to the Department with a detailed description of the territory involved; and information must be furnished as to the volume and importance of the mail and time to be gained in delivery, the time of arrival of important mails, and the additional carrier time involved.

Sorting Cases

84. (a) The Department has adopted a standard sorting case with 200-letter and 16-paper separations. However, any sorting cases now on hand, or subsequently furnished, containing 160-letter and 16-paper separations are considered standard. A carrier will not be permitted to remove

separations from the case unless so authorized by the proper supervisor. In those instances where a firm or individual receives a large quantity of mail, supervisors may authorize carriers to remove separations from their cases. The number of paper separations may be increased or reduced if such action is found advisable to insure the most expeditious routing of mail for delivery.

(b) It is essential to the most expeditious routing of mail that the cases be labeled plainly and correctly. The labels may be placed either above or below the separations, but all carrier cases must be labeled uniformly at each individual office, including its stations and branches. Each letter separation should be labeled to two or three points of delivery in accordance with the average quantity of mail, except that a separation should be provided for each person or firm receiving a large quantity of mail. Generally, routes are arranged so that delivery begins at the point receiving the largest quantity of mail; therefore, the first point of delivery should be shown at the lower left-hand corner of the case, and each row should be labeled from left to right in the exact order in which the route is to be served. The last point of delivery will be shown in the upper right-hand corner of the case. The labels should be suitably marked to indicate the relay points. In the interest of uniformity, the labeling and re-labeling of carrier cases should be performed by some employee of the office skilled in that work if such person is available. However, if this is not possible, auxiliary assistance, or in emergencies, overtime may be allowed.

(c) Paper separations may be placed at either the top or bottom of the case, preferably at the bottom. Large paper mail, such as magazines and bulky newspapers, must not be cased with the letter mail. Either the one-bundle system, letters and papers strapped together, or the two-bundle system, letters and papers strapped separately, may be used in the delivery of mail.

(d) Carriers' cases must be located as conveniently as possible with respect to the letter and paper distributing cases, and kept free of personal effects. Insofar as practicable mail will be withdrawn from distributing cases and placed on carriers' cases by clerks or mail handlers, especially for the first morning delivery. When not practicable to do that, excessive time must not be consumed by carriers in making too frequent withdrawals of mail. Ordinarily, two withdrawals of letter mail and one of paper mail each trip are considered to be sufficient. Errors in distribution and mark-ups must be promptly redistributed, and every arrangement practicable should be made to enable carriers to make a final pull

of cases containing such mail, also other first-class mail and daily papers just prior to the time of leaving to serve their routes. Stools may be used by carriers in the performance of their office work. Carriers should not be required to examine insufficiently addressed mail.

Key Cages

85. Arrangements must be perfected to enable carriers to obtain and account for keys, registered, c. o. d., and postage-due mail with a minimum consumption of time. Wherever practicable, arrangements should be made to deliver such items to the carriers at their cases. Where window service is necessary, carriers should be served at one window, if practicable, which should be conveniently located. If more than one window is used, they should be adjoining. It is not considered a good plan to call out the names of carriers required to call for registers, c. o. d.'s, customs, or postage-due mail.

Maintenance of Schedules

86. (a) The number of deliveries authorized must be maintained as scheduled. A reasonable amount of overtime or auxiliary assistance, for which an advance allowance should be obtained, may be used when necessary to deliver mail with time value as contemplated in paragraphs (d) and (e) of this article. The omission of a trip is permissible only in cases of emergency upon proper authorization of a supervisor, and should be fully explained by the carrier on Form 1571. Mail without time value available to the carrier on the last trip of the day and held over for delivery on the following day will be reported on Form 1571. The delivery time must be reasonably uniform; therefore, it is essential that the carriers leave on or before scheduled time and maintain a reasonably uniform returning time. On Mondays, days after holidays, and on other days when it is known that an unusual quantity of mail will be on hand, carriers should be scheduled to report sufficiently early to enable them to complete the routing of mail for delivery and leave on scheduled time.

(b) The scheduled leaving time for each trip should be the same for all carriers making the same number of trips daily at each post office or station, except carriers who serve routes far distant from the post office or station, who may be scheduled to leave sufficiently in advance of other carriers to insure the return of all carriers of that group at approximately the same time.

(c) In order that postmasters and other officials having supervision of the city delivery service at first-class offices may know whether first-trip schedules are being maintained at all times, reports shall be made on Form 1813 (Late Leaving and Returning

Report—First Carrier Delivery Trip.) These reports must be carefully analyzed by the proper supervisor and appropriate steps taken to remedy any unsatisfactory condition they disclose.

(d) When necessary to complete the first delivery as scheduled on three-trip routes, there will be taken out for delivery on that trip all first-class mail and daily papers, and such additional mail in order of importance, as can be delivered within the scheduled time. Mail distributed to the carriers but not delivered on the first trip should be delivered on the second trip. Mail without time value distributed in time for the third trip may be held over for delivery on the first or second trip of the following day if to effect delivery on the third trip on the day received would require overtime or auxiliary assistance.

(e) As a general policy, residential routes should be arranged so that all classes of mail distributed to carriers before leaving time will be delivered that day. However, it is not intended that advertising matter without time value will be delivered on heavy days such as Mondays and Fridays, when to do so will require the use of overtime. Such mail which is not delivered on heavy days must be delivered the following day. On Saturdays, all mail distributed to carriers must be delivered that day. The provisions of this paragraph apply also to substitutes employed in place of regular carriers absent for any reason. It is not contemplated that substitutes will be used an excessive number of hours on heavy days in order to effect delivery of all mail on hand.

Errors in Distribution and Markups

87. Errors in distribution should be so placed on the carrier's desk that they may be continuously collected for return to the distributing cases and redistributed. Immediately after the carrier on a two- or three-trip route has completed the casing of his mail, all first-class markups and all others, if possible, should be handled by the carrier and returned to the distributing case for redistribution. Where it is practicable for the carrier to mark up his first-class mail before he completes the routing of all mail, this should be done in order to expedite the delivery of mail marked up for delivery by other carriers. While it is desirable that all markups be completed by the carrier before leaving on each carrier trip, if at all possible, it is mandatory that all first-class markups be completed before the carrier leaves on any trip. On one-trip routes all errors in distribution and local changes of address within the delivery unit must be handled before the carriers leave the office in order to insure delivery that

day. If necessary, the one-trip carriers may report at a time sufficiently early to complete this work and maintain their regular departure time. Markups for addresses outside the delivery unit must be handled by the carrier upon his return to the office before ringing out for the day.

Fixing Schedules

88. In fixing schedules for office time, carriers should be divided into groups, each group to consist of the carriers with the same scheduled leaving time and approximately the same allowable office time, and the reporting time fixed accordingly for each group. Each carrier should leave to serve his route immediately upon completion of his office work and, while some carriers will leave a few minutes in advance of the scheduled leaving time with more or less frequency, the leaving time of carriers will be uniform to the extent contemplated if the schedules of office time are properly fixed.

Ending Tour

89. Carriers should not be permitted to end their tours of duty on their routes without authority from the Department, but must return to the post office or station to which assigned. Keys assigned to carriers must be securely attached to their clothing by the safety chains provided, and must be returned to the post office or station each day at the end of the last trip on which used. Carriers will be required to have their satchels with them at all times while serving their routes.

Paired Routes

90. (a) Each carrier must familiarize himself with the casing or routing of the mail for at least one route other than his own, so that, during the absence of the regular carrier on such route, he will be qualified to assist and instruct the substitute in routing the mail, the substitute to serve the absent carrier's route. Usually, this can be accomplished by having each regular carrier case his partner's mail on light days during definitely stated periods.

(b) A regular carrier assigned to assist a substitute in casing mail on a paired route may be required to report in advance of his scheduled reporting time when necessary to avoid late departures. To avoid curtailments in such instances, a small amount of overtime, if necessary and authorized, may be used by the regular carrier. Cases of paired carriers should be adjacent.

Route Directories

91. Inside of the front cover of each Carrier's Route Directory are pages containing spaces for carrier to provide information as follows: Delivery unit at which carrier is assigned; carrier's name;

route number; mail keys number; badge number; dates during which the book is in use; the location of storage boxes, mail chutes and collection boxes; location of contract stations; weekday and Saturday schedules of the route by trips; leaving time of cars, busses or other means of transportation and points at which such transportation is obtained; and list of all permanent orders to local post office boxes.

Change of Address Orders

92. Each change of address order received by a carrier from a patron on his route should be entered by the carrier on Card Form 3982 (change of address) in addition to the entry in his route book. A separate card should be maintained for each separation in the carrier's case for which there are change of address orders. Where it is practicable to do so and in order to reduce the number of cards to be handled, each card may cover a certain space on the case; that is, from a given address to another given address. Carriers should keep on hand, at all times, this card file for all permanent changes of address. File boxes will not be supplied and the cards should be fastened together with a rubber band and kept in the drawer of the city carrier case. The entries should remain on the cards for 60 days for all permanent changes and until patrons return for all temporary changes. At the end of 60 days, or at the expiration of a temporary forwarding order, the address should be canceled by a line drawn through the entry. Whenever a utility carrier or substitute carrier serves the route, he should distribute these cards in the carrier's case with the letter mail on each trip. This procedure should prevent deliveries of mail, as addressed, when forwarding orders are on file.

The carriers' case labels should be uniformly and conspicuously marked, preferably in red, to indicate when mail is to be withdrawn for delivery through post office boxes.

5-Day Count

93. A 5-day count of mail handled on each route, including auxiliary routes, a count of parcel-post routes, and weight of collection routes, shall be made annually by carriers, irrespective of their ages or years of service, during the month of October, unless otherwise ordered by the Department. The count will be made for 5 consecutive weekdays, commencing on Monday, and the week be so selected as not to include the first or last day of the month, or any other day which might cause an unusual condition insofar as the volume of mail is concerned.

94. **Purpose.**—The purpose of the 5-day count is to determine, in connection with

the route inspections, the condition of each route and whether adjustments are necessary. It is important that during the count period carriers effect delivery of mail in the same manner as contemplated during any normal week.

95. **Time for counting.**—The carrier will count the mail, keep a record of and enter on Form 1838 the number of pieces of various classes and other items, also the time lost, if any, in waiting for mail and the time consumed in the counting of mail. He should be required to report in advance of his scheduled reporting time, if necessary, to enable him to leave on time. Care should be exercised by the carrier so that the total time lost waiting for mail or time consumed by him in the counting of the mail is entered on Form 1838, and that such time is not included in his net office time or net total time for the day. If excessive time in counting the mail is recorded by the carrier on Form 1838, the supervisor in charge of the delivery unit will take the necessary steps to enable him to determine a proper time allowance for that item.

96. **Substitutes.**—Substitutes assigned to full- or part-time authorized auxiliary routes will count the mail and enter the figures on Form 1838 in a manner similar to the regular carriers. Regular carriers should not be given auxiliary assistance during the 5-day count period, except where the time involved would result in inadequate service to the public. Where a substitute is used under these conditions, he will complete a Form 1838 and the data considered with that on the form submitted by the regular carrier.

97. **Accuracy of count.**—The count of mail by carriers must be absolutely accurate and dependable. Where distribution to firms direct is made by clerks, each direct package for a firm will be counted as one piece and so handled by the carrier. The total pieces of mail handled will comprise all mail distributed to the carrier, including errors in distribution. The errors in distribution must not be included in the number of pieces marked up but must be returned to the distributor for redistribution before the carriers leave the office. Mail available to a carrier for a particular trip and not routed by him for that trip should not be included in the count of mail for that trip.

98. **Verification.**—Upon receipt of Form 1838 from the carrier, the postmaster or designated supervisor will arrange to have the time items verified promptly. In the cases of forms submitted by utility carriers and substitutes working part time in place of absent regular employees, the time will be disregarded but the volume of mail will be used to obtain an average. During the count period, a supervisor at each delivery

unit should be designated to make one or more selective counts daily of the mail distributed to individual routes and verify the counts recorded by the carrier. Inspections of routes should not be made during the week of the count period.

99. Use of Form 1840.—The data recorded on Form 1838 will be transferred to Form 1840 (Memorandum of Carrier's Work for the Consecutive Full 5-day Period). The time to be entered on Form 1840 in the second column under the caption "Net Office Time Used" is the actual time consumed by the carrier in performing his office work each day, and not the scheduled time for such work. This entry should not include any time spent in waiting for or counting mail. Carrier and clerk schedules should be so arranged that it will not be necessary for carriers to wait for mail. Clerical schedules should be so arranged to provide for the distribution of sufficient mail to carrier routes so that carriers will not be idle between the time of reporting and time of leaving on each trip.

100. Absence during period.—During the 5-day count period, carrier absences, except on account of compensatory time, should be avoided insofar as practicable. The time of utility carriers will not be recorded on Form 1840, but the volume of mail handled will be recorded. When a regular carrier is absent part of a day, no time entries for that day should be made on Form 1840, but the volume of mail handled by the regular carrier and substitute or utility carrier will be recorded. The time worked by a substitute for a full day on a regular route will be recorded on Form 1840, and included in the totals and averages the same as for a regular carrier, if the substitute was employed continuously on such route for 6 or more days prior to the beginning of the count, or if the substitute is otherwise reasonably familiar with the route. On routes of absent carriers manned by substitutes unfamiliar therewith, the count should be made and the figures as to volume recorded by the substitute on Form 1838 should be transferred to Forms 1840 and 1817 or 1818.

101. Daily averages.—The daily averages as to all items on Form 1840 shall be the daily averages for the days on which the regular carrier was employed full days, or on which a qualified substitute was employed full days, as stated in the preceding paragraph. When the daily averages cannot be obtained under these provisions, a 5-day count for such routes should be made as soon as possible during a normal period.

102. Time standards.—Reasonable time standards for the performance of office work by carriers have been fixed by the

Department and are outlined in articles 103 and 104 of this chapter. The vast majority of the carriers have no difficulty in meeting these standards and do so in the daily performance of their work. Postmasters and supervisors who are familiar with the Department's requirements with respect to the city delivery service and who properly supervise the carriers in the performance of their office work can readily determine which of the carriers are obviously not meeting the standards. During the count period, time computations for the performance of office work will be made only with respect to those carriers who are not meeting the minimum requirements and who are not 55 years of age or have had 25 years of service or more. It is contemplated after determining the extent to which the carriers are not meeting these requirements that proper action will be promptly taken to insure that the carriers will be appropriately instructed so that they will meet such standards in the future.

103. Routing allowance.—The maximum time allowance for routing mail shall be determined according to the following table:

	1-trip routes	2-trip routes	3-trip routes
Letters, cards, and letter-size circulars; per minute ¹ -----	18	18	19
All other mail; per minute-----	8	8	9

¹ On 1-trip mounted routes in cases where additional handling is required to place the mail in exact sequence for delivery, the maximum allowable office time for strapping mail in bundles, preparing relays and placing mail in satchels will be disregarded and the carriers allowed the actual time consumed by them in rerouting and strapping.

104. Office time.—The "Maximum Office Time" will be the maximum time allowance for routing mail, as computed in accordance with the above table, plus the total of the following time allowances:

	Minutes
Withdrawing mail from distributing cases for each trip-----	3
Strapping mail in bundles, preparing relays, and placing mail in satchel:	
For each 70 pieces regardless of character of mail-----	1
(Minimum allowance, 3 minutes.)	
C. o. d.'s and customs due; signing for and making returns:	
For each of the first 5-----	2
For each in excess of 5-----	1

	<i>Minutes</i>
Registers signed for (10 or less).....	2
(A proportionate allowance for all over 10.)	
Registers and receipts turned in (10 or less).....	2
(A proportionate allowance for all over 10.)	
For each 5 pieces of insured mail entered on Form 3883 (firm delivery book).....	2
Insured receipts turned in.....	1
Obtaining postage-due mail:	
For 10 pieces or less.....	2
For each 5 pieces in excess of 10.....	1
For filling out Form 3868 (carrier's receipt).....	2
For each change of address recorded in route book and on Form 3982.....	2
For each 5 pieces marked up.....	1
For each 2 publications handled for forwarding.....	1
For each 2 publications handled for return.....	1
For each 10 pieces second- or third-class separated for forwarding or return.....	1
Obtaining letter box key.....	1
Returning letter box key.....	1
Facing collections in office: For each 40 pieces.....	1
For actual time used answering official communications.	

105. Unusual work.—Ordinarily, a carrier will not be required to perform work other than that described in articles 103 and 104 of this chapter. If other work not usually handled is performed during a count period, it should be described briefly on Form 1838 and the actual time used thereon should be noted on the form. This time will be deducted to obtain net office time and net total time.

106. Forms to be used.—(a) At second- and third-class offices, it is not necessary to transfer the data from Form 1840 to any other form. At first-class offices, the data on Form 1840 will be consolidated on either Form 1817 or 1818 (City Delivery Statistical Data), the form to be used depending on the number of routes. A separate Form 1817 or 1818 must be used for the main office and for each carrier unit, and one-, two-, and three-trip routes at each unit must be segregated; the totals and averages to be shown for each group of routes. The data for part-time auxiliary routes should not be included in such totals or averages, but should be shown separately. If a route was served by a substitute during a count period, that fact must be shown on Form 1817 or 1818. (See article 100 of this chapter.)

(b) All carriers assigned to the delivery of parcel post, including utility and substitute carriers, will record the number of parcels handled by them on Form

1838-A (Memorandum Count of Mail, Parcel-Post Delivery Service). The data recorded on Form 1838-A will be transferred to Form 1840-C (Memorandum of Parcel Post Delivery Carriers' Work for the Consecutive 5 Full-Day Period) and consolidated on Form 1817-A or 1818-A (Parcel Post Delivery Statistical Data), the form to be used depending on the number of carriers included in the consolidation, and a separate form to be used for each parcel post delivery unit. In making the consolidation the carriers must be grouped according to the number of trips made daily, and the daily totals and averages for each group must be shown. The 5-day count and weight data for collection routes should be recorded on Form 1838-B, the information transferred to Form 1840-B and consolidated on either Form 1817-B or 1818-B. A separate form will be used for each collection unit, the collectors grouped according to the number of trips made daily, and the daily totals and averages for each group shown.

Route Inspections

107. Route inspections.—Route inspections are an important part of the supervision of the city delivery service. Each carrier route, including parcel-post routes, collection routes, and all auxiliary routes, irrespective of the age or years of service of the carrier, must be carefully inspected annually by a competent supervisor. Inspections must not be made by an employee below the grade of clerk in charge. They must be made by the postmaster or assistant postmaster at second-class post offices, and by the postmaster at third-class post offices having city or village delivery service. Route inspection reports or copies thereof should be made available to the carrier.

108. Special inspections.—Special route inspections and adjustments must be made whenever the service conditions warrant. Saturday route inspections should be made whenever conditions warrant. At the larger offices, inspections should be made by groups of routes at stations or designated districts, and must be completed within the fiscal year. At offices having more than one delivery unit, reports of inspections on Form 1810 will be submitted to the Department as the work at each unit is finished. At the smaller offices the completed forms as required by article 136 of this chapter will be submitted promptly.

109. During count period.—The annual inspections must be made during normal periods and on the 5 regular week days. Unless absolutely necessary, they must not be made during the week of the 5-day count period, on a day following a holiday or on any other day when the mail is heavy incident to the first-of-month mail-

ings, or during a seasonal period such as Christmas. The inspection of a route should be avoided insofar as possible on a day when it is served by a utility or a substitute carrier. Each route inspection must invariably cover the work of the carrier for an entire day.

110. Count of mail.—The supervisor making the inspection will personally count the pieces of mail handled. On the day of inspection the routes should be served in the usual manner. If inspection is made on a heavy day and it is the practice to hold circular mail for delivery the following day, this should be done on the day of inspection. If upon his return to the office the carrier generally routes mail for delivery the following day, he should do likewise on the day of inspection. If there is on hand on the day of inspection an unusual quantity of mail which should have been disposed of by the carrier on the previous day, it should be included with the count of mail handled. However, the supervisor making the inspection will determine the extent to which the time used on the route was increased by reason of handling the delayed mail, and take such time into consideration in noting the amount of relief necessary or the amount of work to be added.

111. Supervision.—(a) The supervisor will make the inspection of the route so as to avoid interfering with the carrier in the performance of his work. The carrier should be allowed to perform his duties, both in the office and on the street, in his customary manner, it being the purpose of the inspection to ascertain how the carrier works when not under observation by a supervisor, and to determine the requirements of the route under normal conditions. The supervisor must not engage the carrier in general conversation while office work is being performed or while deliveries are being made, and should not seek to obtain any information from the carrier at such times unless absolutely essential to do so.

(b) Form 3999 should be completed by the supervisor to the fullest extent practicable before leaving the office or station in order to avoid delaying the carrier in making deliveries. The supervisor must not set the pace in serving the route, but should follow the carrier at a reasonable distance, observe his actions, and determine his efficiency in making deliveries. He will give particular attention to the question as to whether the route is laid out so that it can be served in the most expeditious manner and whether it is being so served by the carrier.

(c) The supervisor making the inspection will carefully record the data for each trip on Form 3999 (Memorandum of Inspection of Carrier's Route) and upon com-

pletion of the inspection, will make his report on Form 3998 (Report of Inspection of Carrier's Route), being careful to give all information called for on the forms. He will compute the maximum office time in accordance with the instructions outlined in articles 102 to 104 of this chapter. If the carrier has any unemployed time in the office, the reason therefor and the amount of time consumed should be recorded on Forms 3999 and 3998. The data shown on Form 3998 should cover a full day, including office time, and not just the time consumed in making one trip. Any unusual condition existing on the day of inspection should be noted on Form 3998 or on a sheet to be attached thereto.

112. Comparative time.—(a) In order to fully determine whether the results obtained by an inspection are truly indicative of the requirements for the route, it is necessary to take into consideration the time used and the schedule observed by the carrier on the same days of the week (each of which must be a full day) for 6 prior weeks, and Form 3998 must be completed as to the items of time to be entered under the caption "Comparative Time." If a carrier was absent any part of one or more of the corresponding days within the 6 weeks immediately preceding the day of inspection, or if unusual conditions such as first-of-month mailings or day after a holiday prevailed on one of the corresponding days, it will be necessary to take into consideration the time used and the schedule observed by him on one or more corresponding days within a period of more than 6 weeks immediately preceding the day of inspection; however, the comparative period should cover not more than 12 weeks.

(b) When the average of any item of time for the comparative period does not compare favorably with the corresponding item for the day of inspection, the supervisor who made the inspection should ascertain the reason or reasons therefor and make suitable comment on Form 3998 or on a sheet to be attached thereto. In each such case, the report of the inspection must be reviewed carefully and promptly by the proper supervisor with a view to determining whether the carrier should be required to submit a written explanation and whether disciplinary action should be recommended, and any such action taken should be briefly recorded on Form 3998.

113. Tabulation of inspections.—Route inspections at first-class offices will be tabulated on Form 3998-C for each delivery unit having 18 carriers or less, and on Form 3998-D for each delivery unit having more than 18 carriers. A separate form must be used for each delivery unit, whether main office, station or branch; and the inspections must be tabulated by groups,

according to the number of trips, with the 1-trip carriers in the first group, and 2-trip carriers in the second group, and the 3-trip carriers in the third group. The total and average of each column must be shown under each group except that the data for part-time auxiliary routes should not be included in the totals or averages but should be shown separately. Each established auxiliary route should be designated "Aux." at the left of the form in the column with the route number. At second- and third-class offices, it is not necessary to transfer data from Form 3998 to 3998-C.

114. Possible stops. — In giving the "Number Possible Stops" on Form 3998-C or 3998-D, state the actual number of dwellings, apartment houses, office buildings, factories, and clusters of out-of-bound boxes at one point; and count as a single stop:

(a) Each apartment house where a delivery is made to a single box, to a group of boxes, or at one desk.

(b) Each office building.

(c) Any point on the route where a stop is made to deliver to an out-of-bound box or group of such boxes.

Any patron falling within either of the above groups who receives mail through a rented post-office box, and who is otherwise eligible to receive city delivery service, shall be counted when computing the number of possible stops. The number of such possible stops shall be those actually existing and will not be multiplied by the number of carrier trips per day.

115. Number of deliveries. — The number of deliveries possible on a route will include every residence thereon, every box in each group of boxes in apartment houses, every factory, each separate delivery made to persons or firms in office buildings or other buildings, every out-of-bound box, and every box in each group of out-of-bound boxes. To obtain the number of deliveries possible on all trips for a day, total the number of such delivery points on each trip. The number of deliveries made on all trips will be the actual number of points at which the carrier actually delivered mail on the day of the inspection.

116. Adjustment of routes. — (a) Route adjustments are a very important part of the supervision of city delivery service and the efficiency of such supervision is directly indicated by the use made of the 5-day count record and reports on route inspections, as the principal purpose of the 5-day count and inspections is to provide complete information on which proper adjustments can be made. Each carrier's record of changes of addresses shall be kept current and corrected in accordance and concurrently with route adjustments. Carriers should be invited to make sug-

gestions which should be carefully considered before making route adjustments.

(b) Route adjustments should be made as soon as practicable after completion of a 5-day count, using in connection therewith the last route inspections. If it is contemplated that inspections of the routes will be made within a period of 60 days after completion of a 5-day count, the route adjustments may be postponed until after the inspections are made.

(c) When route adjustments necessitate the establishment of auxiliary routes or an increase in the time used on established auxiliary routes, they should not be placed into effect until the Department has been advised of the amount of additional auxiliary required and the necessary additional allowance, if any, has been authorized.

117. Auxiliary routes. — It is not the policy of the Department to authorize regular carriers to serve newly created auxiliary routes until an inspection of such routes definitely discloses that they are full-time routes and the postmaster is satisfied there is no undertime on the regular routes. If the inspections of the auxiliary routes disclose them to be full-time, consideration will be given to authorizing additional regular carriers and conversion of the auxiliary routes to regular routes. Requests for the authorization of additional regular routes should be accompanied by inspection data of the auxiliary routes it is desired to convert on Forms 3998-C or 3998-D, when submitted by first-class offices, and on Form 3998 when submitted by second-class offices.

118. Office time. — A carrier's office time should be fixed at the time required to perform his office work but such time allowance should not be in excess of the average maximum office-time allowance during the 5-day count, or on the day of inspection. An exception will be made of carriers who are 55 years of age or more and carriers who have served continuously for 25 years or more when such carriers have satisfactory conduct and efficiency records and it is demonstrated that they cannot meet the maximum office time allowance. Ordinarily, the office time allowed in the schedule for an exempted carrier should be his average for the 5-day-count period, or the time shown on the day of inspection. However, if the carrier demonstrates that he needs less office time and is having idle time in the office, or is leaving too early during periods other than the 5-day-count week, the schedule should be appropriately adjusted.

119. Street time. — Ordinarily, the street-time schedule for each trip will be the actual time used for each trip on the day of inspection. However, if the number of pieces of mail handled on that day differs materially from the average number of

pieces handled during the last 5-day-count period, adjustments should be made accordingly. If the street time used by the carrier on the day of inspection does not compare favorably with the daily average street time used on the corresponding days for 6 preceding weeks, the reason therefor should be determined. When the street time cannot be fixed satisfactorily under the foregoing provisions, another inspection of the route should be made promptly, preferably by a supervisor other than the one who made the first inspection.

120. Total time.—(a) After determining the daily office and street time to be allowed as outlined above, sufficient territory should either be added or taken from each route to permit of the maintaining of trips as scheduled and to make the total time, as nearly as possible, 7 hours and 45 minutes for a normal day on two- and three-trip routes and 8 hours on the heaviest or next to the heaviest day on one-trip routes. If the total time allowable for a route is less than shown in the foregoing examples, the difference is undertime.

(b) Undertime should be used to the fullest extent practicable in giving relief to those routes requiring more than 7 hours and 45 minutes, and in reducing or eliminating routes served by auxiliary. If the total undertime available is not consumed in the manner outlined, the remainder should be utilized to reduce one or more regular routes, and surplus time of regular carriers should be used to reduce auxiliary and substitute service, pending advice from the Department as to the disposition to be made of the carrier time involved. At the smaller offices, undertime of regular carriers should be used to the fullest extent practicable in making deliveries of large parcels, especially in the business section, and to reduce expenditures for auxiliary carrier hire.

(c) While two- and three-trip routes are to be adjusted on the basis of 7 hours and 45 minutes for a normal day, schedules should be on the basis of 8 hours daily with due regard to the 8-in-10-hour law. However, where conditions permit, schedules should be arranged on a basis of 8-in-9 hours or less. The allowable office time will vary for each route and it is not practicable to fix the scheduled office time in exact agreement therewith, but the schedules should be fixed as outlined in article 88 of this chapter. However, if the allowable office time for any route differs materially from the average of the group, the reporting time of such route may be fixed earlier or later as deemed advisable.

121. Schedules.—Carrier schedules may be changed to meet the needs of the service without authority from the Department. In adjusting routes, it should be borne in mind that they must be compact and be-

gin and end as near as practicable to the post office or station. The starting point will also depend upon which part of the route receives the greatest volume of mail. Eight hours is the regular working day, the 15-minute period being provided on two- and three-trip routes as a leeway to prevent excessive overtime on heavy days as well as to allow for some increase in the number of stops or volume of mail handled. Ordinarily, routes should not be adjusted in addition to the regular annual adjustments unless undertime becomes excessive, or auxiliary assistance or time in excess of 8 hours is required practically every day of the week.

Collection Service

122. (a) Collections will be made by all delivery carriers in connection with their regular delivery trips, except in the larger offices, where it has been found necessary to maintain a collection service in business sections during delivery hours. Under ordinary conditions no mounted collection is needed in strictly residential territory during the time delivery carriers are at work. Delivery carriers should face mail to the fullest extent practicable as it is taken from the boxes and in traveling from their routes to the post office or station, and segregate mail for local delivery. Postmasters should arrange to make sufficient tests to determine whether carriers and collectors are making collections as scheduled. Collectors will register on the time recorder each time their schedule requires them to leave and return to the office or station.

(b) Generally, three collections in residential territory should be sufficient; one in connection with morning relays, one by delivery carriers, and the third by collectors to be completed by 8:30 p. m., or earlier in the evening if necessary to connect with all important dispatches. There is no need for an early morning collection from residential territory unless some unusual condition exists.

(c) Not more than one collection should ordinarily be made from the street letter boxes on Sunday, but it should include all boxes which have been found to contain a quantity of mail sufficient to justify such collection. Ordinarily, this collection should be made between the hours of 4 p. m. and 7 p. m., no collector to reach the office later than 7:30 p. m. At some of the largest post offices where the volume and importance of the mail justifies, more than one collection may be necessary on Sunday in the principal sections to permit of connecting with important dispatches.

(d) For collection purposes at the larger offices, the postal district should be separated into zones according to the character

of the territory, and collection schedules should be fixed in conformity with important dispatches and the volume and importance of the mail to be collected. The first zone will be the business section where frequent collections are necessary. In this zone with numerous collection points located in a congested area where traffic is extremely heavy, particularly during business hours, the exclusive use of mounted carriers in making the frequent collections required is not practicable or economical. Many of these collections should be made by foot collectors who will deposit the mail collected in relay boxes located at convenient places to be picked up and carried to the distributing unit by mounted collectors at frequent intervals. Regular routes should be established in the collection service wherever practicable.

(e) It may be found necessary at the larger offices to make collections from the relay boxes and large office buildings at intervals of 15 to 20 minutes during the peak period. When necessary, mounted collectors should make special trips to factory districts and outlying or secondary business districts between the hours of 5 p. m. and 6 p. m. to insure receipt in the office and distribution of the bulk of the business mail prior to the last or cleanup collection which should consist principally of residential mail.

(f) At the smaller offices, collections will be made by all delivery carriers in connection with their regular trips which ordinarily should be sufficient. However, if there is an important evening dispatch and the volume of mail warrants, an evening collection may be made in the business section in time to connect such dispatch. Such collection should ordinarily be made by a clerk.

(g) All mail addressed for local delivery and collected in the forenoon, whether by delivery carriers or collectors, should be delivered the same day in business sections where practicable, except on Saturdays. To accomplish this, collections from all street letter boxes should be scheduled in connection with morning relays. If necessary, carriers after reaching the post office or station from their morning delivery trips, should assist in facing mail in order that mail for delivery within their office or station territory may be delivered the same day.

(h) The supervisor inspecting a collection route will carefully record the required data for each trip on Form 3999-B (Memorandum of Inspection of Collection Route) and, upon a completion of the inspection, will make his report on Form 3998-B (Report of Inspection of Collection Route), being careful to give all information called for on the form. Suitable comment should be made on the form

under "Remarks" concerning any irregularity disclosed and with reference to any change proposed in the manner of serving the route. The results of inspections will be tabulated on Form 3998-G for each collection unit having 18 carriers or less, and on Form 3998-H for each collection unit having more than 18 carriers.

(i) Immediately after the routes are inspected, careful consideration must be given to any necessary adjustments in accordance, as far as applicable, with the instructions heretofore outlined under the heading "Route Adjustments." Each full-time route should provide the collector with not less than 7 hours and 45 minutes' work daily working with reasonable expedition and efficiency.

(j) Consideration will also be given as to whether the volume of mail collected from any box on any trip warrants such collection, and as to whether boxes are suitably located with respect to the volume of mail deposited therein and to meet the convenience of the majority of patrons. Unusual mailings of business mail in boxes in residential sections should be reported, and the firms involved advised as to the proper point of deposit of their mail in order to insure the most expeditious handling of same.

(k) When an increase in the frequency of collections is necessary, or additional routes are required to insure proper dispatch of mail, all facts should be submitted to the Department with suitable recommendations.

Parcel-Post Delivery

123. Number.—Deliveries of parcel post should be restricted to on delivery each weekday, Monday through Saturday, in both business and residential areas. Exceptions may be made in business areas only in those instances where the volume of parcel-post mail is so great that it exceeds the storage capacity of the post office.

Where experience has shown that the majority of business houses are closed or their receiving rooms are not open on Saturday, and a large number of parcels which could not be delivered are returned to the post office, consideration should be given to the discontinuing of Saturday delivery of parcels in the business section.

124. Schedules.—At offices where the greater volume of parcel-post mail is received late in the forenoon, the schedules of the parcel-post carriers serving the residential territory should be fixed to permit of the completion of the distribution prior to their reporting time, and such mail should be delivered on the same day. Where the greater volume of parcel-post mail is received so late in the forenoon that carriers cannot complete 8-hour schedules in residential territory within reasonable

hours, consideration should be given to scheduling carriers for a short business delivery, or delivery to nearby residential territory, prior to the receipt of such mail; for the second delivery in the business section the routes should be combined and served by a few carriers, and the available time of all remaining carriers used in completing deliveries in the one-trip territory.

125. Foot carriers.—(a) Ordinarily, foot carriers will be required to take out on their regular delivery trip all parcels, including mail-order catalogs, not exceeding 2 pounds in weight. Mounted carriers will deliver all parcels, irrespective of size or weight, addressed for delivery on their own routes, and will also deliver parcels in such additional territory as may be feasible. The undertime of a mounted carrier should be utilized to the fullest extent practicable in the delivery of parcel post on routes other than his own.

(b) Common sense must be exercised in applying the rule as to the size and weight of parcels to be delivered by foot carriers. When such carriers have large quantities of other mail and the taking out of parcels under the foregoing rule would tend to overburden them or delay the delivery of the more important mail, the larger parcels may be turned over to the parcel-post carriers for delivery. On the other hand, if a carrier has less than 25 pounds of mail on any trip and there is on hand for delivery on his route a parcel or two slightly in excess of 2 pounds in weight he should deliver such parcels.

126. Sack-routing system.—The sack-routing system is to be followed in the arrangement of parcels for delivery wherever three or more parcel-post carriers are employed, and must not be abandoned in any part during the Christmas period. The office time of parcel-post carriers must be kept at a minimum to conserve vehicle time, space at loading platforms, and to insure maximum delivery time. It is essential that prior to the reporting time of the carriers, the distribution of parcels be completed. Where clerical and mail handler time is available for such purposes, the bag racks should be pulled, the sacks piled for loading in order of delivery, the mail taken to the loading platform, and the carriers given assistance in the loading of their vehicles. The office time of parcel-post delivery carriers should not exceed 45 minutes for one-trip carriers, and 55 minutes for two-trip carriers. At offices having one or two parcel-post delivery carriers and not using the sack-routing system, the office time of such carriers should not exceed 1 hour and 30 minutes.

127. Schemes.—(a) Certain definite boundaries should be established for parcel-post delivery routes based on a normal day's work. However, due to the variance

in the number of parcels received for delivery in the various sections on different days of the week and at different periods of the year, daily deliveries should be arranged on a flexible basis so as to permit of the shifting of sacks from one route to another to equalize the work and to insure each parcel-post delivery carrier's being profitably employed for a full tour. By consolidating deliveries on light days, a lesser number of trucks will be required, which will permit of the granting of Saturday compensatory time without the use of substitution.

(b) The city will be divided into consecutively numbered "sections" for parcel-post distribution and delivery purposes, the sections to conform to the general city scheme insofar as practicable. Commencing with the business district, and following with the mixed business-residential districts, and the strictly residential districts, the sections will be designated as "Section 1," "Section 2," "Section 3," and so on in accordance with the number of sections into which a city is divided, which "sections" will remain fixed for distribution purposes. As the final routing of parcels for delivery in each section will be made by clerks into bag racks with 45- to 60-sack separations for streets, buildings, and firms, the area covered by a section will be based on the number of parcels to be delivered therein on heavy days.

(c) It should be understood, that while the boundaries of the various sections are to remain fixed insofar as distribution is concerned, the carrier routes embraced in each section are to operate on a flexible basis in accordance with the increase or decrease in the number of parcels received for delivery from day to day. As an illustration, "Section 1," which embraces 60 sacks, may be served by 3 carriers, each with 20 sacks, on Monday, a heavy day; while on Tuesday, a lighter day, 2 carriers can handle the mail for "Section 1" by each taking 30 sacks on that day. Careful supervision should be given to the work of the parcel-post carriers so that they will be profitably employed for a full tour, and auxiliary assistance should be provided as required on extremely heavy days.

128. Distribution.—The parcels will be routed for delivery by distributing them into sacks in bag racks so arranged as to reduce the walking of distributors and the amount of space utilized to the minimum. Bulky, fragile, and perishable parcels, which cannot be safely handled in sacks, should be treated as outside pieces, and a sack separation number recorded on each piece as a delivery reference. The arrangement of the bag racks should be in conformity with the distribution set-up, and the number of sack separations should be based on reasonably full sacks on heavy

days. The sacks required for each section will be consecutively numbered in the order in which deliveries are to be made, and will be appropriately labeled before they are given to the carrier. Each section may be subdivided into 3 or 4 parts by using the route number, a letter of the alphabet or other suitable designation after the section number. As an illustration, "Section 1," containing 60 sacks, may be subdivided into "Section 1—Route No. 4000," "Section 1—Route No. 4001," and "Section 1—Route No. 4002," each containing 20 sacks numbered from 1 to 20, inclusive. This subdivision will permit of the hanging and numbering of additional sacks, as needed, without the necessity of renumbering the entire section of 60 sacks.

129. Route cards.—Route cards will be prepared in the manner herein outlined for use by carriers assigned to the delivery of parcels. One card should be prepared to cover the sack numbers used in each division of a section. The sack numbers should be listed on the cards in numerical order, and the street numbers included in each sack separation should be entered immediately below the sack number and in the order of delivery. For example: Section No. 1, which embraces 60 sacks, is subdivided into 3 parts, Section 1—Route No. 4000, Section 1—Route No. 4001, Section 1—Route No. 4002, each containing 20 sacks. On card Section 1—Route No. 4000 there will be entered in numerical order the street numbers included in sack separations 1 to 20, and the same procedure will be followed with respect to cards Section 1—Route No. 4001, and Section 1—Route No. 4002. The listing of the street numbers included in each sack should be made as follows:

Section 1—Route No. 4000, Sack No. 1

Bryan.....	4600-4800
Grigsby.....	1400-1600
Prairie.....	1400-1600
Annex.....	1400-1600

Section 1—Route No. 4000, Sack No. 2

Bryan.....	4900-5100
Fitzhugh.....	1400-1600
Bennett.....	1400-1600
Garrett.....	1400-1600

130. Route inspection.—(a) The supervisor making an inspection of a parcel-post route will accompany the carrier a full day. He will arrange to ride on the truck in such a way as not to prevent the carrier from routing and handling his mail in the regular manner. Insofar as applicable, the supervisor making the inspection will be governed by the instructions set forth in paragraph 46.

(b) The supervisor will carefully record

the required data for each trip on Form 3999-A (Memorandum of Inspection of Parcel-Post Route), and upon completion of the inspection, will make this report on Form 3998-A (Report of Inspection of Parcel-Post Route), being careful to give all the information called for on the forms. Direct sacks are to be made for any individual or firm receiving a sufficient number of parcels daily, and, when this is not done, appropriate explanation should be made under "Remarks" on Form 3998-A. The results of the inspections will be tabulated on Form 3998-E or Form 3998-F.

(c) Under ordinary conditions parcel-post carriers should be able to deliver from 150 to 225 parcels daily in residential districts, and from 225 to 350 daily in business sections, on an 8-hour basis. Where less than the minimum numbers indicated are being delivered daily within 8 hours, or a proportionate number within a shorter period, the inspection should disclose definitely whether this is due to the fault of the carrier or is due to and justified by the character of parcels delivered, traffic conditions, or distances between stops.

(d) At the larger offices where many parcels are received for delivery in a large office building, arrangements should be made, if possible, to obtain without cost a room in such building for safekeeping of parcels while deliveries are being made. By this method, a carrier will be kept fully employed in making deliveries of parcels in a building or buildings after the parcels have been taken thereto by a "drop" truck. This is most desirable in cities where traffic conditions are such that it is not practicable to park a vehicle in the business district for the time required to make deliveries of parcels in large office buildings.

(e) Immediately after the routes are inspected, careful consideration must be given to any necessary adjustments in accordance, insofar as applicable, with the instructions hereinbefore outlined under the heading "Route Adjustments," for the purpose of equalizing the work and eliminating undertime.

Carfare

131. (a) Carfare for carriers should be used only when the distance from the post office to the beginning of a route or the distance from the end of a route to the post office is in excess of one-half mile. If the distance is less than one-half mile, the carrier should be required to walk. He should be required to walk to the office after completing any trip if he has sufficient undertime which cannot be used to advantage, when the distance is not more than one mile, and a saving in carfare can be effected. All unused carfares

should be turned in by the carrier at the end of each day.

(b) Where streetcar travel is necessary, the postmaster should obtain streetcar transportation at the lowest rate possible. Allowances granted for streetcar transportation for city letter carriers must not be used for any other purpose. Where annual allowances for carfare for city letter carriers are authorized, such allowances will be automatically renewed at the beginning of each fiscal year and will continue in effect until canceled or amended.

(c) When a carrier, either regular or substitute, reports by direction of his supervisory officer to the main office or any station or branch thereof and is subsequently sent to some other unit, he will be allowed official time and, if necessary, carfare in traveling thereto.

(d) The allowance for streetcar fare and bicycle hire is primarily for the purpose of providing transportation of city letter carriers to and from their routes. Generally regular public conveyances, taxicabs under contract, Government-owned vehicles or vehicles under contract for carrying the mails will be utilized for such purposes. Where conditions warrant and the postmaster has received an allowance for carfare and bicycle hire, the postmaster may authorize carriers to use their privately owned vehicle for transportation to and from their routes and may pay them not to exceed the regular streetcar or bus fare.

Relays

132. (a) When the weight for any trip is in excess of 35 pounds, one or more bundles of the mail will be relayed to storage or package boxes suitably located on the route. Relays may be made when the total weight for a trip is less than 35 pounds when, in the opinion of the supervisors, it is deemed advisable and advantageous to do so owing to the character of the route, some peculiar condition thereon, and the volume of mail is sufficient to warrant, provided that such relays can be made without additional expense or travel.

(b) When relays are made, all classes of mail except registers, customs due and c. o. d.'s, should be relayed for that portion of the route beyond the storage or package box to which the relay is made.

(c) Relay service will be performed insofar as possible by utilizing interstation service and the equipment and services of mounted carriers, parcel-post carriers, collectors, and rural carriers, provided the mileage of rural carriers is not increased thereby. If none of this service is available, relays may be made by substitute carriers. At the smaller offices where trucks are not provided, foot carriers having over 35 pounds on any trip may divide the mail and return to the office for the second load.

Compensatory Time

133. (a) The granting of compensatory time to 1-trip carriers should not present any problem when an office has five or more regular carriers working eight hours Monday through Saturday, as a utility carrier should be assigned to cover each group of five carriers. If regular utility carriers are not available, substitutes should be used in this manner.

(b) In any plan considered or used to cover compensatory time absences of carriers, every effort must be made to maintain the usual carrier delivery schedules, curtailment of services should be avoided, and cost of operation must be carefully considered. In granting compensatory time, the use of utility and substitute carrier hours in excess of the compensatory time granted should be reduced to the minimum.

(c) In granting compensatory time to business carriers making two or three trips Monday through Friday, it will also be possible to group the carriers and use utility carriers in view of the law permitting compensatory time to be accumulated.

(d) Tests made at various offices disclosed that in replacing carriers absent on compensatory time, the best results are obtained when the same substitute is assigned to the same group of routes each week insofar as practicable.

(e) It is essential to the success of any compensatory plan used that the time made by carriers on Saturdays be not excessive, and out of proportion to that used on other days of the week. If the routes are properly arranged, ordinarily no more time should be used to make the Saturday delivery than on other days. Postmasters and other supervisors involved should give the matter of Saturday service their most careful attention and supervision, and in cases where the carriers are consuming excessive time on that day special Saturday inspections should be made to ascertain the exact conditions and appropriate action to be taken.

(f) Utility carriers are regular carriers who should be definitely assigned to serve routes incident to granting compensatory time to regular carriers assigned thereto, and they should not be used to cover other absences if utility work is available. They are, however, entitled to permanent assignment to regular routes in accordance with seniority rules. Each utility carrier should be assigned to serve a designated group of routes incident to granting compensatory time.

(g) The efficiency of any plan for granting compensatory time to carriers depends largely on the extent to which the utility and substitute carriers become experienced in routing and delivering mail on routes to

which they are assigned on compensatory days.

Efficiency Appraisal

134. (a) Accurate efficiency records of all carriers must be maintained in accordance with instructions, such records to be based primarily on the route inspections.

(b) All carriers who fail to meet the maximum office-time allowances (except those exempt by reason of age or years of service) shall be informed of their delinquencies and assisted in perfecting themselves in the routing of their mail and performance of their office work.

(c) If, after a reasonable period, a carrier not exempt by reason of age or years of service shows no marked progress toward the attainment of the office-time allowance requirements, his case should be handled in accordance with the provisions of the Efficiency Appraisal System.

(d) When reduction in salary is contemplated, charges in writing must be preferred in accordance with the provisions of chapter II, articles 67 to 79.

(e) Particular attention should be given to any differences shown on Forms 3998, 3998-B, and 3998-A between the route time on day of inspection and on corresponding days of 6 preceding weeks. These differences should be carefully analyzed and if it appears carriers are guilty of loitering on their routes or otherwise expanding their route time, proper investigation should be made and appropriate action taken.

Special-Delivery Service

135. Postmasters and all supervisors whose assignments include any supervision of the special-delivery service must thoroughly familiarize themselves with the instructions contained in articles 252 to 291 of this chapter.

Reports to the Department

136. Postmasters shall submit the following reports for each fiscal year as soon as possible after the count and upon the completion of the route inspections and adjustments:

(a) Offices having receipts of \$600,000 or more shall submit only a report on Form 1810, Report of Inspections of City and Village Carrier Routes. Separate reports shall be submitted for each delivery unit.

(b) At other first-class offices the following reports shall be submitted:

Form 3998-C or 3998-D, Tabulation of Route Inspections.

Form 3998-E or 3998-F, Tabulation of Parcel-Post Route Inspections.

Form 3998-G or 3998-H, Tabulation of Collection Route Inspections.

Form 1817 or 1818, City Delivery Service Statistical Data.

Form 1817-A or 1818-A, City Delivery Service Statistical Data (Parcel-Post Delivery.)

Form 1817-B or 1818-B, City Delivery Statistical Data (Collection Routes).

Form 1810, Report of Inspections of City and Village Carrier Routes.

(c) Second- and third-class offices having city or village delivery service shall submit reports on:

Form 1840 for each carrier's route.

Form 3998 for each carrier's route.

137. City Delivery Service Forms

1507..... Circular Letter Requesting Patrons To Provide Mail Reception.

1571..... Slip—Carrier's Daily Report of Undelivered Mail in His Case.

1597..... Special Delivery Tally Sheet.

1810..... Report of Inspections of City Carrier Routes.

1810-A .. Report of Check of Special Delivery Service.

1813..... Daily Report—First Carrier Delivery Trip.

1813-A .. Report of City Carrier Leaving More Than 10 Minutes Late on the First Trip.

1817..... City Delivery Service Statistical Data. (For reports of 28 carriers or less.)

1817-A .. City Delivery Service Statistical Data. (Parcel-Post Carriers.) (For reports of 18 carriers or less.)

1817-B .. City Delivery Service Statistical Data. (Collection Service.) (For reports of 18 carriers or less.)

1818..... City Delivery Service Statistical Data. (For reports of more than 28 carriers.)

1818-A .. City Delivery Service Statistical Data. (Parcel-Post Carriers.) (For reports of more than 18 carriers.)

1818-B .. City Delivery Service Statistical Data. (Collection Service.) (For reports of more than 18 carriers.)

1838..... Memorandum—Count of Mail, City and Village Delivery Service.

1838-A .. Memorandum—Count of Mail, Parcel-Post Delivery Service.

1838-B .. Memorandum — Weights of Mail, Collection Service.

1839..... Weights of Foot Carriers' Mail, City and Village Delivery Service.

1840..... Memorandum of City and Village Carriers' Work Performed for Five Full Consecutive Days.

1840-A .. Memorandum of Special Delivery Messengers' Work.

1840-B... Memorandum of Collectors' Work for Five Full Consecutive Days.

1840-C .. Memorandum of Parcel-Post Carriers' Work for Five Full Consecutive Days.

3951..... Special Delivery Receipt Record.

3982..... Card—Change of Address.

3995..... Carrier's Delivery Route and Schedule.

3995-A .. Parcel-Post Delivery Route and Schedule.

3996..... Collector's Route and Schedule.

3998..... Report of Inspection of Carrier's Route.

3998-A .. Report of Inspection of Parcel Post Carrier's Route.

3998-B .. Report of Inspection of Collection Route.

3998-C .. Tabulations of Route Inspections, City Delivery Service. (For reports of 18 carriers or less.)

3998-D .. Tabulations of Route Inspections, City Delivery Service. (For reports of more than 18 carriers.)

3998-E .. Tabulations of Route Inspections, Parcel Post Service. (For reports of 18 carriers or less.)

3998-F .. Tabulations of Route Inspections, Parcel Post Service. (For reports of more than 18 carriers.)

3998-G .. Tabulations of Route Inspections, Collection Service. (For reports of 18 carriers or less.)

3998-H .. Tabulations of Route Inspections, Collection Service. (For reports of more than 18 carriers.)

3999..... Memorandum of Inspection of City Carrier's Route.

3999-A .. Memorandum of Inspection of Parcel Post Route.

3999-B .. Memorandum of Inspection of Collection Route.

VILLAGE DELIVERY SERVICE

138. The administration and operation of the village delivery service is governed by the instructions relating to city delivery service so far as they are applicable.

Establishment

139. Village delivery service may be established under such regulations as the Postmaster General may prescribe, in towns and villages having post offices of the third class that are not by law entitled to city delivery service.

Hours of Service

140. Regular village delivery carriers

ordinarily should not be required to work more than 8 hours a day, and their routes should be laid out and schedules arranged to provide full 8 hours' service on normal days.

Where two or more regular carriers are employed, their routes should be adjusted so as to equalize the work as nearly as possible. For this purpose, or to improve the service, postmasters may make adjustments within the authorized delivery limits.

Recording Time of Carriers

141. The time of reporting, leaving, returning, and ending for each trip must be accurately recorded by the regular carriers on time card Form 3900, and by the substitutes on card Form 3901. The entries on these cards must be made at the beginning and ending of each trip and not be deferred until the close of the day.

Delivery

142. Village carriers shall deliver all mail addressed to patrons, if practicable. Patrons shall be notified to call at the post office for packages too large to be handled by village carriers, which cannot be delivered by a rural carrier without deviating from his route.

RURAL DELIVERY SERVICE

Who May Be Served

143. All persons, except those who reside within the city or village delivery limits of cities or villages where delivery service is in operation, may be served by rural carriers, provided they erect approved boxes on the established line of the routes in the manner prescribed in article 148 of this chapter.

Patrons' Boxes

144. Persons wishing to become patrons of rural routes shall provide and erect, at their own expense, standard boxes of either the No. 1 or the No. 2 size, the manufacture of which has been approved by the Department. See Postal Guide, Part I, for list of authorized manufacturers.

145. *Dimensions.*—The box of the No. 1 size is 18½ inches long, 6¼ inches wide, and 7½ inches high.

The box of the No. 2 size is 23¾ inches long, 11 inches wide, and 13⅓ inches high.

146. *Use and transfer.*—A box which has been approved for use in the rural delivery service, although it may not be a No. 1 or a No. 2 size, may be transferred by the owner to another route when he moves, or it may be continued in use at the old location by a person moving into the place occupied by the former owner of the box; but a box which is not a standard box of No. 1 or No. 2 size, or which has not been approved

by the Department, obtained by one patron from another, may not be erected and used by the new owner at a different location.

147. Inscription on boxes.—The owner shall place his name in neat black letters about 1 inch high on the side of the box that is visible to the carrier as he approaches it, or on the door of the box where two or more boxes are grouped together. Also, where boxes are grouped or where more than one person or family of different names receive mail through a box it would be desirable to place the names on the inside of the door visible to the carrier when the door is open.

The display of advertising matter on rural mail boxes or on the posts, stands, or other supports holding such boxes is prohibited.

148. Location.—Boxes maintained by patrons of rural routes shall be so placed that they may be conveniently served by carriers without leaving their conveyances. Boxes shall be located on the right-hand side of the road in the direction of travel of the carrier in all cases where driving to the left side of the road in order to reach the boxes would be dangerous because of traffic conditions or would violate traffic laws and regulations. On new rural routes all boxes shall be located on the right-hand side of the road in the direction of travel of the carrier. Rural carriers have no special rights or privileges in the use of roads but are subject to the traffic laws and regulations. The boxes must be placed to conform with the laws of the State and the highway regulations and where they will be accessible to the carriers as required by the Department.

Postmasters shall give special attention to the location of rural mail boxes along hard-surfaced roads or those on which the traffic is heavy. In the event of the failure of patrons to change the location of their boxes when called upon to do so where such change is necessary, a full report of the facts shall be submitted to the Bureau of Post Office Operations, Division of Rural Service, such report to include the names of the patrons and the routes by which they are served.

Patrons shall, as far as practicable, keep the approaches to their boxes clear by promptly removing obstructions, including snow, which may render the delivery of mail by the carrier difficult or impossible.

149. Type of supports.—The posts or other supports upon which rural mail boxes are erected shall be of neat design and may be of wood, metal, or concrete of suitable strength and dimensions. They may be either round or square, plain or ornamental, and with or without fixed or movable arms. Supports shall not be in the form of effigies or in forms intended to represent figures or mechanical objects of any kind.

150. Newspaper Receptacles.—A receptacle may be placed by the patron above the rural mail box at sufficient height not to obstruct the view of the flag, below the rural mail box, or on the post or support of the rural mail box for the receipt of newspapers. The receptacle should be placed in such a manner that it will not interfere with the delivery of mail nor create a hazard for the rural carrier. The receptacle must not be restricted to any particular newspaper and should not contain any advertising matter.

151. Painting.—While it is not required that mail boxes and their supports be painted, it is the desire of the Department that they be painted white. However, on the boxes it is permissible to use aluminum instead of white paint, and on the posts or supports the same color scheme shall be used as that used for guard rails on the highway along which the boxes are located.

152. Grouping of boxes.—Postmasters and carriers shall endeavor, without incurring expense to the Department, to secure the cooperation of patrons of rural routes with a view to effecting the grouping of boxes wherever possible, especially at or near crossroads or at other places on the routes where a considerable number of boxes are located. A simple and practicable support consists of a board erected on posts firmly planted, such shelf upon which the boxes are placed to be about 3½ or 4 feet high.

153. Insecure or badly located boxes.—Rural carriers shall make report to the postmaster of any boxes erected which do not conform to the requirements in type, condition, location, or inscription. The postmaster shall send to the owners of these boxes Form 4056 (notice to patron of irregularity in rural mail box), requesting that the irregularities or defects be remedied. If after a reasonable time the patron fails to comply with the requirements, the postmaster shall make report thereof to the Bureau of Post Office Operations, Division of Rural Service, giving the name of the patron and a statement as to what is required in connection with the box. The same action shall be taken when postmasters note during the annual inspection boxes which do not conform to the requirements.

Service shall not be withdrawn from any box owner without specific authority from the Bureau of Post Office Operations, Division of Rural Service.

154. Joint use of boxes.—More than one family, but not more than five families, may use the same box, provided written notice of agreement signed by the respective heads of families or individuals desiring to join in the use of such box is filed with the postmaster.

155. To be used for mail only.—Mail boxes erected on rural routes shall be used exclusively for mail, and any mailable mat-

ter such as circulars, sale bills, or other like matter deposited therein shall be treated in accordance with the rules governing the mails, including proper addressing and payment of postage at the regular rate.

When a rural carrier finds deposited in a box mailable matter on which postage has not been paid, addressed to or intended for the person in whose box it is deposited, the carrier shall take such matter to the delivery office to be held for postage.

156. Locks.—The use of locks on boxes is not required, but is considered advisable as a measure of protection. If patrons provide locks, carriers shall accept and use keys therefor when serving them. To facilitate the carrier's work, patrons should, as far as practicable, adopt locks for each route of such pattern that a master key for the boxes may be provided the carrier.

Master keys to locks on rural mail boxes intended for carriers' use shall be delivered only to the postmaster, who shall assign them to carriers. Carriers shall protect from misuse, loss, or destruction master and other keys to patrons' boxes. The loss of a key by a rural carrier shall be reported promptly to the postmaster, who shall require the carrier to replace the key at his own expense.

157. Assignment of box numbers.—The mail boxes on a rural route shall have numbers assigned to them, beginning with No. 1 for the first box reached by the carrier after leaving the office, and continuing with consecutive numbers for the succeeding boxes in the order reached by the carrier in traveling over the route in accordance with the official description thereof.

A box served by more than one route shall be given a number in the regular order for each route.

The box numbers so assigned shall be entered in the carrier's roster of patrons but shall not be inscribed upon the boxes.

158. Numbering of new boxes on established routes.—New boxes erected between those already numbered shall be given any regular numbers which may have been vacated and would appear in proper sequence. Otherwise, new boxes shall be designated in the following manner: Those between the carrier's starting point and box No. 1 as A, B, C, etc.; those between Nos. 1 and 2 as 1-A, 1-B, etc.

159. Numbering of boxes on new routes.—Box numbers shall not be assigned until the expiration of 2 months from the date of installation of new service. If by that time 75 percent of the heads of families residing on the route have not erected boxes, the postmaster shall report that fact to the Bureau of Post Office Operations, Division of Rural Service, stating how many boxes have been erected.

160. Notification to patrons of assignment of numbers.—When the assignment of box

numbers on a route is completed, the postmaster shall furnish each box owner with the official number of his box and request that he advise his correspondents to include in his address the number of the rural route and his box number.

161. Acting as agents for boxes forbidden.—Officials and employees of the Post Office Department and Postal Service shall not act as agents for manufacturers of rural mail boxes and shall not be interested directly or indirectly in the manufacture or sale of rural mail boxes. A postmaster may, however, without compensation or profit to himself, order an approved box at the request of a patron or prospective patron.

162. Damage to or depredation upon boxes.—Cases of depredations on or interference with United States collection boxes or their contents or with rural mail boxes or their contents shall be promptly reported by the postmaster to the post office inspector in charge of the division in which such depredation occurs.

When a United States collection box becomes broken or is in bad condition the carrier on the route shall notify the postmaster who shall report the facts to the Bureau of Facilities, Division of Equipment and Supplies. If the lock is out of order or the key broken, report thereof shall be made to the Bureau of Facilities, Division of Mail Equipment Shops.

Supervision of Rural Delivery Service

163. Postmasters at offices where rural delivery service is in operation shall familiarize themselves with the regulations, rules, orders, and instructions governing rural delivery, shall instruct the carriers and inform others concerning it, and shall supervise generally the rural service at their offices.

They shall permit carriers to have access to the Postal Laws and Regulations, the Official Postal Guide, and the Post Office Manual.

Postmasters shall supervise the work of the carriers and see that they perform their duties in an efficient manner, and shall keep themselves informed as to the condition of the routes attached to their offices and the business transacted on them. They shall make prompt report of any dereliction on the part of the carriers such as dishonesty, immorality, or intoxication; any irregularity in the transaction of money order, insurance, c. o. d., or registry business, continued failure, without excuse, to serve their routes completely, unsatisfactory service, persistent insubordination and disregard of postmaster's orders; or other conduct detrimental to the best interests of the service, and shall await specific instructions before taking other action in the matter.

164. Report of changes of travel of carriers.—Postmasters shall make prompt report to the Department of any permanent changes of travel by rural carriers from the lines of their routes as officially described, due to changes in roads by State or local authorities or for other reasons; and should make recommendation for withdrawal of service from retraces or other portions of routes not regularly traveled, or on which the number of families served and the amount of mail delivered and collected do not warrant continuance of service. They should make suggestions for extension of routes to serve families not having easy access to facilities or to serve patrons more conveniently when in their opinion the number of families, the distance they reside from rural or star routes or post offices, and the condition of the roads to be covered warrant such extensions.

165. Inspection of rural routes.—Postmasters, their assistants, or other competent employees shall make a trip of inspection over the rural routes each year in the month of May. The inspections shall be made without expense to the Department. Report of each inspection shall be prepared in duplicate on Form 4248, the original to be submitted promptly to the Bureau of Post Office Operations, Division of Rural Service, and the copy filed in the post office.

166. Examination of roster of patrons.—Postmasters shall make a quarterly examination of each rural carrier's roster of patrons and ascertain its correctness.

167. Separation of mails.—The mail for each rural route shall be separated by the postmaster or his assistants at the delivery office and handed to the carrier for delivery.

Postmasters shall not, without specific authority from the Department, allow rural carriers to handle or have access to mail other than that of patrons of their routes. They shall obtain permission from the Department to allow rural carriers to assist in the separation of second-, third-, and fourth-class matter when such action is necessary to enable the carriers to maintain prescribed schedules and a change therein is impracticable.

168. Space for carriers.—Sufficient space shall be provided for the rural carriers in some part of the post office not accessible to the public to enable them to perform their office work properly. Carriers shall have access to this portion of the office only for such time as is required to route their mail and to make necessary records and reports before and after serving their routes.

169. Reports of obstructions to rural service.—In cases of impassable roads, bad condition of roads, unsafe bridges, dangerous fords, or other obstructions to service on rural routes, the postmaster shall notify the patrons affected and shall also notify the road supervisors or officials in charge of

such matters and request that the necessary repairs be made, using for such notification Form 4024 and 4024-A. If the repairs are not made within a short time, the postmaster shall report the facts to the Bureau of Post Office Operations, Division of Rural Service, with recommendation for amendment of the route by withdrawing it from impassable or unsuitable roads. Postmasters shall in like manner report every instance where a nonautomatic gate is being maintained on any road covered by rural delivery service.

Duties of Rural Carriers

170. The official duties of rural carriers shall be the delivery into and collection from boxes on their routes of mail of all classes; serving of post offices with mail whenever such service is authorized; sale of stamp supplies; receiving and receipting for matter presented for registration; delivery of registered, insured and c. o. d. matter; handling of registered matter in transit over their routes; taking of applications for money orders and the money therefor; acceptance of parcels for insurance; acceptance of c. o. d. parcels; forwarding of mail addressed to their patrons and the mark-up of mail of former patrons whose addresses have been changed to other routes; erection of United States collection boxes; and performance of such other duties as may be required of them by the Department.

The services of rural carriers may be utilized by postmasters at offices having city or village delivery service to deliver fourth-class mail addressed to patrons of either of these services and to relay bundles of mail to be deposited in collection boxes or other suitable places for subsequent delivery by city or village carriers. However, they shall not be required to take such in quantities exceeding the reasonable capacity of their conveyances after providing for the mails for the rural routes, nor make any additional trips or travel, nor leave their conveyances out of their sight or at a greater distance than 50 yards in order to perform this work.

Every rural carrier shall procure the name of each patron on his route, using for that purpose the "Patron's name and address slip," and shall enter the names in alphabetical order in the roster book with the box number opposite each name.

Miscellaneous Rules of Service

171. Carrying passengers forbidden.—Rural carriers while on duty shall not carry unauthorized persons in their vehicles, but post office inspectors and other agents of the Department may, on presentation of proper credentials, accompany them on their regular trips.

172. Circulation of petitions.—Rural car-

riers shall not circulate or encourage the circulation of petitions for changes in the service, or for appointment or removal of postmasters.

173. Service required.—Postmasters at delivery offices shall not permit suspension or interruption of service on rural delivery routes because of the absence of regular carriers or substitutes, but in such emergency shall employ a suitable person to perform service temporarily.

174. Deviations from established routes.—
(a) Rural carriers shall serve their routes as ordered by the Department and as officially described, except in cases of emergency, when they shall make such deviations and use such roads as may be available and will enable them to serve the greatest possible number of their patrons. When the deviations involve but slight additional travel and are likely to be of short duration, reports thereof to the Department are not necessary. If the changes from the established route are of considerable extent, prompt and full report shall be made to the Bureau of Post Office Operations, Division of Rural Service. Correct copies of rural maps and official descriptions of routes shall be kept on file in the post office.

(b) It is not the practice of the Department to grant allowances to rural carriers to cover increased maintenance costs due to extra travel to serve patrons residing along roads which are rendered impassable by snow. If excessive detours are necessary in order to effect delivery of mail to such patrons, they should relocate their mail boxes temporarily, receive their mail through other patrons' boxes, or make some other arrangement for receiving their mail until the roads can be traveled.

(c) Where weeds along a highway might cause the drifting of snow, postmasters should recommend the removal of the weeds before the beginning of the snow season. At the approach of the winter season, postmasters should inform patrons that they are expected to see that roads are put in such condition after heavy snows that it will be possible for rural carriers to travel them. Patrons should be advised to take the matter up with the highway officials with a view to having arrangements made, wherever practicable, to keep roads open for travel.

(d) Postmasters should remind patrons that they are required to keep clear the approaches to their mail boxes by promptly removing obstructions, including snow, which render it difficult or impossible for the carrier to deliver mail to the boxes without alighting from his vehicle. They should be informed that unless the approaches are cleared within a reasonable time after heavy snowfalls, the delivery by

carrier may be withheld temporarily until the approaches have been cleared.

(e) Carriers are not required to perform service on foot when roads cannot be traveled with the conveyances ordinarily used by them, but, they are expected to make every reasonable effort to serve as many of their patrons as possible. They should, by employing other available means, endeavor to render as nearly complete service as is possible without undue physical exertion or excessive financial expenditure.

175. Service on roads traveled by more than one carrier.—A patron residing on a road traveled by two or more rural carriers may select the carrier by whom he prefers to have his mail delivered and collected, in which case only the designated carrier shall handle his mail. Unless such selection is made by the patron, each carrier passing the box shall deliver mail into it and collect therefrom any mail which he can expedite in dispatch or delivery, provided the box is on the right-hand side of the road as traveled by the carrier.

176. Service on triweekly routes.—When, owing to climatic or other conditions which cannot be controlled, a carrier serving one triweekly route is unable to perform service on the days prescribed by the Department, he shall, if conditions permit, be required to perform service on the next working day.

177. Service performed on horseback.—Postmasters may permit carriers to perform service on horseback when roads are temporarily impassable for vehicles. In such cases the mail shall be completely protected from loss or damage.

178. Partial service.—When a carrier is temporarily prevented from traveling over his route as officially described, he shall, if necessary to serve some of his patrons, reverse the order of travel; and shall, in case of any obstruction to travel over this regular route, use any available roads in order to serve his patrons.

179. When to report for duty.—Rural carriers shall report at the post offices to which they are attached not less than 30 minutes before the scheduled hour of departure to serve their routes, or as much earlier as may be necessary to enable them to assort their mail for delivery. They shall have their conveyances at the post office by the starting time, and shall return with their collections before going to their homes.

Rural carriers shall report at the offices for duty in accordance with schedule without regard to the condition of the weather, and shall make every effort to perform full service.

180. Rate of travel.—Rural carriers shall cover their routes expeditiously, but so regulate the rate of travel that the respective boxes will be reached at about the same hour each day.

181. Deviation from schedule.—In case of

emergency a temporary deviation from the schedule may be permitted, but no permanent change in a carrier's schedule shall be made except by direction of the Department.

182. Change in schedule.—When a change of schedule is advisable by reason of change in the time in arrival or departure of mails or for any other reason, the postmaster shall notify the Bureau of Post Office Operations, Division of Rural Service, accordingly and submit a new schedule.

183. Delay in departure.—Postmasters shall require carriers to delay departure for service on their routes 1 hour when advisable on account of delay of incoming mails at the post office, provided such delay in departure will not prevent the complete performance of service on the route or the regular dispatch of mails collected by the carrier.

184. Stop for dinner.—While serving their routes, carriers may stop not to exceed 30 minutes for dinner. During such interval the carrier shall retain personal custody of the mail and equipment.

185. Trip report.—The exact time a rural carrier reports at the office, leaves to serve his route, returns at completion of the trip, and leaves the office after completing his duties shall be reported daily by him on Form 4240. In case of partial failure the carrier shall note in his report the cause of his failure to complete the trip, the number of miles traveled, and the number of miles of route served. The entries shall be made at the beginning and ending of each trip. The carrier is not permitted to take the report away from the post office, and at the end of each month he shall complete the report promptly. The postmaster shall then certify as to its correctness and file it in the office.

186. Statistical reports.—During the first 15 days in the month of May of each year a count shall be kept and record made on Form 4240, in duplicate, of the number of pieces of mail delivered and collected daily on every rural route; also of the number of applications for money orders received, of the value of stamps (including permit matter) on mail collected by the carrier, and of the value of the stamps and other stamped paper sold by the carrier. One copy of the report shall be forwarded promptly to the Bureau of Post Office Operations, Division of Rural Service, and the other retained in the files of the post office.

187. Loop routes.—Rural carriers who serve "loop routes" shall report to the postmasters at offices to which they are attached at stated intervals for instructions and to have their accounts of stamps and other postal supplies checked. Postmasters shall exercise as close supervision as practicable over the service, and shall keep themselves advised as far as possible through inquiry

of patrons and otherwise as to the character of service rendered by carriers.

188. Soliciting of patronage forbidden.—Rural carriers shall not either in person or through others, directly or indirectly or by any method whatever, cooperate with or assist publishers or others in securing the patronage of the public, nor furnish directly or through others the names and addresses of patrons of the service, with or without compensation, to any individual or company except to officers of the Post Office Department who are entitled to them.

189. Business in which carriers shall not engage.—Rural carrier shall not engage in any business while on or off duty that will interfere with their official duties nor in which their employment in the postal service will give them an advantage over others not in the service engaged in a similar business or vocation and shall not engage in any business involving soliciting or canvassing.

190. Express business.—Rural carriers are permitted to carry outside of the mails for and upon request of patrons of their routes articles and packages of merchandise which are unmailable, provided there is no delay or interference with the regular mail service; but intoxicating liquors, explosives, or any articles emitting a bad odor shall not in any circumstances be carried by them while on duty.

191. Mailable matter not to be carried outside mails.—Rural carriers while on duty shall not carry any package of mailable matter the weight of which is within the limit prescribed for admission to the mails (except franked and other matter entitled to free transportation) unless postage shall have been paid thereon at regular rates. Admissible matter shall be properly prepared for mailing and carried only in the mails.

192. Packages rendered unmailable by addition of extraneous matter.—Rural carriers while on duty shall not convey outside the mails any package which has been rendered unmailable by the addition of extraneous matter, nor any package containing articles or parcels to be delivered by the carrier to different persons.

193. Receipt and delivery of matter carried outside mails.—Articles and packages which patrons desire conveyed outside the mails shall be delivered to the carrier in person. Carriers shall not leave their routes while on duty to receive or deliver such matter.

194. Fees for carrying matter outside mails.—Any fees charged by the carriers for transporting and delivering matter outside the mails shall be paid by the patrons to whom such matter is delivered. Carriers shall not receive compensation from merchants for such service.

195. Passage of carriers not to be obstructed.—The passage of a carrier on a

rural route shall not be obstructed, but rural carriers are not entitled to privileges on public highways not possessed by private individuals.

Vehicle Equipment

196. Rural carriers shall furnish all necessary vehicle equipment for prompt handling of the mail and other postal business on their routes.

The conveyances provided by rural carriers shall be so constructed and maintained as to accommodate the mail and thoroughly protect it from damage or loss. Automobiles shall be of sufficient capacity to enable the carriers to handle the business on their routes properly.

197. Advertisements on equipment.—Rural carriers shall not display advertising matter of any character upon their equipment.

General Equipment

198. Requisitions for.—General equipment for rural delivery service, such as carriers' furniture, satchels, straps, record books, vouchers, report and other official blanks, etc., when not otherwise provided, is furnished by the Department upon requisitions of postmasters.

199. Equipment furnished to carriers.—Postmasters shall see that the rural carriers attached to their offices are constantly supplied with and regularly take over their routes all necessary service books and blanks and every article of equipment required in the performance of their official duties.

200. Care of equipment.—All satchels, straps, record books, official blanks, etc., furnished by the Department for carriers' use shall be carefully preserved and always deposited in the post offices or rural stations when carriers are off duty, except in cases of extreme emergency.

201. Reports on equipment.—When carriers' satchels or other articles of equipment are in bad condition the facts shall be reported promptly to the Bureau of Facilities, Division of Equipment and Supplies. Satchels shall not be repaired by carriers.

202. Return of equipment.—When a rural carrier leaves the service he shall satisfactorily account for and return to the postmaster or some duly authorized person every article of official equipment in his possession, including all master keys and keys to patrons' boxes.

203. Expenditures for equipment.—Postmasters shall not make expenditures on account of the rural service for the purchase or repair of service equipment, or for any other purpose, without specific authorization from the Department.

Postal Funds, Stamps, and Stamped Paper

204. Rural carriers when on duty shall carry for sale a fixed credit stock of postage stamps, postal cards, and stamped envelopes

to the value of \$3 or more sufficient to meet the demands of purchasers, for which the postmaster shall obtain receipt on Form 3367-B.

The amount advanced by the postmaster shall be kept intact, and the stock of each carrier shall be replenished each workday by purchase from the postmaster from the proceeds of the sales of the day. The excess from sales of stamped envelopes accruing each day shall be turned over to the postmaster at the end of each trip to be charged to his accounts.

Carriers shall not accept checks in payment for postal supplies purchased from them.

205. Accounting for and disposition of funds.—Rural carriers shall account for and pay over promptly to the proper officials each schedule day all funds belonging to the United States which may come into their possession, and make proper disposition of any money entrusted to them as agents of the Post Office Department.

Delivery of Mail

206. Postmasters shall deliver newspapers to patrons of rural delivery routes who call therefor at the offices when they are open for business on Sundays and holidays, and shall deliver mail of any class to rural patrons who call for it during business hours on ordinary weekdays at times when such delivery will not interfere with the business of the office or delay the rural carriers in departing to serve their routes.

207. Routing mail.—Before starting from the office, rural carriers shall route their mail in the order in which it is to be delivered, placing together so far as practicable the entire mail for each box in order that prompt and accurate delivery may be effected.

208. Care of mail.—Rural carriers shall be held strictly accountable for the care and proper delivery or dispatch of mail entrusted to them. They shall not carry mail in the pockets of their clothing, throw it into yards, or leave it where it is likely to be lost. Mail shall not be exhibited to others than the addressees.

209. Parcel post.—All ordinary parcel post packages for patrons of rural routes shall be carried out on the routes on the first trip after their receipt at the post office. A parcel that is too large to be placed in the box of the addressee shall not be left outside of the box unless the patron has directed, by written request filed in the post office, that parcels be delivered in this manner, with the express provision that the Department and the carrier are relieved of all responsibility in case of loss or depredation. When a patron lives within hailing distance of the route the carrier shall make reasonable effort to hail him and have him meet the carrier to receive parcels too large

to be placed entirely within the mail box. If delivery is not effected in this manner and a written request for delivery outside of the box has not been filed with the postmaster by the patron, a notice on Form 4233 shall be left in the box requesting that the patron indicate thereon the day on which he will meet the carrier to receive the parcel.

210. Fees for delivery.—Rural carriers shall not request or receive from patrons fees for the delivery or collection of mail, and shall not require the payment of postage on mail in excess of that prescribed by law.

211. Mail addressed to box and route number.—Mail other than registered, insured, and c. o. d. for delivery by rural carriers which is addressed merely to the box and route number may be delivered to the owner of the box as long as no improper or unlawful business is conducted in this manner. Matter which is unaddressed shall be treated as undeliverable.

212. Mail returnable to box numbers.—First-class matter mailed by a patron and returned on account of failure of delivery shall be placed in the box of the sender if the name of the post office and the route and box numbers are given on the return card, regardless of the absence of the sender's name.

213. Delivery of special delivery mail.—Special delivery mail shall be delivered to the addressee or to someone authorized to receive his mail. (See article 273 of this chapter.)

214. Delivery of insured and c. o. d. mail.—Insured and c. o. d. mail shall be delivered in accordance with the instructions in chapter XII, articles 99 to 123.

215. Delivery to addressees or authorized persons.—Ordinary mail shall be delivered only into boxes of patrons to whom it is addressed or into those of persons duly authorized to receive it. Carriers may deliver such mail directly to patrons whom they meet, provided their identity is known and carriers are not thereby unduly delayed.

216. Service where contagious disease prevails.—A rural carrier shall deliver mail into the box of a patron in whose family a contagious disease exists when this can be done without exposure to contagion. He shall be governed by the provisions of chapter VI, article 14, in the collection of mail from such boxes.

217. Postage-due mail.—When mail matter on which the required postage has not been fully paid is received at a delivery office, addressed to a patron of a rural route, the postmasters shall affix the necessary postage-due stamps thereon and hand the mail to the carrier for delivery on collection of the amount due. If the deficient postage cannot be collected by the carrier without leaving his route, he shall fill in a

notification card (Form 4233), deposit it in the addressee's box and return the unpaid or partly paid matter to the post office to be held until the amount of postage due is paid or directions received from the addressee as to the disposition of such mail.

218. Diversion of mail in transit.—Postmasters and rural carriers shall not divert in transit any mail addressed to another post office for the purpose of effecting more expeditious delivery thereof by carrier to the box of the addressee. All mail shall be delivered from the post office to which it is addressed, except as provided in articles 12 to 19 of this chapter.

219. Stops at intermediate offices.—Rural carriers shall stop regularly at intermediate offices for mail addressed to such offices for patrons of the routes. If such patrons reside on the part of the route already traveled by the carrier, the mail shall be left overnight in the delivery office and delivered by the carrier on his next trip. Such action shall not be considered as forwarding mail, and no additional postage shall be required. Carriers shall enter intermediate offices to obtain mail from the postmasters or their assistants, provided it is not necessary for them to go a greater distance than 50 yards from their vehicles or out of sight of them.

Acceptance and Collection of Mail

220. A rural carrier shall accept any mailable matter tendered to him by any person for delivery or dispatch, provided the postage is fully prepaid or money equal to the postage required is furnished, unless it is ascertained that the purpose of thus handing the mail to the carrier for deposit into one office is to "boycott" another office or deprive it of its legitimate revenue. This provision applies also to registry business, the insurance of third- and fourth-class matter, the sale of stamped paper supplies, and to money order business.

221. Use of signals on boxes.—Rural carriers shall open and examine boxes of patrons only when signals are displayed to indicate that they contain mail for dispatch. When the mail is collected from the box the carrier shall lower the signal whether he has deposited mail in the box or not.

Carriers shall not raise the signal on a box at any time.

222. Determination of postage.—When matter is tendered to a rural carrier for mailing, the weight of which or the postage rate for which he is unable to ascertain, he shall collect from the sender an amount sufficient to insure full payment of postage, take the mail to the post office, and affix the necessary postage, returning to the sender on the next trip any excess amount collected.

223. Disposition of collections.—Unless

specifically instructed to deposit the mail at some other point, all mail collected by rural carriers shall be properly faced by them and deposited in the office from which their routes operate, except that mail which can be delivered to the addressee en route.

224. Unstamped matter found in boxes.—
(a) *When money for postage is provided.*—When a rural carrier finds unstamped mail in a patron's box and the requisite amount of money for postage, he shall collect the mail and money and affix the necessary stamps.

(b) *When money for postage is not provided.*—When mailable matter is deposited in a box for dispatch and the required postage has not been paid nor sufficient money left for the purchase of stamps, a rural carrier shall, when the identity of the sender is known, place in the box a notice that such matter cannot be dispatched until the necessary postage is paid. If the identity of the sender is unknown, the matter shall be taken to the post office and treated as "Held for postage."

225. Exchange of mail at collection boxes.—Where the exchange of mail by rural carriers through a United States collection box is authorized, each carrier shall deposit in such box for collection by the carrier on the connecting route, without canceling the stamps, mail collected on his route addressed to patrons of the intersecting route, to intermediate post offices or stations located thereon, or to the delivery office when the delivery or dispatch will be advanced thereby.

226. Hand-to-hand exchange of mails.—When carriers on intersecting rural routes are authorized to make hand-to-hand exchange, each shall deliver to the other all mail which would be advanced thereby in delivery or dispatch.

227. Cancellation of stamps by carriers.—When mail is collected by a carrier en route, or received by one carrier from another, which can in the regular course of service be delivered in the addressee's box by the receiving carrier before his return to the office, he shall cancel the stamps thereon by writing legibly across them the date, the name of the post office, the State, and the number of the route, and deposit the mail in the proper box.

Mail collected or received by a rural carrier on his route, addressed for delivery at a post office other than the one from which his route starts, shall be delivered uncanceled to the office of address if an intermediate post office, or dispatched to the office of address, even though the addressee is a patron of the carrier's route and a more expeditious delivery could be effected by the carrier.

228. Return of mail by carriers.—Mail which has come into the custody of a rural carrier shall not be returned by him

to any person. Application for return of a letter or package shall be referred to the postmaster.

Completion of Work Before Going Off Duty

229. The postmaster or other authorized person shall be on duty upon the return of the carriers from serving their routes on Saturday afternoons, as well as on other service days. Each day immediately after completing their trips, rural carriers shall deliver to the postmaster or other authorized person the undelivered matter, the mail collected by them, and all postal funds and stamped paper supplies, and shall complete their money-order and registry business records and make all required reports before going off duty. Carriers shall note on the face of each piece of mail which they are unable to deliver the reason for nondelivery. Except by specific authority of the Department or in extreme emergency, carriers shall not retain any mail in their possession overnight.

United States Collection Boxes

230. United States collection boxes are supplied by the Department for use in the rural-delivery service to be erected only at points where after investigation it is ascertained that they are necessary for the proper and convenient handling of the mail; such as at junction points of two or more routes, as a means of effecting exchange of mail by carriers, or as a depository for mail for dispatch in communities where there are no post offices. After such boxes have been erected at designated points in accordance with official instructions they shall not be removed except by order of the Bureau of Post Office Operations, Division of Rural Service.

231. Count of mail taken from collection boxes.—Postmasters shall from time to time take count of the amount of mail taken by carriers from United States collection boxes, and if it appears that the maintenance of a box is no longer necessary they shall so report to the Bureau of Post Office Operations, Division of Rural Service.

232. Record of collection boxes.—A record shall be kept in the distributing offices of all United States collection boxes erected on rural-delivery routes, giving the location thereof, and full information concerning exchange through them.

233. Keys to collection boxes.—Keys to United States collection boxes shall be furnished to rural carriers by postmasters at distributing offices. For each key so furnished, the postmaster shall take a separate receipt, on which shall be indicated the number of the key and the date of its delivery to the carrier.

Every carrier having possession of a United States collection box key shall, when on duty, wear it securely attached to his

clothing by the chain. When off duty, the key shall be deposited in the distributing office for safekeeping and shall never be passed over to, or handled or examined by, any person not a sworn employee of the Post Office Department, nor be left where there is danger of losing it or exposing it to theft. These keys shall not be tampered with nor shall any attempt be made to repair or alter them. A violation of this rule or the loss of a key shall be considered sufficient cause for removal of a carrier.

When a carrier loses or breaks a key to a United States collection box the fact shall be reported immediately by the postmaster to the Bureau of Post Office Operations, Division of Rural Service, with a full statement of the circumstances and the number of the key.

Supply of Intermediate Offices

234. Transportation of locked pouches.—Rural carriers shall transport mails between post offices located on their routes whenever the performance of such service is specifically ordered by the Department. They shall also convey, without extra pay, post office blanks, mail bags, locks, keys, postal supplies, and official equipment to and from the intermediate post offices or stations to which they render regular service.

235. Protection of mail.—Mail pouches and their contents shall be carefully protected from injury, depredation, or loss. They shall not at any time be entrusted or delivered to a person who is not a sworn employee of the Post Office Department.

236. Schedules.—Rural carriers who supply post offices shall make special effort to exchange mails at the post offices in accordance with prescribed schedules even though at times adverse conditions of weather or highways prevent them from traveling over their entire routes.

237. Where mail is to be exchanged.—Rural carriers in serving intermediate post offices shall enter the offices to make exchange of mails with the postmasters or their assistants, provided it is not necessary for them to go a greater distance than 50 yards from their vehicles or out of sight of them.

238. Return of undelivered pouch.—When a rural carrier finds it impossible to effect exchange of mail at an intermediate post office, he shall return the pouch to the postmaster at the distributing office with a statement of the reason for such failure, and the postmaster shall promptly report the facts to the Bureau of Post Office Operations, Division of Rural Service.

239. Detention of carriers at intermediate offices.—Postmasters shall not detain carriers at intermediate offices more than 10 minutes to effect the exchange of mails

except by express authority of the Department.

240. Report of irregularities.—Postmasters at offices supplied by rural routes shall make report to the Bureau of Post Office Operations, Division of Rural Service, of all cases of abandonment or interruption of service or continued irregularity in time of arrival of the carrier; when mail arrives in bad condition or is exposed to depredation, loss, or damage; when a pouch is received unlocked or without lock or fastened with other than a regulation lock; when mail is carried by an unauthorized person; and any other irregularity in the performance of service or the conduct of the carrier.

241. Restrictions as to handling mail and equipment.—Rural carriers shall not open or close mail pouches, handle mail to be pouched, or have in their possession locks or keys for mail pouches.

242. Delivery of mail in transit.—Upon the personal application or written request of the addressee, ordinary mail in transit to a post office which is supplied by rural carrier may be delivered from the distributing office on Sundays and holidays when the office is open to the public.

Rural Stations

243. Rural stations.—Rural stations are established and maintained in connection with rural delivery service when considered necessary to facilitate the transaction of postal business in communities where a considerable number of people would be seriously inconvenienced if compelled to transact business with the rural carrier only, or at such points where rural carriers are required to exchange mails and it is inadvisable to establish post offices.

244. Supervision of.—Rural stations are tributaries to post offices and are in charge of clerks subordinate to and under the control of the postmaster at the office to which the station is attached. Postmasters shall frequently visit and inspect the stations with a view to correcting irregularities and seeing that they are properly conducted.

Clerks in charge of rural stations are appointed by the Postmaster General at an annual compensation fixed by him, and shall furnish bonds in a designated sum. The person appointed shall provide quarters and equipment suitable for the transaction of the business of the station. If call or lock boxes are provided, the rentals must be collected at the rates prescribed by the Department and accounted for as postal revenue.

Clerks in charge of rural stations shall exercise supervision over rural carriers on routes emanating from their stations. They shall also receive and certify to the correctness of the required reports, and trans-

mit them to the postmasters at the offices to which they are attached.

245. Functions of rural stations.—At rural stations mail shall be dispatched, received, and delivered, money-order business transacted, mail registered, and stamps and stamped paper sold.

246. Hours of business.—Rural stations shall be kept open during ordinary business hours each weekday, except on holidays when service on routes emanating therefrom is not required. They shall invariably be open in ample time to permit the rural carriers attached to the station to case their mail and otherwise prepare it for delivery, and shall be open when the rural carriers return from their routes, in order to permit them to deposit collections and attend to other duties.

247. Receipt and dispatch of mails.—Mail shall be supplied to rural stations by rural carriers unless otherwise specifically authorized. Mail for delivery at a rural station or for a rural route emanating therefrom shall be properly separated at the distributing office, tied in bundles, and transported in the carrier's satchel to the station, where it shall be delivered to the clerk in charge. Dispatch of mail from rural stations shall be made in the same manner.

248. Delivery of mail.—Mail addressed to a rural station shall be retained there to be called for as outlined in article 30 of this chapter for general delivery service unless the addressee is a patron of a rural route starting from such station or of a route contiguous thereto, in which case the mail shall be delivered by the rural carrier. The usual notices for registered, insured, and c. o. d. mail addressed to a rural station shall be issued in accordance with chapter XI, article 202.

249. Correspondence.—Clerks in charge of rural stations shall conduct all official correspondence with the postmasters at the offices to which the stations are attached, make remittances and accountings to them, and make requisitions on them for all necessary supplies.

250. Supplies.—Postmasters at offices to which rural stations are tributary shall furnish the clerks in charge of such stations with postage stamps, stamp books, stamped envelopes, postal cards, registry supplies, etc., in sufficient quantities to meet their demands, for which the postmaster shall take proper receipts.

When clerks in charge of rural stations issue stamp supplies to rural carriers, they shall require receipts therefor similar in form to those required by postmasters in such cases.

251. Monthly reports.—Accurate detailed accounts of business transacted at rural stations shall be kept by the clerks in charge, and reports shall be rendered

monthly to the postmasters of the offices to which they are attached.

SPECIAL DELIVERY SERVICE

252. Special delivery service is the prompt handling, transportation, and delivery of mail by messenger during prescribed hours. This service shall be performed at every post office, and is applicable to all classes of mailable matter upon which the proper fee has been prepaid in addition to the regular postage. Special delivery service does not insure safety or personal delivery or provide for the payment of indemnity. Money or other valuables sent special delivery should also be registered or insured.

Responsibility for Efficient Service

253. Postmasters will be held responsible for the prompt handling and delivery of special delivery mail, and the work of the office shall be so organized and supervised as to insure such service at all times. Where postmasters must necessarily delegate the responsibility for the operation of the special delivery service to supervisory employees, they shall hold such employees strictly responsible for efficient and economical service. The postmaster shall see that discipline is maintained and that delivery employees perform their full duties in all cases, and that suitable disciplinary action is taken, in the event of failure to make proper attempt at delivery. An employee's claim for a fee where fees are payable for an unsuccessful effort to deliver a piece of special delivery mail shall not be allowed unless he exercised diligence and good faith in attempting delivery.

Fees for Delivery

254. The fees payable for the delivery of special delivery articles at offices other than first class and to rural carriers at all offices are as follows:

9 cents on first-class articles weighing not over 2 pounds.

10 cents on articles other than first-class weighing not over 2 pounds.

15 cents on articles weighing over 2 pounds but not over 10 pounds.

20 cents on articles weighing over 10 pounds.

(See ch. III, art. 165, for rates chargeable for mailing articles special delivery.)

It is a violation of the Postal Laws and Regulations to claim a special delivery fee unless actual special delivery service has been rendered or attempted. In all instances where no special delivery service has been rendered, delivery having been made through a post office window, into a post office box, into a rural mail box, to addressee or his representative on the rural carrier's regular line of travel, or otherwise without special service, the fee

shall not be claimed by the postmaster or paid to any employee. (See art. 273 of this chapter relative to delivery by rural carrier.)

Report of irregularities

255. When special delivery matter is received at any office indicating that the dispatching office failed to properly rate, endorse, or dispatch such mail, the irregularity shall be checked on Form 3950 and that form mailed to the postmaster at the office of origin.

Radius of Delivery

256. Delivery shall be made within a radius of 1 mile of every post office, station, or branch of such post office, except rural stations, and within the city delivery limits of every office, station, or branch of such office.

Special delivery mail should be delivered to the residences of patrons who have erected out-of-bound boxes, if the residences are within a reasonable distance, not more than two or three blocks, from the box and provided walks have been constructed or the street is not impassable; otherwise a notice shall be left in the box requesting that the patron call at the post office for the special.

Hours of Delivery

257. Special delivery matter shall be delivered at city delivery offices from 7 a. m. to 11 p. m. Owing to a varying mail supply at different offices, and other local conditions, postmasters at offices of the first-class are permitted to vary these extremes of delivery in the interest of good service; that is, deliveries may be made between 6 a. m. and 7 a. m., and between 11 p. m. and 12 midnight for good and sufficient reasons, such as necessity for early deliveries in residential districts, and the arrival of a heavy mail comparatively late at night precluding complete deliveries before 11 p. m. and the like. At other offices, deliveries shall be made from 7 a. m. to 7 p. m., or after the arrival of the last mail, provided that is not later than 9 p. m. Special delivery matter of all classes, including registered, c. o. d., and insured mail, shall be delivered on Sundays by all post offices of the first- and second-classes receiving mail on that day, such deliveries to be made promptly. Special delivery service shall be rendered at other offices on Sunday if the mails arrive between the closing hour on Saturdays and 6 p. m. on Sundays. Prompt and efficient special delivery service shall be performed at all offices on holidays, postmasters being guided by the flow of incoming mail and the extent of business activities in their communities on the holiday. In all cases where special delivery mail arrives outside of delivery hours and

it is known that patrons desire to be notified by phone in order that they may call for such mail, postmasters shall cooperate fully with the patron relative to notifying him of receipt of his mail in the post office.

Unless some unusual condition exists, such as the arrival of important mails at a time when it may be desirable to delay the leaving time of messengers a few minutes, their leaving time on the first runs shall be such that they will make the first deliveries not later than 7:30 a. m. In residential districts, care should be exercised to see that the special delivery mail that arrives on the same mail supply as the mail taken out by letter carriers on their first trips is included on the first special delivery runs. Runs made during regular letter carrier delivery hours should leave the delivery unit not later than 30 minutes before the leaving time of any regular carrier trips leaving the same unit, and proportionately in advance of any regular carrier trips leaving other delivery units, where the same delivery districts are involved. At least one run starting not later than 10 p. m. in business districts shall be made in the evenings, it being contemplated that the last run in the business district be generally confined to places of business and hotels which are open and delivery can be effected.

Schedules of Delivery

258. Special delivery runs at offices of the first class shall be arranged so that messengers will leave the post office at a set time on each run, the schedule to be governed by the usual flow of incoming mail.

Street time of messengers should not exceed 2 hours in business districts, or 3 hours in residential districts, except in unusual conditions. Each messenger should be assigned to a particular district.

In the business sections of city delivery offices, special delivery mail shall be delivered by letter carriers on their first trips of the day ONLY, whenever special delivery matter can be as promptly delivered by this means. It will be necessary to pre-determine, as nearly as possible, in what portions of the business section equally as prompt deliveries of special delivery matter may be made by letter carriers on their first trips. Schemes should be adjusted where necessary. The time of opening of business houses should be considered. If delivery by letter carriers can be made into door slots or mail receptacles before the opening of business houses, earlier delivery by messenger is not considered of advantage. In doubtful cases, delivery shall be made by special delivery messenger.

Distribution Cases

259. At offices of the first class, letter

and flat letter cases should be used. Small parcels shall be distributed to messengers in the flat letter cases. Special delivery parcel post should be distributed in bins, or where the volume warrants, in baskets, basket trucks, or on platform trucks. It must be understood that expeditious handling and distribution of special delivery mail contributes to prompt delivery.

Recording

260. First-class offices.—No receipt shall be taken or a record of any kind kept of special delivery mail received for delivery at offices of the first class. No record of any kind shall be kept of special delivery mail delivered through post office boxes, or through general delivery.

261. Other offices.—(a) Special delivery mail delivered by messenger or other employee at offices of the second-, third-, and fourth-classes, and for delivery by rural or star route carrier at any office, shall be recorded on Form 3954, in duplicate, by the employee who will make the delivery. Upon completion of this form, the employee who will make the delivery shall present both the original and duplicate of the form to the employee designated to receive it, along with the special delivery mail. The designated employee shall circle the amount of the fee payable on each Form 3954, return the original with the mail to the employee who will make the delivery, and retain the duplicate copy of the form as an office record, inaccessible to the delivering employee.

(b) Upon returning to the post office, the employee who made the deliveries shall turn his receipted Forms 3954 over to the employee designated to receive them, after indicating thereon whether the fee payable is claimed or not claimed. The employee designated for this purpose shall check the receipted Forms 3954 to the extent of determining whether receipts have been returned for all specials taken out for delivery and as to whether the fees payable are in agreement with the duplicate copy of Form 3954.

(c) The original copy only of Forms 3954 shall be sent to the employee charged with making salary payments. No other records shall be made of the fees payable, except on the quarterly vouchers, Form 1592-A at first-class offices; and on the cash books at second-, third-, and fourth-class offices. At offices equipped with payroll machines the only record necessary is that maintained on the payroll forms. Forms 3954 shall be filed in the section from which payments are made to support fee payments.

Safeguarding Special Delivery Mail

262. Employees are held personally responsible for properly safeguarding mail

entrusted to their care for delivery. They shall not leave mail attached to bicycles or motorcycles, in unlocked automobiles, or elsewhere unprotected. An employee responsible for the loss of special delivery mail because of failure to safeguard it properly will be required to make restitution.

Persons to Whom Delivery May Be Made

263. Special delivery mail shall be delivered to the addressee or the person authorized to receive his ordinary mail. Upon effecting delivery where receipt is required, the delivering employee shall obtain the signature of the person to whom delivery is made in the proper space on Form 3954, and in the event a receipt is not obtained, the delivering employee shall indicate on that form the circumstances of delivery or reason for nondelivery.

The instructions relative to the delivery of registered, insured and c. o. d. mail shall be applicable when such mail is sent special delivery.

Delivery Into Box or Door Slot

264. When no one responds to the repeated ringing of the bell or knocking on the door, the messenger may deposit the mail in the usual mail receptacle (including door slots and apertures under doors) unless it is registered, insured, c. o. d. or bears the specific request that it be returned to the writer if prompt delivery cannot be effected by either messenger or regular carrier. This shall be done, however, only after determining through close observation of the premises and suitable inquiry that the mail is correctly addressed and that the occupants are only temporarily absent. Messengers shall be careful not to leave mail in receptacles at offices, houses, or apartments where the occupants are to be away for more than a day. The messenger must use good judgment in dealing with such cases. If in doubt, do not leave the special. When special delivery mail is left in the receptacle, after observing the foregoing precautions, the messenger shall also push beneath and beyond the door a notice on Form 3955 showing that there is a letter in the receptacle.

When the mail receptacle is unsafe, or no receptacle is provided, or when it is not possible to place the article in the receptacle, special delivery ordinary mail may be pushed beneath the door. When delivery is made in this manner, Form 3955 shall be placed in the receptacles, if any. When mail or notices are pushed beneath the door, they shall not be visible from the outside. When delivery cannot be effected in either of these ways, Form 3955 shall be left under the door or in the receptacle, properly checked to show that the article has been returned to the post

office. Whenever practicable, such undelivered mail shall be left at the delivery unit from which the addressee's ordinary letter mail is delivered. If the mail is registered, insured, or c. o. d., or is marked or known to be perishable, the messenger shall indicate its character on the face of Form 3955. The messenger's number, the date, and the name of the addressee shall be entered on this form; and, at post offices having carrier delivery stations, the station where the article is being held and its location shall also be entered.

Personal delivery of special delivery mail shall be made wherever possible, and nothing in this article should be interpreted as relaxing this requirement.

Post Office Box and General Delivery

265. At city and village delivery offices, special delivery mail, other than registered and insured, addressed to a post office box, or to the general delivery, shall be delivered into the box or held for delivery through the general delivery window, unless the addressee has given written notice that such mail be delivered to his residence, or place of business. Where special delivery mail is received at a city or village delivery office addressed to a street address and the addressee usually receives his mail through a post office box or through the general delivery window, the mail shall be delivered as addressed, unless the addressee has given written notice directing delivery into his box or through general delivery window. At first-class offices such mail shall not be recorded, but at all other city and village delivery offices of the second- or third-class, special delivery mail for delivery through post office boxes or the general delivery window shall be recorded on Form 3953 when delivered to the box section or general delivery section, as the case may be and the signature of the addressee will not be required.

At offices not having city or village delivery service, all special delivery mail shall be delivered to the residence or place of business of the addressee, unless the addressee has filed a written request that such mail be deposited in his post office box or held for delivery through the general delivery window.

Army Posts and Camps

266. All special delivery articles (except c. o. d.) addressed to Army posts, camps, and stations shall be turned over to the military authorities for delivery to addressees. A record shall not be made of such mail and receipts shall not be taken, nor shall fees be paid. However, special delivery service should be given to persons at individual addresses such as officers'

homes, headquarters, hospitals, and other places where it is definitely known that prompt delivery can be effected by special delivery messenger. At offices other than the first class, receipts as required shall be obtained.

Registered, Insured, and C. O. D. Delivery Receipts

267. When special delivery mail is registered, insured upon payment of other than the "minimum fee," or sent c. o. d., the usual registry, insured, or c. o. d. receipts shall be taken, and all other requirements of the registry, insurance, and c. o. d. services shall be observed, but no special delivery receipt shall be taken. However, special delivery receipt Form 3953 shall be used to record the special delivery mail at such offices and under such circumstances as would require its use were the special delivery mail not registered, insured, or sent c. o. d.

When special delivery mail is insured at the minimum fee, it shall be treated as ordinary special delivery mail, but request for return receipts or restricted delivery shall be complied with.

Perishable Matter Delivered as Special Delivery

268. When perishable parcels are received on Sunday or a holiday, or on Saturday or the day before a holiday after the hour when parcel post delivery carriers leave the office, and if the contents of the parcels are of such a perishable nature that they cannot be held until Monday morning or the day following a holiday, they shall be promptly delivered as special delivery mail even though they do not bear special delivery postage. The special delivery fee shall be collected from the addressee, if possible, as postage due. If the addressee refuses to pay the special delivery postage due, the parcel shall be delivered without collection. Delivery of such parcels may be made by collectors where feasible.

The employee making delivery of such a parcel shall leave a notice on Form 1543 with the addressee and explain the necessity for the additional postage charged with a request that such matter be mailed as special delivery in the future. The sender shall also be sent a notice on Form 1543.

Special delivery fees so collected shall be accounted for as postage due and, in the event delivery is made by an employee entitled to a fee, he shall be paid for delivery at the proper rate. Postage due stamps shall not be placed upon the parcel and canceled until after the collection has been effected. The amount chargeable should be rated up in pencil on the parcel and record thereof made as a charge to be collected by the messenger.

Special Delivery Mail Collected En Route

269. Letter carriers, whether assigned to delivery or collection duty, and special delivery messengers shall receive all prepaid matter bearing a special delivery stamp, or the equivalent thereof, which may be handed to them on their trips or runs, and shall keep such matter separate from other mail, and turn it in immediately upon their arrival at the post office.

When a rural carrier collects on his route special delivery mail which can be delivered before he returns to the office, or transferred for delivery to another rural carrier, such action shall be taken. In all instances in which special delivery mail is delivered by a rural carrier en route, Form 3954 shall be completed by employees required to obtain a receipt in the delivery of special delivery mail.

Who May Effect Delivery

270. First-class offices.—(a) At first-class offices, special delivery mail shall be delivered by special delivery messengers where messengers have been appointed. Where messengers have not been appointed or when not available, special delivery mail may be delivered by any regular, substitute or temporary postal employee. Employees, other than rural and star route carriers, shall not be paid on the fee basis for such service, but shall be paid at their regular rate of compensation, from the appropriation of the roster designation of the employee performing the service.

(b) **Special delivery districts and runs.**—At all but a few of the largest first-class offices, the special delivery service shall be centralized at the point where the central distribution of incoming mails is made. Such offices have one special delivery unit. At the largest offices where the special delivery service is decentralized, there may be two or more special delivery units. At each special delivery unit, the special delivery area shall be divided into special delivery districts. Such a division is similar to the division of letter carrier territory into routes. Thus, a special delivery district is a section of the complete special delivery area served by one individual messenger at a time. Special delivery service shall be rendered in each special delivery district on what is known as special delivery runs. Thus, in special delivery district No. 1, one messenger may make three consecutive runs and another messenger may make the next three consecutive runs.

The division of the area of special delivery into districts is intended to make the distribution and delivery of such mail prompt and efficient on normal days. When special delivery mail is extremely heavy, it may be necessary to split districts; and in like manner, when mail is light, it may be necessary to combine districts. The

expansion and contraction of special delivery districts as necessary, as well as the permanent adjustment of such districts is a local problem. It is the principal duty of special delivery supervisors to control such matters. Their handling of such duties reflects directly on their ability as supervisors.

(c) **Numbering—messengers, districts, and runs.**—At offices having more than one messenger, each special delivery messenger and each special delivery district, including each special delivery parcel post district where applicable, shall be assigned a number beginning with 1. In like manner, each special delivery run shall be numbered beginning with 1 to designate the first run of the day, 2 to designate the second run of the day, etc.

At offices of the first class where more than one messenger is employed, Form 1597-SD "Work Assignment" shall be posted in each delivery unit covering messengers' work assignments for the period of one week. This form is so arranged that the number of the messenger may be listed opposite the district in which he is to serve, and beneath the runs which he is to make. For convenience, the messenger's number may be entered opposite the district in which he is to serve and under the first and last run he is to make, indicating that the messenger is to make the intervening runs.

Forms 1597-SD shall be retained for 1 year following the work assignment period to which they refer.

271. Second- and third-class offices.—At such offices, when because of the small volume of special delivery mail, it is impracticable to employ substitute carriers or clerks as special delivery messengers, or to obtain messengers, special delivery matter may be delivered by the postmaster, who shall be paid the regular fees for delivery.

These instructions should not be construed as authority for summarily discharging special delivery messengers now employed at second- and third-class offices who have invested in vehicles and purchased uniforms, but occurring vacancies should not be filled if substitute clerks and carriers willing to perform that service on a fee basis are available. Postmasters are not permitted to arrange with telegraph companies or other message carrying organizations or with employees thereof for delivery of special delivery mail. However, the Department will interpose no objection to the employment of the same person who delivers messages or telegrams for telegraph companies or other message carrying organizations, provided the messenger is employed during certain periods of the day when needed to deliver only specials; that the messenger is personally

paid all fees; and that he will be identified as a special delivery messenger by wearing a special delivery badge.

When at offices of the second- and third-class circumstances require the employment of minors, compliance shall be made with the State child labor laws respecting age and hours of employment. Persons under 18 years of age shall not be employed except in emergencies or where sufficient personnel 18 years of age or over is not available and they shall not be permitted to operate motorcycles or automobiles in the delivery of special delivery mail under any circumstances.

272. Fourth-class offices.—At fourth-class offices special delivery mail may be delivered by the postmaster, or any assistant or employee, or other competent person whom the postmaster may employ as messenger. The person making delivery shall be paid the regular fees for delivery.

Service on Rural Routes

273. Special delivery mail addressed to a patron residing on a rural route who lives more than 1 mile from the post office (*or less than 1 mile when delivery can be expedited, or equally as prompt service can be rendered*) shall be delivered by rural carrier on his next regular trip after receipt of the mail in the post office. Delivery shall be made at the patron's dwelling or place of business, provided the place of delivery is not more than one half mile from the carrier's line of travel and there is a passable road leading thereto. If delivery cannot be made at the residence or place of business, the mail, unless insured (other than minimum fee), registered or c. o. d., shall be delivered into the patron's box and a notice on Form 3955 left at the residence or place of business of the patron. For this service the carrier shall receive the regular fee for delivery. The fee, in all cases, shall be paid if it is necessary for the carrier to leave his regular line of travel, whether on foot or in his vehicle. No fee shall be paid in any case where it is not necessary for the carrier to leave his regular line of travel in effecting, or attempting delivery of special delivery matter. If the patron lives more than one half mile from the carrier's line of travel, the special delivery mail shall be delivered into the patron's box, the same as ordinary mail, and receipt Form 3954 so endorsed. (See art. 209 of this chapter relative to parcels too large for the box.)

Outlying Territory

274. When special delivery mail is received in the evening hours addressed to outlying sections of the special delivery limits, and the addressee can be reached by telephone, inquiry may thus be made as to whether delivery of the article is desired

that evening or on the first special delivery trip the following morning. This action will eliminate the necessity of messengers making long runs to outlying sections.

When special delivery mail addressed to other patrons residing outside the special delivery limits is received, the postmaster should endeavor to communicate with the addressee as promptly as possible by telephone or otherwise but without expense to the Department, in order that such mail may be called for.

Second Attempt To Deliver

275. A second attempt to effect delivery of a special delivery article locally shall be made without additional special delivery fee when the mail is addressed to a former address of the addressee. Any subsequent attempts to deliver (after such second attempt) shall be made on the regular trip by letter or parcel post carrier.

Forwarding

276. Every reasonable effort shall be made to effect the prompt delivery of special delivery mail. If the address is deficient or incorrect, it shall be completed or corrected if possible. If the addressee has removed to the delivery limits of another post office, the article shall be forwarded immediately if the new address is known or can be ascertained.

When a forwarding order has been given by the addressee in advance of the arrival of the mail, so that no attempt to deliver is necessary, it shall be forwarded with the endorsement "Forwarded fee not claimed" and the postmaster at the office of final destination shall make special delivery and claim the fee if delivered by an employee paid on the fee basis. Special delivery matter forwarded from one post office to another without this endorsement shall upon arrival at the office of final destination be promptly handled for delivery by the next available regular carrier delivery.

Retention Period

277. A special delivery letter bearing the specific request that it be returned to the sender if prompt delivery cannot be made shall be returned immediately if prompt delivery cannot be effected. Return card requests to hold special delivery letters a specific number of days should be observed, except that such requests of more than 30 days will be disregarded and the letter returned after 30 days.

Undeliverable Special Delivery Mail

278. If it is not possible to ascertain the correct address from the directory in the post office, or by other means at hand, the mail shall, if the office has delivery service, be turned over to the carrier service for further attempt at delivery. If still undeliverable and the carrier cannot supply an

address, the mail shall be turned over to the directory section for proper handling.

Special delivery matter which cannot be delivered shall be treated in accordance with the instructions governing the return of other undeliverable matter.

Conduct of Messengers

279. In the performance of their duties, special delivery messengers shall bear in mind that they represent the Postal Service to the patrons whom they serve. They have a unique opportunity to impress the public with the high quality of the Postal Service. Conversely, they can just as easily reflect on the service through lack of civility, promptness, or courtesy.

Messengers shall attend to their duties quietly and diligently, shall not loiter or make unnecessary stops, and shall refrain from any kind or type of disorder in the post office or while performing their duties elsewhere. The efficiency appraisal system will apply to special delivery messengers.

Messenger Time Records

280. When a regular special delivery messenger completes a run prior to the time when he is to make his next run, but before he is scheduled to end his tour of duty, or interrupt it for a swing period, he shall ring out immediately on his time card, and ring back in again in the next block opposite "B." If he has been detailed to another unit of the office, the messenger shall make a notation in the "employee's totals" column on his time card to signify to which unit of the office he has been detailed, or if there is a waiting period of insufficient length to warrant his being detailed to another section, he shall insert the word "waiting" in the "employee's totals" column. After such period of employment or waiting, when the messenger again takes up special delivery work, he shall ring out on his time card, opposite "E," and immediately ring in opposite "B" in the next block, unless, of course, after ringing out his tour of duty has been completed, or a swing period begins.

A separate time card shall be used by each substitute special delivery messenger in each unit of the office where he is employed during each pay period. When a substitute employee completes a run prior to the time when he is to make his next run, but before his 2-hour period of employment has been completed (when this requirement is in effect), he shall immediately ring out on his messenger time card and at the same time ring in on the same card in the next block opposite "B," if there is a waiting period of insufficient length to warrant his being detailed to another unit. Under such circumstances, which should be rare, he shall endorse his time card in the same

manner as a regular messenger, that is, "waiting." If he is detailed, within his 2-hour period of employment, to another unit, he shall ring out on his messenger time card immediately after completing his duties as a special delivery messenger, and ring in opposite "B" and take his time card with him to the assignment where he will complete the 2-hour tour. When work on this assignment is completed, he should return to the special delivery section and ring out showing on the time card in pencil the work on which he was assigned such as "carrier" or "clerk." The supervisor shall note the transit time between the messenger's last place of employment and his reporting time in his unit, and take the necessary corrective action where there is an indication of loitering between assignments.

Carfare and Use of Bicycles

281. Allowance may be made to post offices of the first class for carfare for employees assigned to the delivery of special delivery mail upon application to the Bureau of Post Office Operations, Division of City Delivery. Carfare should be furnished special delivery messengers only when its use will be more economical than other means of transportation and will not result in delay in the delivery of special delivery mail.

At post offices of the first class where the complete city delivery area is small and it is considered practicable and more economical to use bicycles in the delivery of special delivery mail, the postmaster should request the Bureau of Post Office Operations, Division of City Delivery, to furnish bicycles. Where special delivery parcels cannot be handled by the messenger using a bicycle, arrangements must be made for their delivery by some other means. Postmasters are depended upon, and expected, to operate the special delivery service at their offices economically without sacrificing prompt service.

At offices other than those of the first class, employees used in the delivery of special delivery mail must provide their own means of transportation as carfare will not be allowed and Government-owned or rented vehicles must not be used to deliver special delivery mail when the employee is paid on a fee basis.

Automotive Equipment Maintenance

282. (a) Postmasters at offices of the first class are authorized to pay special delivery messengers 90 cents per hour for the use of their personally owned automotive equipment, including motorcycles, when the vehicle is actually in use in making delivery of special delivery mail, provided Government-owned trucks, or contract vehicles at a lower rate than 90 cents per

hour are not available. The speedometer on any vehicle used in the special delivery service must be kept in good repair and must accurately register the mileage.

(b) The time for which payment is made at the rate of 90 cents per hour shall begin when the special delivery messenger leaves the post office, with his vehicle, to make delivery of special delivery mail and end upon his return to the post office—both to be supported by time-clock entries on the employee's Daily Time Record of Rented Vehicles, Form 1804. At the end of the employee's tour of duty, each day, the vehicle time should be totaled—hours and minutes—and carried forward each day to the end of the pay period.

(c) The total allowable vehicle time for the pay period should then be determined from the employee's Daily Time Record of Rented Vehicle, Form 1804, and payment made at the rate of 90 cents for each hour the vehicle was actually used in making delivery of special delivery mail.

(d) Payment should be made for the nearest number of whole hours of authorized service each pay period, counting a fraction of an hour amounting to 30 minutes or more as one hour and ignoring 29 minutes or less. Insofar as practicable, the record of the time and verification thereof should be handled as provided in chapter XXIV, articles 43 to 63.

(e) When special delivery messengers are assigned to perform duties other than the delivery of special delivery mail, i. e., collection, relay, parcel post delivery or mounted route services, and they are instructed to use their personally owned automotive equipment because no Government-owned or other vehicle under contract for city delivery service is available, payment for the use of the equipment shall not be made at the rate of 90 cents per hour. Postmasters must obtain bids for such vehicle service as is presently required for the use of hired vehicles assigned to city delivery service and payment for the service is to be made at the lowest hourly rate determined from the bids received. An allowance covering all such expenditures must be requested from the Bureau of Facilities, Division of Vehicle Service. When a special delivery messenger is not the lowest bidder, his vehicle shall not be used for regular city delivery service. Payments to special delivery messengers for vehicles furnished by them for use in the city delivery service only must be on the basis of the lowest bid established by competitive bidding.

(f) When regular, substitute, and temporary postal employees, at first-class post offices, other than supervisors and special delivery messengers, are assigned to deliver

special delivery mail and provide their personally owned automotive equipment, they shall be paid at the rate of 90 cents per hour for automotive equipment maintenance provided, the employee is not under contract to furnish a vehicle for use in the city delivery service, and there is no Government-owned or contract vehicle available for the purpose. Timekeeping and payments for automotive equipment maintenance should be handled in the same manner as prescribed for special delivery messengers.

(g) If the employee is under contract to furnish a vehicle for use in city delivery service or another contract vehicle is available for that purpose, and the vehicle is used exclusively on certain trips to deliver special delivery mail, payment should be made at the hourly rate for the vehicle if hired on a quarterly basis and pro rata to the annual rate when furnished under an annual contract, provided the rate does not exceed 90 cents per hour. But, if the regular, substitute, or temporary postal employee, other than a supervisor or special delivery messenger, is not under contract to furnish a vehicle for city delivery service on a quarterly or annual basis, and there is no Government-owned or other hired vehicle available, and the exigency is such as to require immediate action, postmasters may employ automotive equipment owned by such nonsupervisory employees at the rate of 90 cents per hour for the delivery of special delivery mail only. When such equipment is not obtainable, automotive equipment belonging to outsiders may be used at the lowest obtainable rate determined by competitive bidding, if not in excess of 90 cents per hour, which is the maximum that may be paid. Allowances must be obtained from the Bureau of Facilities. Division of Vehicle Service, covering all expenditures for vehicle service on an hourly basis.

(h) Government - owned automotive equipment must be utilized to the fullest extent possible to effect delivery of special delivery mail, provided, such additional assignment does not interfere with the collection, relay, parcel post delivery and mounted route services, and the transportation of the mails.

(i) All payments made for automotive equipment maintenance and for vehicle hire are chargeable to the allotment—Vehicle Service.

(k) When messengers are assigned to Government-owned vehicles or those hired under contract for the delivery of special delivery mail, they shall operate such equipment with care and take the same precautions they would in operating their own vehicles. In assigning messengers to use

such equipment, they must be cautioned of this and warned that if there is any proof of negligence, they will be held personally responsible, that they will be required to pay the costs for any damages incurred, and will be disciplined.

Inspection of the Special Delivery Service at Offices of the First Class

283. The special delivery service at each special delivery unit shall be inspected annually during a normal period, and this inspection shall cover the operation of the service over an entire day.

Form 1840-SDA "Memorandum of Special Delivery Messenger's Work—Inspection Data" shall be used by the supervisor making the inspection of each run in each special delivery district. One form shall be used for each messenger, and each messenger shall be assigned to the same runs in the same district throughout the inspections as far as possible.

The work of inspecting the special delivery service shall be assigned to supervisors, who must accompany the messenger while he is on duty, both in the office and on the street, from the time the messenger begins a tour until it is ended. It is imperative that supervisors strictly follow this requirement.

284. Use of Form 1840-SDA.—Form 1840-SDA shall be headed before the inspection begins. The information required under items 1 through 10 is self-explanatory. Item 11 "Total Miles Traveled" shall be obtained by making the necessary subtractions under "Speedometer" at the bottom of the form. The information required under items 12 through 14 shall be taken from the time recording on the back of the form. The computations required in order to obtain the information necessary under items 15 through 18 should be made in the usual way. Under item 19, "Specials Undelivered" shall be recorded the number of specials undelivered and returned to the special delivery unit, or to a letter carrier delivery unit. The time used, where applicable, from the "Garage to P. O." and from the "P. O. to Garage," items 20 and 21, shall be taken from the vehicle time card, but shall not be included in office, street, or total time. Under "Memorandum," the supervisor shall note any and all irregularities.

285. Check of Special Delivery Service.—At offices of the first class, the special delivery service shall be checked annually and at other times when such action is deemed warranted. This check shall cover the operation of the service over a 7-day period. Each run in each district at each special delivery unit shall be checked for each of the 7 days. Forms 1840-SDB,

"Memorandum Special Delivery Messenger's Work—Run Data" and 1840-SDC "Memorandum Special Delivery Messenger's Work—Check Data" shall be used by the supervisor making the check.

Messengers shall be assigned during the check week, as far as possible, in identical manner as they were assigned during the period of the last inspection. The Form 1597-SD, "Work Assignment" for the period of the inspection shall be used in making assignments during the check week.

The work of checking the special delivery service shall be assigned to supervisors. The supervisor making the check shall not accompany the messenger on his run.

286. Use of Form 1840-SDB.—Each messenger shall be given a Form 1840-SDB, "Memorandum Special Delivery Messenger's Work—Run Data" when he commences his tour. The messenger shall turn the completed form in to his supervisor upon the completion of his tour. Before the form is given to the messenger, it shall be headed and the "District," item 3, recorded on the form. The messenger shall complete items 1 through 12, with the exception of item 3, for each run made. It is desired to keep the messenger's efforts in completing Form 1840-SDC at a minimum. Under item 1, the messenger shall enter only the last three figures on his speedometer at the beginning and at the end of each run. He shall make no other entries under item 1. Under items 4 through 7, the messenger shall enter the number of insured, customs, c. o. d., registered and postage due special delivery articles taken out for delivery. Under item 8, he shall be careful to enter the total number of special delivery letters received by him for delivery whether ordinary, registered, etc., or not. Under item 9, he shall be careful to enter the total number of parcels taken out for delivery whether ordinary, insured, etc., or not. Under item 10, a mounted messenger shall record the actual number of times he stops his vehicle to make a delivery or deliveries. For instance, if the messenger stops his vehicle and delivers a piece of mail on one side of the street and another piece of mail on the other side of the street without further driving, he has made one stop in connection with the information required under item 10, although he has delivered two pieces of mail. Furthermore, when a mounted messenger stops his vehicle before a house, building, store, etc., and makes more than one delivery in such house, building, store, etc., only one stop should be recorded, regardless of the number of specials delivered. The same applies to bicycle messengers, it being understood, however, that each time such messenger

dismounts from his bicycle in making deliveries should be counted a stop regardless of the distance traveled. Relative to foot messengers, each separate door, counter, etc., at which delivery is made shall be counted a stop and so entered under item 10. Under item 11 shall be entered the number of specials undelivered and returned to the special delivery unit, or to a letter carrier delivery unit. In the space provided under item 13, the messenger shall ring the time clock, in each instance after ringing his time card, at the beginning of his tour, when he leaves the post office to make deliveries, when he returns to the post office after making deliveries, and when he has finished making returns of receipts, money and mail—if any. A separate space shall be used under each item for each run. When necessary, the messenger shall record, under "Memorandum" any unusual conditions such as, unavoidable delays, adverse weather conditions, equipment failures, etc.

287. Use of Form 1840—SDC.—The same information required for Form 1840—SDA is necessary on Form 1840—SDC. The supervisor conducting the check may obtain all of the necessary information for completing this form from Form 1840—SDB. Form 1840—SDC is so printed that the work of two messengers, as checked, may be recorded on one Form 1840—SDC.

288. Use of Form 1840—SDD.—After a check of the special delivery service, the information obtained during the check and that obtained during the last inspection of the special delivery service shall be recorded on Form 1840—SDD, "Comparison Special Delivery Messenger's Work—Inspection and Check Data." One Form 1840—SDD shall be used for each messenger. Under item 1, "Run" will be found the number of the run followed by the letters "I" (inspected) and "C" (checked). Opposite each run "I" shall be copied the information obtained when the run was last inspected. Opposite each run "C" shall be copied the information obtained when the run was checked, in order that the run as inspected and the run as checked may be compared. The information used relative to the checked run may be taken from the data obtained on any week day on which runs were checked. However, the following items, listed in order of importance, must be matched as nearly as possible: (a) Total stops; (b) Total miles; (c) Total specials. In this way runs as inspected and runs as checked may be compared under conditions as nearly identical as possible. Inspections made on Sundays shall be compared only with checks made on Sundays, since such runs are usually affected by the lack of heavy traffic and a fair comparison might

not be obtained if a Sunday run were compared with a similar run made on a week-day.

289. Supervision.—The supervisors making the inspections and checks of the special delivery service should be entirely familiar with current regulations relative to the special delivery service in all of its phases. The information obtained when inspections and checks are made must be carefully analyzed after completion to detect excessive office time, excessive street time, unnecessary runs, whether special delivery districts are in proper adjustment, and the like. Immediate corrective action shall be taken where necessary.

Although good results may be obtained during the inspections and checks of the special delivery service, such benefits will not be maintained without the constant, careful attention of special delivery supervisors. With the information obtained during the inspections and checks, and through the knowledge of the service obtained during such periods, the supervisors should be in an excellent position to tell from day to day whether prompt service is being rendered, whether more office and street time than necessary is being used, and whether, in general, the service is operating efficiently and the personnel is being properly supervised.

Where conditions indicate the necessity for individual special inspections and checks of runs, or special delivery districts, such inspections and checks should be made promptly.

290. Use of Form 1810—SDA.—Upon the completion of Forms 1840—SDD, "Comparison Special Delivery Messenger's Work—Inspection and Check Data," the totals of each item of all runs inspected at the last inspection and the totals of each item of all runs checked during the last check of the special delivery service, as shown on Forms 1840—SDD, shall be determined and entered on Form 1810—SDA. A separate Form 1810—SDA shall be used for each special delivery unit. The number of runs as inspected, relative to each item, shall be divided into the combined totals of all the runs in order to determine the average performance for each item of all the runs inspected. The average for all runs checked shall be obtained in the same manner. Attention is called to the fact that the combined runs as inspected and as checked as shown on Form 1810—SDA are separated into mounted, foot, bicycle, and parcel post messengers.

291. Consolidated Report to the Department on Form 1810—SDB.—The information contained on Form 1810—SDA as to runs inspected and checked, including all types

of service, shall be consolidated and Form 1810-SDB, "Special Delivery Service—Consolidated Report" completed. Where there is more than one special delivery unit, all Forms 1810-SDA shall be consolidated as to runs inspected and checked, and the consolidated data, including all types of service, used in the completion of Form 1810-SDB. The total figures and not the average figures shown on Form 1810-SDA shall be used in completing Form 1810-SDB.

Form 1810-SDB, to which shall be attached all related Forms 1810-SDA, shall be signed by the supervisor in charge of the special delivery service and sent to the postmaster for approval. After the postmaster has approved and signed Form 1810-SDB, it shall be forwarded, along with the related Forms 1810-SDA, to the Bureau of Post Office Operations, Division of City Delivery. This form, with the attached Forms 1810-SDA, shall be mailed once each year.

CHAPTER X

Lock Boxes, Lock Drawers, and Call Boxes

Art.

1. How provided.
3. Use of boxes.
10. Assignment of boxes.
13. Record of box holders.
14. Name of box holder confidential.
15. Delivery of mail from boxes.

Art.

16. Care of boxes.
17. Rental rates.
18. Collection of box rents.
20. Accounting for box rents.
21. Key deposits.
22. Keys.

HOW PROVIDED

1. Lock boxes, lock drawers, and call boxes necessary to provide satisfactory service to the public are provided as follows:

In Government buildings, by the Public Buildings Service, General Services Administration.

In premises leased by the Department, the lessors are usually obligated to furnish box equipment and keep it in repair.

In all other post offices where lock box equipment is not furnished by the Department postmasters are required to furnish and keep in repair at their own expense such box equipment as may be necessary to provide satisfactory service to the public.

A postmaster who is required to furnish box equipment is not compelled to buy it from the retiring postmaster; however, he is required to provide proper box equipment before taking charge of the office. The retiring postmaster must not remove his boxes until the incoming postmaster has obtained other boxes. When a postmaster uses his predecessor's box equipment, he is liable for a reasonable rental therefor from the date upon which he took charge of the post office. When possible, the rent for the use of the equipment should be agreed upon before the office is transferred.

2. Boxes provided by patrons.—Postmasters may allow patrons who desire to do so to provide lock boxes or drawers for their own use, at their own expense, which upon erection in the post office, shall become the property of the United States, subject to the direction and control of the Post Office Department. The patron shall pay a rental at

least equal to that of the other boxes in the same office. If there are no other boxes in the office, a rental equal to that of boxes in other offices of the same class shall be paid. Such rental shall be accounted for as other box rents.

USE OF BOXES

3. The use of a box is restricted to one individual, family, firm, or corporation.

By Individuals

4. An individual renting a box may have placed therein:

Mail addressed to himself.

Mail directed to a visitor temporarily abiding with him.

Mail addressed to his care or the number of his box by persons who wish him to take care of it for them for not more than 30 days.

Mail addressed to members of his family.

Mail addressed to his servants or other employees who abide in his house.

Mail addressed to a relative or other person who permanently abides in his house as do the other members of his family. Boarders and roomers are not members of the family.

The mail of permanent roomers and boarders at a hotel or boarding house must not be placed in the box rented by the proprietor, whether assigned for the use of himself and family only or for the general use of his hotel or boarding house; but the mail of transient guests, when addressed to the number of the house or the name of the hotel, if not delivered by carrier, should be

placed in the box assigned to the use of the hotel or boarding house.

By Firms or Corporations

5. A firm renting a box may have placed therein:

All mail addressed to its name.

Mail addressed to any of its officials and office employees.

By the consent of all the members of a firm any member thereof may have mail addressed to himself or members of his family deposited in the box assigned to its use.

By Students

6. Mail addressed to students at educational institutions may be placed in the box rented by the institution if consistent with their rules.

By Inmates of Institutions

7. Mail matter addressed to the inmates of any public institution, when such is the rule of the institution, may be deposited in the box rented by it.

By Societies or Associations

8. A society or association may rent a box, but a box so rented is not available for the use of individual members of such society or association other than the officers thereof addressed by their official titles.

Mail Addressed to Box Number

9. Mail bearing the required postage addressed without name to the number of a box may be delivered to the renter of the box.

ASSIGNMENT OF BOXES

10. No box at any post office shall be assigned to the use of any person until the rent thereof has been paid in advance, for which the postmaster shall give a receipt.

A person desiring a post office lock box shall make application on Form 1092½ and furnish references. Form 1092 should be used for obtaining reports from the references, and, if deemed advisable, the assignment of the box may be deferred until satisfactory replies are received. A box shall not be rented to any person whom the postmaster has good reason to believe will use it for the purpose of deception, for immoral or improper purposes, or for the conduct of a fraudulent or lottery business. When it is found that a box is being used for any of these purposes, or that the safety of the mail is endangered by its continued use, the postmaster shall report the facts to the Department, which reserves the right to close such box and not refund any portion of the rent paid therefor.

A box shall not be rented for the sole purpose of having mail forwarded or trans-

ferred to a permanent address of the addressee. This shall not be construed as prohibiting the rental of a box for the purpose of having an agent of the addressee remove the matter therefrom and remail it to the addressee.

To Minors or to Persons of Unsound Mind

11. Postmasters shall not rent call or lock boxes to minors when notified not to do so by the parents or guardians having the right to control the delivery of the mail to such minors under the provisions of chapter IX, article 22; nor shall they rent boxes to persons declared by a court of competent jurisdiction to be of unsound mind.

Unserviceable Boxes

12. Lock boxes which cannot be properly locked shall not be rented until repaired. When a box gets out of repair another one shall be assigned in lieu thereof.

RECORD OF BOX HOLDERS

13. Postmasters shall keep in their offices and deliver to their successors a list of box holders, showing the number of the box assigned to each, the time during which it has been used, the payments therefor, and the quarter for which rent is prepaid.

This record shall be kept at offices of the first, second, and third classes as indicated in the "Box and key register," and at offices of the fourth class in cashbook 1550-C/F. The stubs of box rent receipts shall be preserved at all offices.

When no record is turned over to a postmaster by his predecessor, he shall require box holders to produce receipts or other satisfactory evidence of payment of rent, and allow the use of the boxes for the remainder of the period for which payment has been made.

NAME OF BOX HOLDER CONFIDENTIAL

14. Postmasters shall not disclose the names of box holders to any person other than the clerks of their respective post offices and post office inspectors.

DELIVERY OF MAIL FROM BOXES

15. Postmasters may hand out mail from lock boxes or drawers, and should do so occasionally when the renter of a box has forgotten his key or through no fault of his own is unable to open the box, provided they are requested or authorized by the renter to do so. But they should not hand out mail to those who have been or may be properly supplied with keys and can open their boxes, and yet habitually call upon the postmaster to hand it to them.

CARE OF BOXES

RENTAL RATES

16. Box renters are required to exercise care in the use of boxes and keep them locked. Postmasters should refuse to rent boxes to those who persistently disregard the rules governing their use.

17. Box rents shall be collected in accordance with the following schedule, no change in existing rates to be made by postmasters without authority from the Bureau of Finance, Division of Postal Finance.

Gross receipts of post office	Rate per quarter						
	Call boxes		Lock boxes and drawers				
	No. 1	No. 2	No. 1	No. 2	No. 3	No. 4	No. 5
Less than \$500	\$0.10	\$0.15	\$0.20	\$0.25	\$0.35	\$0.45	\$0.60
\$500 and less than \$1,90015	.20	.25	.35	.45	.60	.75
\$1,900 and less than \$5,00020	.25	.35	.45	.60	.75	1.00
\$5,000 and less than \$10,00025	.35	.45	.60	.75	1.00	1.50
\$10,000 and less than \$40,00035	.45	.60	.75	1.00	1.50	2.00
\$40,000 and less than \$100,00045	.60	.75	1.00	1.50	2.00	3.00
\$100,000 and less than \$300,00060	.75	1.00	1.50	2.00	3.00	4.00
\$300,000 and less than \$1,000,00075	1.00	1.50	2.00	3.00	4.00	5.00
\$1,000,000 and less than \$5,000,000	1.00	1.50	2.00	3.00	4.00	5.00	6.00
\$5,000,000 and less than \$15,000,000	1.50	2.00	3.00	4.00	5.00	6.00	7.00
\$15,000,000 and upward	2.00	3.00	4.00	5.00	6.00	7.00	8.00

No. 1. Capacity less than 225 cubic inches.

No. 2. Capacity 225 cubic inches and less than 500 cubic inches.

No. 3. Capacity 500 cubic inches and less than 900 cubic inches.

No. 4. Capacity 900 cubic inches and less than 3,000 cubic inches.

No. 5. Capacity 3,000 cubic inches and upward.

Patrons shall not be required to rent either lock or call boxes or lock drawers.

COLLECTION OF BOX RENTS

18. Box rents must be collected in advance. Collections shall be made at the beginning of each quarter for the entire quarter, but no longer, except as provided in article 19, of this chapter. Ten days before the last day of each quarter, postmasters shall place a notice in each rented box that the rent is due and payable on or before the last day of the quarter. If a box holder fails to renew his right to his box on or before the last day of a quarter, the box shall then be closed and offered for rent, and the mail placed in the general delivery, unless deliverable by carrier. In the case of a known permanent resident, renter of a post office box, who is temporarily absent and has filed a forwarding order, the box rent notice shall be mailed to the forwarding address and ample time for reply allowed before closing or rerenting the box.

When a box is rented after the beginning of a quarter, the rent to be collected shall be computed by multiplying the number of days remaining in the quarter, including the day on which the box is rented, by the rate and dividing the product by the total number of days in the quarter, except that

rental for the entire quarter should be collected from a boxholder who pays for the right to continue the use of a box which he held during the previous quarter. A box taken or in use at the beginning of a quarter shall not be rented for a shorter period than one quarter. When a box is surrendered during the quarter no portion of the rental shall be returned, and such box shall not be rerented until the beginning of the following quarter. Boxes shall not be assigned or transferred to others by box holders.

When boxes are removed during a quarter and no others substituted in their places, a pro rata amount of the rent paid shall be refunded. When box equipment is changed or destroyed during a quarter, boxes bearing the same numbers, if possible, in the new outfit shall be assigned to box holders without payment of additional rental.

From Government Agencies

19. Agencies of the Federal Government through their proper officers are permitted to pay rental on post office boxes for not more than one full fiscal year in advance, or for the remaining one, two, or three

quarters of such fiscal year. When boxes have been rented under these conditions, postmasters shall give notice on Form 3908, card notice of box rent due, 15 days in advance of the expiration of the period for which rental has been paid. A notation showing the amount of rental for one year and the post office box number shall be placed in the upper right corner of Form 3908. The form shall be postmarked before placing in the box.

The Government agency concerned will prepare Standard Form 1034, or similar voucher form, which will not require certification by the postmaster, and payment will be made by check. The check will bear the post office box number, or will be accompanied by a copy of the voucher bearing such box number.

Box rentals accepted in advance under these provisions shall be placed with other trust funds and shall be withdrawn therefrom and placed with other box rent receipts at the beginning of the quarter to which applicable. If a Government agency surrenders a box, any advance rental fee remaining in the trust fund shall be refunded and a receipt obtained, signed by a proper official.

ACCOUNTING FOR BOX RENTS

20. Box rents are part of the revenues of post offices and must be accounted for even when the box equipment is owned by the postmaster. Each postmaster shall be charged with and held accountable for any part of the revenues accruing at his office which he has neglected to collect, the same as if he had collected it.

Each postmaster, without regard to the class of office, the ownership of the boxes, or whether he has served all or only part of a quarter, must account in his postal account at the end of each quarter, or upon the date of his separation from office, for the exact amount of the box rents collected during the quarter by himself only.

Box rents shall be debited in the account for the quarter to which they apply, irrespective of the date of collection. Collections made prior to the beginning of the quarter to which they apply must be accounted for in the trust funds account. On the first day of the new quarter the advance collections shall be withdrawn from the trust funds account, and account No. 032 in the cash book shall be debited with the amount of the withdrawal and also any rentals collected on that day. Subsequent collections made during the quarter shall be recorded daily in account No. 032 of the cash book.

KEY DEPOSITS

21. Postmasters at post offices located in Federal buildings, and in premises leased by the Government where equipment is furnished by the lessor, and in buildings where lock box equipment is furnished by the Department, shall collect a deposit of 22 cents for each key issued to a renter of a lock box or drawer, unless otherwise instructed by the Bureau of Finance.

When specially authorized by the Bureau of Finance, other postmasters than those at offices named in the preceding paragraph may also collect deposits to secure the return of the keys.

Postmasters at fourth-class offices and postmasters who furnish their own equipment are not required to collect deposits for delivery box keys.

Whenever lock boxes and drawers are surrendered, the renters to whom keys are issued shall be required to return them, whether deposits have been made therefor or not.

Postmasters are held responsible under their official bonds for the safekeeping of and due accounting for all moneys received as deposits for keys.

Each postmaster is required to keep in the official box and key register, which is furnished by the Department, a record showing the total number of keys furnished with the boxes, and the number of regular and extra keys issued to box holders, as well as the amounts of the deposits held for regular keys only.

When at any time key lock boxes are added to the equipment, the postmaster must immediately note in the official box and key register the exact number of such additional boxes and the exact number of keys furnished therewith. When any portion of a key lock box equipment is removed, a note must likewise be made of the number of keys which were accounted for, and the amount of deposits on hand representing lost keys which accrued from the portion of the boxes removed. This same information should be sent to the Bureau of Finance, Division of Postal Finance.

Key deposit funds are trust funds and shall be held for the redemption of outstanding keys. When forfeited such funds may be used, after permission has been secured from the Bureau of Finance, to replace keys that have been lost or illegally withheld.

A postmaster is not permitted to expend from the key funds of his post office any amount in payment of bills demanded for keys unless such bills contain an itemized statement showing the number and kind of keys furnished for which payment is demanded.

Upon the retirement of a postmaster from office, he must turn over all key funds and

records pertaining to keys and deposits to his successor in office, taking receipt therefor. If the funds and records are not received by the incoming postmaster, report should be made by him immediately to the Bureau of Finance, Division of Postal Finance.

KEYS

Types of Keys Available

22. Regular keys are the three furnished with each box. Duplicate keys are those ordered to replace lost keys. Extra keys are those furnished to box holders upon execution of Form 1094, which are paid for by the applicants and are not represented by deposits on hand.

Orders for Keys

23. Postmasters at offices located in Federal buildings should order all duplicate and extra keys direct from the manufacturer of the locks, and pay for them out of the key trust funds. Keys broken or worn out will be replaced without charge if sent to the Public Buildings Service, General Services Administration, Washington 25, D. C.

Postmasters at offices located in leased quarters should order all duplicate and extra keys from the manufacturer of the locks and pay for them out of the key trust funds. Keys broken or worn out are to be replaced by the lessors.

Postmasters at offices where boxes have been installed by the Post Office Department should send all requisitions for regular keys, duplicate keys, and extra keys to the Bureau of Finance, Division of Postal Finance. Regular keys needed to fill the complement of three keys for each box will be furnished without charge. The numbers appearing on the back of the barrels of the locks for which keys are desired should be listed in the requisition, and a single key only should be submitted as a sample. The keys for boxes furnished by the Department are of different styles and it is important that a sample key be submitted which will be returned with the keys ordered. Requisition for duplicate and extra keys must be accompanied with remittance to cover the cost of the keys at 22 cents each. Broken and worn-out keys, if sent to the Bureau of Finance, Division of Postal Finance, will be replaced without charge to the postmaster.

When cash is enclosed with a key requisition it must be registered.

Local mechanics are not permitted to manufacture keys for delivery boxes in any post office.

Keys Which May Be Used

24. Postmasters shall not permit renters of lock boxes and drawers to use any keys except those regularly issued through the post office.

Return of Keys by Box Holders

25. Renters of lock boxes and drawers to whom keys are issued shall be required to return them whenever the boxes or drawers are surrendered.

When for any reason a box outfit or portion thereof is no longer used, a call must be issued immediately by the postmaster to all key holders to present within 60 days all their keys belonging to such equipment, during which time he will refund the deposits of all who comply therewith. The amount of all key deposit funds remaining after 60 days must be reported to the Bureau of Finance, Division of Postal Finance, for instructions as to disposition. A new key and key deposit account must be opened when a new equipment is installed.

Refund should be made of the amount actually deposited for each regular key presented, but in no instance shall the amount refunded exceed 66 cents. Because of the increase in the key deposit rate from 20 to 22 cents each, care must be taken to see that the amount refunded for each surrendered key is the amount actually deposited for that key, in order to prevent discrepancies in the key funds. As amounts paid by box holders at the time of filing their applications for extra keys on Form 1094 are used to purchase the keys, such amounts are not available for refund when the keys are surrendered.

When outstanding keys cannot be recovered from holders of boxes which are no longer in use, the locks to such boxes must be changed before the boxes are assigned to other applicants.

Boxes Having Combination Locks

26. Before lock boxes having combination locks are rerented to other patrons the combinations shall be changed.

CHAPTER XI

Registered Mail—Domestic

Art.

2. Matter which may be registered.
3. Air mail registry service.
4. Registry fees and surcharges.
6. Declaration of value.
7. Matter of unusual value.
8. Preparation for registration.
18. Mailing receipt and office record.
21. Endorsement and numbering.
23. Postmarking.
24. Cancellation of stamps.
25. Restricted delivery.
26. Return receipts.
28. Matter intended for registration found in ordinary mails.
35. Matter entitled to free registration.
44. Acceptance of matter for registration by carriers.
54. Treatment of matter registered by carriers.

Art.

59. Preparation for dispatch.
63. Method of dispatch.
66. Rotary-lock pouches and sacks.
89. Iron- and brass-lock pouches and sacks.
92. Lead-seal sacks.
93. Registered jackets.
101. State pouches, sacks and jackets.
102. Dispatching and routing.
119. Withdrawal or recall of matter.
123. Registered matter in transit.
133. Missent, damaged, unsealed articles.
145. Treatment at office of address.
169. Delivery of registered mail.
204. Forwarding registered mail.
208. Undelivered and refused matter.
214. Miscellaneous provisions.
217. Records, forms, and reports.

1. Exceptions to the general instructions contained in this chapter may be authorized by the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, in the case of domestic mail, and by the Bureau of Transportation, International Service, in the case of international mail, when at particular points or in particular instances the general method is not practicable or advantageous. Postmasters at offices of the first class shall observe the revised registry and bulk billing instructions dated February 1, 1951. Postmasters at offices of the second, third, and fourth classes shall observe the instructions of February 1, 1951, relative to the placing of blue check marks on certain registered mail. At offices which have received other special instructions authorizing exceptional treatment or covering special systems of handling registered mail, the special instructions shall be observed.

MATTER WHICH MAY BE REGISTERED

2. Domestic first-, second-, and third-class matter may be registered. Domestic fourth-class (parcel post) matter also may

be registered if it is sealed and prepaid with postage at the first-class rate. (See art. 17 of this chapter for detailed instructions concerning registration of second- and third-class matter.) Letters in business reply envelopes may be registered without prepayment of the postage, but the registry fee, surcharge, if any, and any fees for special services must be fully prepaid. Sealed domestic registered mail bearing postage at the first-class rate may be sent c. o. d. (See ch. XII.)

AIR MAIL REGISTRY SERVICE

3. (a) Mailable matter for dispatch via air mail shall be accepted for registration upon prepayment of the required registration fee, and any surcharge collectible in addition to the air mail postage. Registered air mail shall be endorsed "Air Mail" and be made up and dispatched in accordance with the registry regulations and be given the most expeditious handling consistent with the safeguards required for registered mail. When registered air mail originates off the route of the air mail service and justifies the use of enclosing equipment, the face of the jacket, or the label of the sack or pouch, shall be endorsed "Air Mail."

(b) The original registration receipts and mailing office registration records of air mail accepted for registration must be endorsed "Via air mail." Postmasters should be prepared upon call to report separately the number of domestic registered articles accepted for transmission by air mail.

(c) All domestic registered mail for dispatch by air on which the air mail rate of postage is paid must be securely sealed against inspection.

(d) Both postage and registry fee must be paid on official registered mail sent as air mail except that no registry fee or postage need be paid on important official mail of the Postal Service when its prompt dispatch is deemed necessary and the matter is of such character as to require registration.

(e) Instructions covering the handling of registered mail in the domestic air mail service were sent to all post offices of the first and second classes. If postmasters at any offices of the third or fourth classes have occasion at times to accept for registration air mail valued in excess of \$5,000, they should make request upon the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mails, for a copy of the instructions.

REGISTRY FEES AND SURCHARGES

4. (a) The registry fees, which are in addition to the regular postage, and the limits of indemnity therefor are as follows:

<i>Indemnity limit</i>	<i>Fee</i>
No indemnity ¹	\$0.30
\$0.01 to \$5	.40
\$5.01 to \$25	.55
\$25.01 to \$50	.65
\$50.01 to \$75	.75
\$75.01 to \$100	.85
\$100.01 to \$200	.95
\$200.01 to \$300	1.05
\$300.01 to \$400	1.15
\$400.01 to \$500	1.25
\$500.01 to \$600	1.35
\$600.01 to \$700	1.45
\$700.01 to \$800	1.55
\$800.01 to \$900	1.65
\$900.01 to \$1,000	1.75

¹ The minimum registration fee does not provide for indemnification in the event of loss, rifling, or damage, and is applicable only to matter having no intrinsic value, such as correspondence, notices, and the like. Matter having intrinsic value, or involving cost of duplication of contents in the event of loss, rifling, or damage, requires a registration fee in excess of 30 cents.

(b) Where the declared value is \$25 or less, the sender may pay either the registration fee of 40 cents or 55 cents, depending on the amount of indemnity desired in the event of loss, rifling, or damage. If

the fee of 40 cents is paid on mail having a declared value in excess of \$5 but not more than \$25, appropriate surcharges also are applicable.

(c) When the declared value exceeds \$25, the sender is required to pay a registration fee of not less than 55 cents. It is desired to emphasize that the payment of a fee of 55 cents on an article valued in excess of \$25 does not relieve the mailer of the payment of surcharges on the amount in excess of that covered by the registration fee paid, as required by law.

(d) For registered mail or insured mail treated as registered mail having a declared value in excess of the maximum indemnity covered by the registry or insurance fee paid there shall be charged additional fees (surcharges) as follows:

When the declared value exceeds the maximum indemnity covered by the fee paid—

	<i>Cents</i>
By not more than \$50	2
By more than \$50 but not more than \$100	3
By more than \$100 but not more than \$200	4
By more than \$200 but not more than \$400	6
By more than \$400 but not more than \$600	7
By more than \$600 but not more than \$800	8
By more than \$800 but less than \$1,000	10

(e) If the excess of the declared value over the maximum indemnity covered by the registry or insurance fee paid is \$1,000 or more, the additional fees (surcharges) for each \$1,000 or part of \$1,000 on articles destined to points within the several zones applicable to fourth-class matter shall be as follows:

	<i>Cents</i>
For local delivery or for delivery within the first zone	12
For delivery within the second zone	14
For delivery within the third zone	16
For delivery within the fourth zone	17
For delivery within the fifth or sixth zones	18
For delivery within the seventh or eighth zones	19

(f) Postage, registry fee, and surcharge, together with the fees for any special services requested, must be prepaid at the time of mailing by means of stamps affixed or metered or permit impressions.

Examples Showing Computation of Surcharges

5. Surcharges are in all cases based on the amount by which the value declared by the

sender exceeds the maximum amount of indemnity prescribed for the registry fee paid. For example:

If the declared value of an article is \$20 and the sender pays the 40-cent registry fee which provides for indemnity up to \$5, the article will be subject to a surcharge based on \$15, the difference between the declared value and the maximum amount of indemnity payable for the 40-cent registry fee. In such an instance a surcharge of 2 cents would be collectible. If the sender pays a registry fee of 55 cents on an article valued at \$20, no surcharge would be collectible since the registry fee provides for indemnity up to \$25.

If the declared value of an article is \$100 and the sender desires to pay the smallest registry fee permissible, 55 cents for articles valued in excess of \$25, a surcharge would be collectible on \$75, the surcharge being 3 cents.

If the declared value of an article is \$1,500 and the sender desires to pay only the 55-cent registry fee, the article will be subject to a surcharge based on \$1,475, which consists of two units of \$1,000 or fraction of \$1,000. If the article is destined for delivery in the second parcel post zone, the surcharge would be 28 cents at 14 cents per thousand or fraction thereof; if addressed for delivery in the fifth or sixth zone, the surcharge would be 36 cents at 18 cents per thousand.

If the declared value is \$1,500 and the maximum registry fee is paid, providing for indemnity up to but not exceeding \$1,000, the article will be subject to a surcharge based on \$500, or 7 cents.

DECLARATION OF VALUE

6. (a) Senders of registered articles are uniformly required by law to declare the full value of the contents at the time of mailing, and neither postmasters nor the Post Office Department are authorized to waive this requirement or to permit or condone any violation or evasion of it. When the full value knowingly and wilfully is not stated at the time of mailing, the article is unavailable, and any claim for indemnity in any amount involving such mail is invalid.

(b) The fact that registered articles may be covered by commercial insurance does not permit the declaration of nominal or uniform values rather than real values, or relieve senders of the obligation of declaring the real value or of paying any required surcharges.

(c) When a postmaster has reason to believe that the full value of a registered article has not been declared as directed by law, he shall require the mailer to furnish additional proof by exhibiting the contents of the article, by producing a copy of the invoice or letter of transmittal describing

the contents, or evidence as to the amount of commercial insurance placed thereon, if any, in order that the true value may be determined, and unless satisfactory evidence is produced of the full value of any article involved (except nonnegotiable securities, etc., which are to be declared for their known or estimated cost of duplication) the postmaster shall refuse to accept the article for registration, in which event the sender must render the article mailable under the requirements of the law before it is accepted.

(d) The following standards are furnished merely as a guide in determining the values to be declared on representative types of registered matter:

(1) Nonnegotiable securities which can be duplicated—the known or estimated cost of duplication, including the cost of an indemnity bond if required. If the cost of duplication of nonnegotiable securities cannot be determined readily, it may be stated by the sender as being 6 percent of the market value.

(2) Certificates of stock, regardless of the manner in which they are endorsed (at present considered as nonnegotiable securities which can be duplicated)—the known or estimated cost of duplication, including the cost of an indemnity bond if required.

(3) Valuable papers, checks, drafts, and other written or printed matter having no intrinsic value—the known or estimated cost of duplication.

(4) Negotiable securities—the market value on the date of mailing.

(5) Internal revenue documentary stamps—the face value of the stamps. (Internal revenue stamps, except documentary stamps, are regarded as not having intrinsic value.)

(e) When a registered article contains matter declared for its full value and matter for which the known or estimated cost of duplication is declared, the total of both shall be declared for surcharge purposes.

(f) Declaration of value is not required if the article is entitled to free registration. However, representatives of the executive departments and other Government institutions who are not entitled to free registration must declare the full value (or the known or estimated cost of duplication in the case of nonnegotiable securities and valuable papers) of the contents of official mail presented by them for registration and pay any required surcharge in addition to the registry fee.

(g) Registry surcharges are collectible on registered articles mailed in Hawaii, Puerto Rico, Virgin Islands, and any other possessions or territory of the United States, except that no registry surcharge is collectible on registered articles mailed in the

Canal Zone which has a separate postal service.

(h) Periodic inquiry should be made at the main office and stations to assure that full values are being declared by mailers and applicable surcharges collected by postal employees. Where it is noted that mailers consistently declare articles to be of nominal value, or of a uniform value, and there is reason to believe that full values are not being declared, the patrons concerned should be fully informed with respect to the requirements of the law.

MATTER OF UNUSUAL VALUE

7. (a) The Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, may specially authorize any postmaster to decline to accept for registration articles which either singly or collectively are known or presumed to be of large value when the articles are addressed to post offices to which the registered matter cannot reasonably be transported without seriously jeopardizing its safety or endangering the lives of the persons handling the mail; or to accept such matter upon condition that it will not be transmitted over the entire route to office of address, but will be sent to the post office nearest or most accessible to the one addressed to which the matter may be transmitted without undue risk, where it will be held for delivery and notice to call issued to the addressee. (See art. 187 of this chapter concerning the holding of registered matter of large value for desk delivery.)

(b) When mail presented to a city, village, or rural carrier or at a contract station or contract branch for registration is of such value that it cannot be accepted without unusual risk, the sender shall be requested to present the matter at a classified station or branch, or at the main office, as designated by the postmaster. When because of local conditions mail of large value is subjected to unusual hazards by being presented for registration at any classified station or branch instead of at the main office, report of the facts in the case should be submitted to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, for consideration.

PREPARATION FOR REGISTRATION

Addressing

8. Each article presented for registration must be addressed legibly and correctly and bear the name and address of the sender. The return address should be placed in the upper left corner of the address side of the envelope or wrapper, but the article should not be refused if the return address appears on the back. Matter indefinitely addressed, or addressed to fictitious names, to initials,

to box numbers or buildings only, or to "owner" or "occupant" followed by street and number without the name of addressee, shall not be accepted for registration. This applies to the names and addresses of senders as well as addressees. See ch. IX, art. 7, as to right to use a trade name.)

Wrapping and Packing

9. (a) Matter presented for registration must be enclosed in an envelope or wrapper of sufficient strength to hold the contents and to withstand ordinary handling and transmission. Postmasters must decline to accept articles for registration enclosed in flimsy envelopes or not wrapped so as to withstand ordinary treatment. No sealed letter or parcel which appears to have been opened and resealed shall be accepted, except as provided in article 157 of this chapter. Postal employees shall not assist in the preparation of matter for registration, either by placing the contents in an envelope or by sealing or addressing it.

(b) Two or more articles tied or otherwise fastened together shall not be registered as one unless enclosed in the same envelope or wrapper.

10. *Window envelopes.*—Window envelopes having no panels covering the openings shall not be accepted for registration. Articles containing nonnegotiable securities or matter of no intrinsic value enclosed in window envelopes, the transparent panels of which are pasted or glued to the envelopes, may be accepted for registration to domestic destinations. When such envelopes are used, indemnity will be paid only for the outright loss of the registered articles. Articles containing matter of intrinsic value enclosed in window envelopes, the transparent panels of which constitute integral parts of the envelopes, may be accepted for registration to domestic destinations. The envelopes must be sufficiently strong to safely carry the enclosures and must not unduly expose the nature of their contents.

11. *Currency packages.*—Paper money not enclosed in canvas sacks should be made up into a compact package, reinforced with a piece of cardboard or like material placed on the top and bottom of the package, and placed within an outer wrapper strong enough to protect the contents, or be enclosed in cloth or linen lined envelopes. Where paper money is enclosed in an outer wrapper, the wrapper must be securely sealed in every part with mucilage or glue, in addition to any approved sealing devices, if used.

12. *Coin and currency sacks.*—Sacks containing coin or currency shall have the lead or other approved seal securely attached to the neck of the sack in such a way that the tag bearing the name and address of the addressee will be securely attached between

the neck and the seal, immediately under the seal. This ordinarily can be accomplished by passing the cord through the eyelet of the tag, the cord being drawn taut and the seal compressed while the tag rests flat on the neck of the sack, between the sack and the head of the seal. When lead seals equipped with a steel pin are used, the pin should not be so long or the neck of the sack gathered together in such a manner as to permit the pin to protrude through the folds of the sack so that a sharp point will be exposed.

13. Merchandise.—Parcels containing merchandise presented for registration must be packed and wrapped in the manner prescribed in chapter IV. Inquiry shall be made to determine whether the contents are fragile and are packed and wrapped in such a manner as to assure safe transmission in the mails. Inadequately packed parcels shall not be accepted. Parcels containing fragile matter must be endorsed "Fragile."

Enclosing and Sealing

14. Letter mail.—Letter mail presented for registration must be securely sealed in every part with mucilage or glue, and the envelopes must be of sufficient strength to protect the contents during transmission in the mails. The use on letter mail of additional sealing devices such as paper strips, wax seals, paper seals, and the like is not encouraged. However, it is permissible to use paper strips (preferably bearing the name and address of the sender) wax seals, or paper seals which are of a distinctive character made of soft, thin paper (*preferably transparent and unglazed*), provided the additional sealing devices are affixed in such a manner as not to interfere with the required postmarks at and over the intersections of the flaps. (See art. 23 of this chapter.)

15. Parcels.—Parcels containing only merchandise may be sealed with mucilage or glue or with plain paper strips, or by a combination of these sealing methods. If sealed only with paper strips, the strips must be of such quality as to seal the parcels completely and securely. *Packages of currency or securities may not be sealed exclusively by the use of paper strips but must first be sealed securely with mucilage or glue.* (See art. 11 of this chapter.)

16. Unacceptable sealing devices.—Letters or parcels sealed only with cellophane or glazed paper strips shall not be accepted for registration.

17. Second- and third-class matter.—(a) Unsealed parcels of second-class matter mailed at the second-class pound rate shall not be accepted for registration. Second-class matter prepaid with postage at the transient second-class rate or the fourth-class rate, whichever is lower, computed on each separately addressed copy or pack-

age of unaddressed copies, may be registered. Third-class matter may be registered upon payment of the third-class rate of postage if unsealed or if sealed subject to postal inspection; postage at the first-class rate is required if sealed without bearing indicia permitting postal inspection.

(b) Second- and third-class matter valued in excess of \$100 and on which a registry fee providing for indemnity in excess of \$100 is paid, must be sealed and first-class postage paid thereon.

MAILING RECEIPT AND OFFICE RECORD

18. An article shall not be considered as registered until it has been accepted and a receipt has been issued therefor. Receipt shall be given the sender at the time each article is accepted for registration. The receipt and the office record shall be completed to show all required particulars. If the article has no value or is not valued in excess of \$5, the notations, respectively, "No Value" or "Not over \$5" shall be entered on the receipt and office record. The declared value shall not be entered on the article itself. When the declared value is not stated because the article is entitled to free registration, the receipt and office record shall be marked "Official". The receipt and office record shall be endorsed "Via Air Mail" or "Fragile" when required.

Temporary Bulk Receipt

19. When a number of articles are presented for registration and the sender is unwilling to wait for the usual receipts, a temporary bulk receipt, Form 3824, may be given, but permanent receipts must be issued as soon as practicable.

Firm Registration Records

20. (a) Patrons frequently presenting an average of three or more articles at one time should be encouraged to use firm registration forms. These forms are supplied without charge. The form must be made out in duplicate by the sender and presented with the articles. The original is retained as a mailing record by the post office and the received duplicate returned to the sender. Special authorization to use these forms is not necessary.

(b) Mail recorded by the sender on firm mailing sheets shall, at the time of its acceptance, be carefully checked as to registration numbers, amounts of postage and fees (and surcharges, if any) paid, names and addresses of addressees, etc. Any discrepancies shall be noted on the mailing list retained at the post office and on the receipt issued to the sender.

(c) Firm registration records are furnished in book and loose-leaf (LL) form as follows:

Forms 3882 and 3882-LL providing for 5 entries.

Forms 3877 and 3877-LL providing for 15 entries.

Forms 3881 and 3881-LL providing for 30 entries.

ENDORSEMENT AND NUMBERING

Registry Endorsement

21. All registered matter shall be marked plainly on its face with the regulation rubber stamp "Registered No. ____", and the registration number shall be legibly inserted. The endorsement should be placed in the left portion of the address side of the article near the address or directly above the address. Articles too small to accommodate the official registered number endorsement shall be marked with the letter "R", followed by the registration number. Patrons who present quantities of mail for registration should be encouraged to use envelopes bearing a printed facsimile or proportionate enlargement of the official endorsement.

Registered matter which has not been properly endorsed by the mailing postmaster shall be so endorsed by the first employee noting the irregularity.

Numbering

22. Window registration receipts and the articles they describe shall be consecutively numbered, beginning with No. 1 on the 1st day of July of each year and continuing throughout the entire fiscal year, except that at large offices where, in order to prevent conflict of numbers, the registration series may commence with some number other than 1, and the series of numbers shall be commenced anew as frequently as is necessary in order to avoid excessively large numbers. The use of prefixes, suffixes, and dashes shall be avoided.

The registration numbers used at a numbered station shall be in a series beginning with an even thousand, in which the figure indicating the thousand shall be the same as the number of the station, thus:

Station No. 1_____ 1000 to 1999
Station No. 2_____ 2000 to 2999

When a station has exhausted its series, the same series shall be started anew.

Registration numbers shall, as far as practicable, be placed on mail by means of numbering machines (if available), pen and ink, or indelible pencil, and not with ordinary pencil.

POSTMARKING

23. A legible impression of the postmarking stamp shall be placed twice on the back of each letter and other sealed article over the crossing of the upper and lower flaps, even though the required postal charges

are prepaid by means of complete meter impressions printed on or affixed to the address side. In the case of parcels sealed with paper strips, the impression of the postmarking stamp shall be placed on opposite edges of such strips, if practicable. (See article 14 of this chapter.) When the envelope is constructed in such manner that additional impressions of the postmarking stamp will render rifling of the envelope more difficult, such impressions shall be placed across the flaps at the ends of the envelope in addition to those placed over the upper and lower flaps. For the same reason, additional impressions of the postmarking stamp shall be placed on registered packages. The impression of the postmarking stamp shall not be placed on the address side of sealed registered mail unless the article is sealed on the address side. Unsealed registered mail shall be postmarked legibly on the address side. The postmark of the office of mailing shall show the date as well as the office and State of origin.

CANCELLATION OF STAMPS

24. A special canceling device, listed in the current list of supplies for first- and second-class offices, is furnished for the cancellation of stamps on registered mail. Other offices shall use the combined postmarking and canceling stamp, applied so that only that portion which cancels stamps will appear on the address side of the article.

RESTRICTED DELIVERY

25. (a) Upon payment of an additional fee of 20 cents the sender may restrict the delivery of a registered article to addressee only or to addressee or order. The restricted delivery fee shall not be charged on any official matter which is entitled to free registration. When delivery is restricted by the sender, the article shall be endorsed on the address side "Deliver to addressee only" or "Deliver to addressee or order." The word "Personal" does not restrict delivery.

(b) Directions to deliver only to the addressee cannot be observed when registered mail is addressed to the President, Vice President, or ex-Presidents of the United States, heads of departments or bureaus of the Government, Justices of the Supreme Court of the United States, Senators or Representatives in Congress, Governors of States or Territories, or to the diplomatic representatives of governments. Mail so addressed when marked "Deliver to addressee only," or with words of similar import, will be delivered to the addressee or on his written order, and senders of mail so endorsed should be advised accordingly.

RETURN RECEIPTS

Requested at Time of Mailing

26. (a) Upon payment of a fee of 7 cents the sender of a registered article may obtain a return receipt (Form 3811) showing to whom and when the article was delivered. Upon payment of a fee of 31 cents the sender of a registered article may obtain a return receipt showing to whom, when, and the address where the article was delivered. When the sender at the time of mailing requests a return receipt the article shall be conspicuously marked "Return receipt requested" or "Return receipt requested showing address where delivered." Return receipts for registered mail restricted in delivery shall be endorsed "Deliver to addressee only," "Deliver to addressee or order," or "Show address where delivered," as the case may be, immediately below the space for signature of addressee.

(b) The charge for return receipts applies to all registered mail regardless of whether mailed by the public or by any branch of the Government, including post offices. The right to free registration does not carry with it the privilege of obtaining free return receipts.

(c) Return receipts for registered mail requested at the time of mailing shall be filled out at the mailing office and fastened securely to the articles. Receipts found loose in the mails shall be identified with and fastened to the registered articles to which they belong, but if this cannot be done the loose receipts shall be destroyed.

(d) If the sender desires to have the return receipt returned by air mail, postage stamps to cover the rate applicable to postal cards sent by air mail shall be affixed in the upper right corner of Form 3811 and the form endorsed "Return by Air Mail." The office record and the sender's receipt shall be endorsed to show that postage was paid for return of the receipt by air mail. The completed Form 3811 shall be attached to the article with the reverse side showing.

Requested After Mailing

27. (a) Requests for return receipts may be made after the articles have been mailed, but all requests for return receipts showing the address where delivered must be made at the time of mailing. When the sender of a registered article requests a return receipt after mailing, a fee of 15 cents for such service shall be collected, and record made thereof. The postmaster shall prepare a return receipt form and request the postmaster at the office of address to obtain the receipt. Stamps representing the fee shall be affixed to the request and cancelled, and the request and return receipt shall be sent to the office of address.

(b) The postmaster at the office of address shall, if the registered article was delivered at his office, have the receipt completed and transmitted direct to the sender, and file the request of the mailing office, or transmit it promptly to any other office to which the article may have been forwarded.

(c) First- and second-class offices may record requests for return receipts after mailing on an improvised form, such as the registry dispatch book, Form 3851, or Form 3867, Record of Registered Matter Received for Delivery, in lieu of noting such action on the original registration receipt. When loose sheets are used as an improvised record the sheets should be consecutively numbered so that all of them will be accounted for. The only particulars necessary on an improvised record are the date of mailing, registration number, and amount of fee paid for the return receipt. This information will make it possible to connect the transaction with the original mailing office record if necessary. At offices of the third and fourth classes this data should be entered on the original mailing office record.

MATTER INTENDED FOR REGISTRATION FOUND IN ORDINARY MAILS

Removal From Ordinary Mails

28. When any domestic article marked to indicate that the sender desired it registered is found in the ordinary mail, it shall be removed therefrom and registered, whether or not any postage is affixed thereto or the name and address of sender is shown. The employee who actually registers the article shall mail a registration receipt to the sender with cautionary notice, Form 3892, regarding placing in the ordinary mail matter intended for registration. (See detailed instructions which follow concerning treatment at offices of mailing and address, and in transit.)

When Found at Mailing Office

29. The postal employee who removes the article from the ordinary mail shall endorse it to show when and by whom it was found in the ordinary mail and its condition if other than good. If the article is in bad condition, it shall be repaired or reenclosed. The records of the mailing section shall show the names and addresses of sender and addressee, when and by whom it was removed from the ordinary mail, and condition if other than good.

Registration

30. The employee who actually registers the article shall receipt for it to the mailing section and mail a registration receipt to the sender with Form 3892, notice regarding placing in the ordinary mail matter in-

tended for registration. The registration receipt and the office registration record shall show the particulars usually required, and, in addition, the total amount of stamps borne by the article, the amount of deficiency, if any, to be collected upon delivery, and its condition if other than good. The office registration record shall show by whom the article was removed from the ordinary mail. The amount of any deficiency shall also be noted on the article.

Information From Sender

31. When, without unduly delaying the dispatch of the article, the sender can be reached, information shall be obtained showing the value of the contents of the article and any deficiency shall be collected. If this would unduly delay the dispatch of the article, and it bears stamps sufficient to pay at least the postage necessary to permit the dispatch, it shall be rated with the deficiency and dispatched. If sufficient postage has not been paid to permit dispatch of the article, and the name and address of the sender are known, the postmaster shall ascertain from him the value of the article and collect the required charges. If the name and address of the sender are not known, the postmaster shall advise the addressee of the article so that he may furnish the necessary charges for its forwarding if he so desires.

When Not To Be Registered

32. When after due notice any sender continues placing in the ordinary mail articles intended for registration, they shall be endorsed at mailing, but not at other post offices, "Not in the registered mail," and dispatched as ordinary mail. Report of such action shall be made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, concerning domestic articles, or to the Bureau of Transportation, Division of International Service, concerning articles addressed to foreign countries.

When Found at Post Offices in Transit

33. If an article marked to indicate that the sender desired it registered is found in the ordinary mail at a post office while in transit, it shall be removed therefrom and dispatched to destination as registered matter. If it bears the name and address of the sender, a registration receipt shall be mailed to the sender with Form 3892, notice of caution against depositing in the ordinary mail matter intended for registration. The postmaster at sender's address shall be furnished a description of the letter in order that he may collect any required surcharge from the sender.

Postal employees who notice at points other than the offices of mailing that any sender frequently places in the ordinary mail matter intended for registration shall re-

port the fact, through proper channels, to the postmaster at the mailing office.

(See arts. 152 to 161 of this chapter as to treatment of registered matter found in the ordinary mail.)

Records at Delivery Office

34. The records of the post office of delivery shall show, in addition to the usual particulars, by what office the article was removed from the ordinary mail and the amount of any deficiency collected upon delivery.

MATTER ENTITLED TO FREE REGISTRATION

Post Office Department

35. Official mail of the Post Office Department may be registered without charge. However, official matter relating to the Postal Service must not be registered unless necessary.

When a remittance of funds is registered, the package shall be prepared as follows:

(1) If in bulk small enough, the money shall be enclosed in a strong envelope such as the Department provides expressly for the purpose, which shall be sealed securely and addressed. If the remittance is of such character that the envelope alone will not carry it safely, the funds shall be wrapped in material strong enough to carry them, the wrapper sealed, and the remittance then enclosed securely in the official penalty remittance envelope.

(2) If the remittance consists of coin in bags or currency in packages too large for enclosure in the official remittance envelope, the bag or package shall be rewrapped with strong paper, and this additional wrapper thoroughly sealed. An official remittance envelope shall then be pasted thereon in such manner as to expose the address.

Census Bureau

36. Matter of any class relating to the census and addressed to the Census Office or to any official thereof, and endorsed "Official Business, Census Office," may be registered if necessary, without payment of a registration fee.

Naturalization Matter

37. Matter of any class relating to naturalization, including duplicate papers required by law or regulation to be sent to the Immigration and Naturalization Service by clerks of State or Federal courts addressed to the Department of Justice or the Immigration and Naturalization Service, or to any official thereof, and endorsed "Official Business," may be registered if necessary, without payment of a registration fee.

Postal Union of the Americas and Spain

38. Correspondence of the members of the Diplomatic Corps of the countries of the Postal Union of the Americas and Spain stationed in the United States is reciprocally transmitted in the domestic mails and is entitled to free registration, but without any right to indemnity in case of loss. The same privilege is accorded consuls of such countries stationed in the United States, and vice consuls when they are discharging the functions of such consuls, for the exchange of official correspondence among themselves, and for that which they direct to the Government of the United States.

Civil Service Commission

39. Letters or parcels relating exclusively to official business of the Civil Service Commission, Washington, D. C., and addressed thereto, when presented for mailing by members of local boards of examiners of the commission located permanently in the various cities, shall be accepted. Postmasters shall place such articles under the authorized official penalty envelopes or labels and in their official capacity register them free, as from the postmaster to the Commission. If desired, the postmaster shall give the official from whom the matter is received an informal receipt.

Currency for Redemption

40. (a) Postmasters are authorized to register without payment of the registration fee all letters containing coins or other currency of the United States addressed to the Treasurer of the United States for redemption; and the postmaster at Washington, D. C., shall register, in like manner, without charge, all letters containing new currency returned by the Treasurer for currency redeemed. No postal indemnity is provided for articles on which the registry fee is not paid.

(b) When a letter containing currency to be sent to the Treasurer of the United States for redemption is offered for registration, the postmaster shall require the contents to be exhibited to him and a list furnished giving a detailed description of the money to be remitted. In the case of coins, the number and denomination of pieces will be sufficient; but of other currency the letter, serial number, date, and denomination of each note shall be given. The list shall be carefully compared with the money to be remitted, and when found correct shall be filed with the postmaster. The money shall be enclosed and the letter sealed in the presence of the postmaster, who, after postage is prepaid at the first-class rate by the sender, shall mark plainly upon the envelope the words "Accepted without registry fee under section 58.13, P. L. & R.," issue the usual registry receipt therefor, and treat it as any other registered letter.

Official Matter Mailed at Washington, D. C.

41. (a) Official domestic matter mailed by any executive department or bureau thereof, or independent Government institution, located at Washington, or by the Public Printer, which requires registration may be registered free. This applies to such matter only as is registered at the seat of government. Government officers located at Washington, D. C., whose official mail may be registered free there, may have such mail registered free elsewhere when they are temporarily away from Washington; but not those officers who are permanently away from that city, or who are engaged in field service for their respective departments. Matter entitled to free registration by officers or employees of the Government temporarily absent from Washington should be endorsed over their signatures with the words "Temporarily absent from Washington, D. C."

(b) Specially printed envelopes and labels may be used in the preparation and dispatch of official registered matter. The rubber registration stamp need not be used on registered official mail under cover of such specially printed envelopes or labels, but such mail not under cover of these envelopes or labels shall be marked "Registered."

Miscellaneous Provisions

42. Free registration is not accorded to mail of the legislative or judicial departments nor to that of a State government or any of its branches.

Official Matter Weighing in Excess of 4 Pounds

43. (a) Official matter not entitled to be mailed free under the penalty privilege if it exceeds 4 pounds in weight, may be accepted for registration if postage at the fourth class rate in addition to the registry fee and surcharge is paid. Such official matter intended for registration should be sealed if practicable.

(b) No indemnity is paid on official matter upon which postage, fee, and surcharge, if any, have not been paid. Official mail on which a registry fee is required is also subject to the payment of surcharges.

ACCEPTANCE OF MATTER FOR REGISTRATION BY CARRIERS

44. City, village, and rural carriers, and clerks in charge of rural stations shall accept matter for registration and be governed in the acceptance, handling, and delivery of registered matter by the instructions governing postmasters and other postal employees, except as otherwise provided in this chapter.

Carriers Held Responsible

45. No unauthorized person shall be permitted to have access to registry records or registered mail while in possession of a carrier. Carriers will be held responsible in case of the loss or depredation of registered matter while in their custody.

Must Not Assist in Preparation

46. Carriers shall not address matter tendered for registration, nor place contents in envelopes or seal them; but may act as agents of patrons, without remuneration, to enclose money orders procured for the remitters in addressed envelopes furnished by senders for the purpose, and seal or present the same for registration at the office or station to which they are attached.

Forms To Be Used

47. Each carrier shall be furnished one carrier's registration book (Form 3896), and an adequate supply of registry notices (Form 3849). When out on their routes, carriers shall have with them the required registry forms, and immediately upon accepting a letter or parcel for registration shall give the sender the prescribed receipt therefor.

City or village carriers on routes where mail is seldom, if ever, presented for registration may be relieved, in the discretion of the postmaster, from carrying registration books.

The clerk in charge of each rural station shall be supplied with a window registration book (Form 3805), a registry delivery book (Form 3850), registry return receipts (Form 3811), and registry notices (Form 3849).

If a carrier loses his registration book or is unable to account satisfactorily for a missing receipt, the facts shall be reported immediately to the post office inspector in charge of the division in which the post office is located.

Registration by City and Village Carriers

48. Acceptance of mail for registration by city and village carriers is limited to residential districts, and to letter mail and small packages which are not cumbersome on account of size, shape or weight, provided such registration does not interfere with other duties of the carriers.

Registration by Rural Carriers

49. Rural carriers shall register any matter proper for registration which may be offered to them, handle registered mail in transit over their routes, and deliver such mail to patrons on their routes, issuing and taking the necessary receipts on the forms prescribed.

50. *When found in rural box.*—When a rural carrier finds in a rural box an accept-

able letter or parcel marked for registration bearing name and address of sender, with sufficient stamps affixed to pay postage, registry fee, and any required surcharge, or money to pay for same, he shall at once register the article, and, if the sender is a patron of the route, leave the registration receipt in the box. If the sender is not a patron of the route, the registration receipt shall be mailed in a penalty envelope to his address. The same procedure shall be followed if the article is marked to indicate that the sender desired it to be registered, even though it does not bear the name of the sender or sufficient postage is not affixed.

51. *For delivery on route.*—When a rural carrier accepts for registration a piece of mail addressed to a patron residing on a portion of the route over which the carrier is to pass before returning to the post office or station with which he is connected, he shall endeavor to effect its delivery before reaching the office or station, making the usual entries in the registration and delivery records and obtaining proper receipt for the article, which receipt shall be filed at the post office or station. Postage stamps affixed to any such registered article shall be canceled by the carrier at the time delivery is made. The carrier's record shall be marked to show how the piece was disposed of, and signed by the postmaster or station superintendent.

Treatment When Found Unmailable

52. When a piece of matter accepted for registration by a carrier is found to be unmailable and the irregularity can be properly corrected by the sender without taking the article from the carrier's custody, the sender shall be permitted to make such correction. It shall then be taken to the distributing post office or station for dispatch without requiring the payment of additional postage, registry fee, or surcharge. Corrections so made shall be noted on the sender's original receipt and on the office records. If an unmailable piece of matter cannot be rendered mailable by the sender while in the custody of the Postal Service, it shall be returned to him with a statement of the reasons for its rejection, and the sender's registration receipt endorsed across the face "Returned to sender" with reason therefor. When mail is returned to the sender in this manner the carrier shall receipt for it to the post office by signing his name and number under the endorsement "Returned to sender," take the sender's receipt on the proper form, and request the sender to surrender the original registration receipt. The original receipt shall be endorsed "Returned to sender," signed by the carrier and pasted on the edge of the stub in the carrier's registration book.

Numbering Matter Registered by Carrier

53. (a) All mail registered by carriers and the registration receipts issued therefor shall be numbered by them in consecutive series, consisting of 100 numbers for each carrier, beginning on July 1 of each year and continuing throughout the fiscal year. The numbers of articles registered by each city, village, and rural carrier shall correspond in "hundreds" with the series assigned to the carrier according to his number. The first registration number in each carrier's series shall be represented by each carrier's number followed by two ciphers. For example:

Carrier No. 1— 100 to 199, inclusive.
 Carrier No. 5— 500 to 599, inclusive.
 Carrier No. 10— 1000 to 1099, inclusive.

(b) This cycle series of numbers shall be used as the dispatching number for city and rural carrier registrations by the post office or station to which the carrier or route is attached.

(c) At large offices where it is impracticable to assign a separate cycle to each city carrier, one distribution series may be utilized at the time office or at stations for all city carrier registrations; but the receipts in the city carriers' registration books shall be numbered consecutively, each commencing with No. 1 and continuing throughout the book. The articles registered by carriers shall bear registration numbers corresponding with those on the receipts issued to the senders. Upon return of the carriers to the main office or station, the articles shall be given registration numbers from the main office or station series and the carriers' numbers on the articles shall be crossed off lightly. The carriers' registration books and the office records shall show both the registration numbers under which the articles were accepted by the carriers and the numbers under which the articles were dispatched.

(d) When a carrier has exhausted his series of numbers, the same series shall be started anew without regard to date and continue in this manner until June 30 of each year.

(e) Each carrier shall number consecutively the registration books used by him during any fiscal year, beginning with No. 1.

TREATMENT OF MATTER REGISTERED BY CARRIER**Checking Carrier Registrations**

54. Immediately upon returning to the post office or station after serving his route, each carrier shall deliver all matter accepted for registration (except that which was delivered en route) to the postmaster or authorized representative, who shall check the matter and any postage, fees, or sur-

charges collected by the carrier against the record in the book and give the carrier a receipt therefor at the time.

Examination of Articles Accepted

55. All articles registered by carriers shall be examined to see that all mailing requirements have been complied with. After the matter has been found acceptable the office record thereof shall be completed.

Return of Excess Cash Received

56. Any cash in excess of the amount required to pay postage, registry fee, and any required surcharge shall be handed to the sender on the carrier's next trip or enclosed in an envelope and deposited in the sender's mail box. The amount required shall be noted on the office record by the receiving postmaster or authorized employee directly beneath the amount received, as written by the carrier, the subtraction being made so as to show the amount received and the amount returned to the sender.

Office Records of Carrier Registrations

57. The carbon copies of the sheets taken from the carrier's manifold registration books (Form 3896) shall be filed in the post office according to dates, the most recent on top, and shall be the permanent office record of articles registered by carriers attached to a post office or station. The window registration book shall not be used for recording such matter. Form 3807 or Form 3806-S shall be used as the office record of registrations by rural carriers when "quick-receipt" Form 3897 is issued. The office record of registered articles handled by carriers shall be compared and checked frequently to see that each article is properly accounted for.

Dispatch Over Rural Routes

58. Registered articles dispatched over a rural route to other offices or stations shall not be enclosed in iron-lock pouches but shall be handed to the carrier outside of the pouch, hand-to-hand receipts being obtained from the carrier on Form 3850 or other approved record. Receipts shall be taken by the rural carrier from the postmaster or other postal employee to whom the registered articles are delivered and such receipts shall be retained by the carrier. Form 3830 (Registry Dispatch Receipt Card) ordinarily should be used for this purpose.

PREPARATION FOR DISPATCH**Correction of Address Before Dispatch**

59. (a) When a receipt has been given inadvertently for a registered piece which, before dispatch, is found to be unmailable, either because of noncompliance with requirements or because it is addressed to a place not listed in the Official Postal Guide

as a post office, the sender shall be notified and permitted to take appropriate action. In case the sender is a local resident and does not respond to the notice within 3 days, the article shall be endorsed appropriately and returned to him as registered mail. In case the sender is not a local resident, a reasonable time shall be allowed to permit an answer to the notice.

(b) Incorrect addresses, as to destination only, on registered articles which were mailed at stations and erroneously sent to the main office, may there be corrected upon the written request of the sender, verified by the superintendent of the registering station. All records and receipts given for the articles shall be changed to cover the new addresses.

(c) Unmailable registered articles for which receipts have been given shall not be allowed to leave the custody of the post office for correction of address or otherwise, unless the formalities for withdrawal before dispatch are fully complied with or unless the articles are regularly returned to the senders as registered mail.

Billing for Dispatch

60. General.—All registered letters, parcels, and jackets shall be billed and recorded in the domestic service under the registration number and the name of the post office and the State of origin. All rotary-lock pouches and sacks shall be billed and recorded by lock letters and fixed and rotary numbers and the name of the post office and State (or railway post office) of origin. In billing and recording registered articles the entries shall be made from the articles themselves. The dispatching record, such as the stub of the window registration book, manifold registry dispatch book, or transit book, shall show to whom the registered matter was delivered or dispatched. When all of the required information cannot be furnished, such portion of the description as is legible, together with the name of the post office and State of destination, shall be entered in making the dispatching or transit record.

61. Use of dispatch receipt card and manifold bill.—(a) Registry dispatch receipt card (Form 3830) ordinarily should be used in billing 5 or less articles to be dispatched in pouches or sacks closed with iron or brass locks. In making out registry dispatch receipt cards, the postal employee shall fill in the blanks provided for the return address and shall make the required entries. Transit articles, as well as articles of local origin, shall be entered on the same card. No blanks shall be left between the entries, and after the last entry a diagonal line shall be drawn from the left side to the lower right corner. The receipt shall be postmarked with date of its dispatch.

(b) Manifold registry dispatch bill (Form 3851, 3852, 3853, or 3854) shall be used in the dispatch of registered mail in pouches or sacks closed with rotary locks and in jackets. This form shall be used also in iron, or brass-lock dispatches, when more than five registered articles are dispatched at one time, and if advantageous may be used when an average of but three articles are dispatched. Figures instead of words shall be used on manifold registry dispatch bills and their coupons to show the total number of registered articles dispatched.

(c) When the manifold registry dispatch bill is used, the matter described thereon shall not be reentered in the transit record.

(d) The entries and signatures on registry dispatch receipt cards and manifold bills shall, in every instance practicable, be made with pen and ink. Stamped signatures on such cards or manifold bills or on coupons of the bills may be used only when followed by written signature or name.

62. Extra copies of manifold bills.—When considered advantageous because of saving reentry of registered articles within the post office, or for other reasons, the postmaster at an office of the first or second class may request, through proper channels, that registered mail dispatched to his office in brass-lock or iron-lock pouches be listed on manifold bills, and that two copies of the bill accompany the registered matter. When such requests involve postal transportation clerks, they shall be addressed to the general superintendent of the Postal Transportation Service Division involved. When the requests involve other post offices, they shall be addressed direct to the postmasters at such offices.

METHOD OF DISPATCH

63. Registered mail may be dispatched under rotary-lock pouches and sacks, registered jacket envelopes, State pouches, sacks, and jackets, iron- and brass-lock pouches, and (when specially authorized) lead-seal sacks. Except where otherwise modified the general regulations and instructions relating to the registry system shall apply to these dispatches also. Registered matter and registry dispatch receipt cards must not be dispatched in newspaper or tie sacks except when lead-seal sacks are specially authorized. The lightest equipment practicable must be used. Pouches or sacks shall not be used when a registered jacket will properly carry the matter. (See art. 93 of this chapter.) (See art. 66 of this chapter as to rotary-lock pouches for mail of unusual value.)

Marking Pouch Labels

64. When any iron- or brass-lock pouch or rotary-lock pouch or sack contains reg-

istered special delivery matter, the label of the pouch or sack shall be endorsed "Special Delivery." When it contains registered air mail to be transported over any portion of a route by other than air, the label shall be endorsed "Air Mail."

Hand-to-Hand Receipt

65. (a) Whenever practicable, hand-to-hand delivery shall be made of registered mail in jackets, or in pouches or sacks closed with rotary locks, and receipt taken therefor immediately. When hand-to-hand delivery cannot be made of a rotary-lock pouch or sack it shall be enclosed in an iron-lock mail bag, labeled to the proper office, and have enclosed with it a registry dispatch receipt card or manifold bill describing the pouch or sack by its letter, fixed and rotary lock numbers, as well as office of origin.

(b) Unless it is known that hand-to-hand receipt can be obtained over the entire route, pouches or sacks shall not be filled so that they cannot be enclosed in a No. 2 iron-lock pouch.

(c) In receipting, each jacket, rotary-lock pouch or sack shall be counted as one registered piece in the totals written on the registry dispatch receipt card, or on the manifold bill.

ROTARY-LOCK POUCHES AND SACKS

Employees Authorized To Make Rotary-Lock Dispatches

66. All postal employees in possession of rotary-lock keys are authorized to make and to receive dispatches of registered mail in pouches or sacks closed with rotary locks whenever the quantity or bulk of the registered matter involved justifies the use of the equipment and at least one handling in transit of the registered mail enclosed is saved thereby. Five or more pieces of ordinary size or two bulky pieces which will well fill a pouch or sack will justify the use of the pouch or sack closed with a rotary lock. Rotary-lock pouches or sacks shall be used where the registered mail is of unusual value and its dispatch in a rotary-lock pouch or sack will afford additional protection. (See art. 93 of this chapter as to use of registered jackets.)

Post Offices in Possession of Rotary-Lock Keys

67. All post offices of the first and second classes, postal transportation terminals, air mail fields, railway post offices, highway post offices, certain transfer clerks designated in the schedules of the Postal Transportation Service, certain post offices of the third and fourth classes, independent branches and stations, Navy and Coast Guard mail clerks, and all Army Post Offi-

ces outside the continental United States, including Alaska, are in possession of rotary-lock keys. Third- and fourth-class offices, independent branches and stations, and Army, Navy, Air Force, and Coast Guard mail clerks in possession of rotary-lock keys are listed annually in the October quarterly supplement to the current Postal Guide, and changes in connection with this list are published in the first Postal Bulletin issued each month.

Addressing Rotary-Lock Pouches to Independent Branches and Stations

68. Registered jackets, sacks, and pouches containing mail for delivery at independent branches and stations designated to receive and dispatch registered mail direct must be addressed thereto. The name of the post office to which such branch or station is attached need not appear, except in cases where an independent station is designated by a letter only. If such matter addressed to any independent branch or station is received at the main office or at any other branch office or station, it shall be treated as transit. Any conditions affecting the designation of a branch post office or station as independent should be reported promptly to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

Pouching Schedule

69. Registered matter for distribution from an office to which a pouch or sack is addressed may be included in a dispatch of registered mail when the current registry scheme shows that the delivery of the matter will be advanced thereby, or when the general superintendent, Postal Transportation Service, advises that such registered matter may be so enclosed; otherwise, matter enclosed should be restricted to that addressed to the same office as the pouch or sack.

Improper Use of Rotary Locks

70. None but the locks intended therefor shall be used in making rotary-lock dispatches, and these locks shall not be used for any other purpose unless specially authorized. No rotary lock shall be used that is broken or wanting in any of its parts, is imperfect in the operation of its rotary numbers, or is difficult to unlock. Rotary locks of special combinations shall not be used for other than the purposes for which they are specially authorized. Such locks shall be recorded in a manner similar to other rotary locks.

Dispatch Bill

71. A manifold registry dispatch bill shall be prepared in the prescribed form and sent in each rotary-lock pouch or sack.

Pouching

72. Rotary-lock pouches or sacks shall be inspected and labeled before any articles are placed therein and rotary locks shall be tested before use. Each article shall then be checked against the corresponding entry on the bill, the bill checked against the label of the pouch or sack, and the lock numbers proved correct. The articles shall be tied together in bundles in the order of their entry on the bill, the original of the bill placed under the first registered article tied in the letter package, and the articles placed in the pouch or sack, which shall be immediately securely locked. Should a pouch or sack contain only parcels which cannot be readily tied into a package, the bill shall be placed inside a penalty envelope, marked to indicate that it contains the registry bill, and dropped into the pouch or sack. The requirements of this paragraph as to checking of registered articles with the bill shall be strictly followed. (See art. 102 of this chapter as to witnessing.)

Locking Pouches

73. In closing rotary-locked pouches and sacks the shackle or boom of the lock shall be placed in the top of the staple extending downward. Placing the locks on pouches and sacks in this manner brings the windows of the locks exposing rotary numbers on the top and the fixed numbers of the locks in front of the employee recording or checking them.

After locking, the lock numbers shall be checked against the carbon counterpart of the bill retained in the files of the dispatching office. Employees locking pouches and sacks shall shake the locks, and endeavor to turn the shackle, to make certain that the locks are fastened securely.

Examination of Rotary-Lock Pouches and Sacks Upon Receipt

74. Employees who receive or dispatch rotary-lock pouches or sacks shall carefully examine them for any damage to the pouches or sacks or discrepancy in the lock numbers, and make sure that the pouches or sacks are securely locked. (See arts. 77 and 79 of this chapter.)

Misent Pouch or Sack

75. When a rotary-lock pouch or sack plainly addressed to a post office is misent to another post office, the postmaster shall make proper entry of it on his record, and dispatch it unopened to its address. When a rotary-lock pouch or sack addressed to a railway post office, highway post office, or transfer clerk is misent or has missed connection, it shall be treated in accordance with article 78 of this chapter.

Use of Rotary-Lock Pouches for Transfer

76. Postal transportation clerks, including transfer clerks, and postmasters at offices which are terminals of railway or highway post office runs may reciprocally make hand-to-hand delivery of registered mail in pouches or sacks closed with rotary locks whenever the quantity or bulk of such matter justifies the use of the equipment, in lieu of hand-to-hand delivery of the matter by individual pieces.

Pouch or Sack Damaged in Transit

77. (a) If a pouch or sack in transit is damaged so as to endanger the contents, or if it bears a damaged or defective lock, the receipt given for it shall show such fact, and it shall be opened, the contents repouched, and the bill endorsed "Pouch opened because _____; contents _____" (correct or incorrect, as the case may be, any discrepancy being stated). If the receiving office is not equipped with a rotary-lock key the pouch shall be sent to, or delivered at, the first office having a rotary-lock key and handled as above. A record of the facts shall be made in such case and also an immediate report to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, or to the inspector in charge if the damage involves the mail or indicates a loss. The pouch shall then be forwarded to its destination.

(b) If a new pouch or sack or lock must be substituted, the fact shall be stated on the original bill, and the new lock numbers given.

(c) Upon the arrival of the damaged pouch or sack at an office having a rotary-lock key, the receiving clerk shall withhold his receipt until the contents have been examined and checked with the bill. When hand-to-hand delivery is made, the delivering postal employee shall be present at such examination, and if there is any discrepancy or damage to the contents the receipt shall so state.

(d) When necessary in order to protect the mail or to avoid its being materially delayed, a postmaster or a postal transportation clerk may open the seam of a registered pouch or sack which is so damaged as to endanger its contents, if he is not equipped with a rotary lock key or if the lock attached cannot be opened. A note showing the action taken shall be made on the bill received in the pouch and also on the coupon of the bill, which in such case shall be returned to the post office or railway or highway post office which made up the dispatch, and a note shall be made on the bill to show disposition of the coupon. If any of the registered articles are damaged or missing, report shall be made to the inspector in charge. Pouches and sacks which have been so opened shall be sent, with locks attached, to the Bureau of Facil-

ties, Division of Mail Equipment Shops, for repairs, with suitable report securely attached.

Missent or Mislabeled Pouch Received in Transit

78. (a) When a wrongly labeled or missent rotary-lock pouch or sack, the destination of which is not plain, or one that has missed connection, is received in transit, it shall be recorded in the transit record, the hours of arrival and departure and lock numbers being given. If the receiving office has a key and believes the contents can be expedited, the pouch shall be opened in the required manner, and the bill endorsed "Pouch delivered to this office because _____" (giving the reason). The articles shall be checked and any necessary notations made.

(b) If any of the contents can be expedited, they shall be distributed and dispatched to their destinations, and the coupons of the bill shall be signed, endorsed with reason for opening, and sent to the office making up the pouch. Otherwise, the changed lock number shall be written on the bill, dispatching requirements complied with fully, and after a copy has been made of the bill received in the pouch, the pouch and its contents shall be dispatched to their destination. If any of the contents are missing, article 80 of this chapter shall be complied with fully. The missending or mislabeling of the pouch shall be reported to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

(c) If a pouch or sack which is addressed to a railway or highway post office has missed connection or has been missent and can be readdressed and dispatched to another railway or highway post office on the same route without the likelihood of delaying any of the contents, this shall be done, the name of the office of origin of the pouch or sack and the name of the railway or highway post office to which it was originally addressed being crossed off, but not obliterated, and the name of the new dispatching office and the new railway or highway post office substituted. On the receipt of such pouch or sack the opening clerks shall mark the coupon to explain how it came into their hands, and proceed in the usual manner.

Opening Rotary-Lock Pouches

79. Checking contents.—Rotary-lock pouches and sacks and lead-seal sacks shall be opened by two clerks where practicable, who shall enter on the bill the hour of opening and verify with the bill the serial letter and the numbers of the lock. The contents of the pouch shall be verified with the entries on the bill and the bill postmarked and signed by the two opening clerks. The clerk actually opening the pouch or sack shall sign on the first line provided on the bill for signatures of receiving clerks. The total

number of registered articles received shall be entered in figures, not in words, on the bill and on the coupon when used.

80. Missing articles.—If any discrepancy or damage is observed, it shall be noted on the bill and coupon, and the coupon shall be postmarked and signed by the two opening clerks and returned immediately to the dispatching unit.

If a depredation appears to have been committed on any of the contents, a report in the manner hereinafter outlined shall be made and the requirements as to lock, seal fastenings, pouch, sack, label, tag, and jacket shall be observed.

If there are entries on the bill for which no corresponding articles are found and a probable loss is indicated, the facts shall be reported immediately to the dispatching unit by telegram and by letter. The pouch or sack, with lock or the seal fastenings, shall be held out of service. The label or tag, or registry jacket, if used, shall be endorsed by the opening clerk and witness, and shall also be retained. The equipment shall be marked for identification and held until the discrepancy is satisfactorily explained or instructions are received from a post office inspector to release it. Unless the dispatching unit finds the piece on hand or finds that it was billed and dispatched to a unit other than the one reporting the discrepancy, an immediate report shall be made in the manner outlined above.

Postmasters shall report above discrepancies to post office inspectors in charge and postal transportation clerks to district superintendents.

81. Discrepancy in lock numbers.—In the event of a discrepancy between the serial or rotary numbers of the lock and the bill an inquiry shall be made immediately of the dispatching unit. The lock shall be withheld from use until information is received explaining the discrepancy.

82. Articles not billed.—When there are articles in the pouch for which there are no entries on the pouch bill, they shall be entered on the bill with a note of explanation and the particulars stated on the coupon. Missent articles shall be promptly transmitted to their destination, and the requirements of article 133 of this chapter observed.

83. Report of irregularities.—Any irregularities noted in connection with the dispatch shall be reported to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail. (See art. 150 of this chapter as to pouches, sacks, and jackets unaccompanied by registry dispatch receipt card or manifold bill.)

84. Coupons of bills.—Coupons of manifold pouch or jacket bills shall be returned to the dispatching office covering dispatches of registered mail received in iron- and brass-lock pouches, dispatches to and from Army or Navy post offices located outside

the United States proper, and in all cases where discrepancies or irregularities are noted.

Coupons of manifold pouch or jacket bills covering dispatches of registered mail in rotary-lock pouches or jackets made within the United States proper shall not be returned except where discrepancies or irregularities are noted.

Discrepancies shall be noted on bills and coupons used to notify dispatching offices of such discrepancies, care being taken to fill in the blank spaces on the coupon with corresponding data on the bills.

85. Failure to report irregularities.—When the receiving employee fails to send notice of irregularities or discrepancies, the absence of the notice shall be regarded as evidence of the receipt of the contents of a registered pouch, sack, or jacket as billed, until the contrary is shown.

86. Use of pouch bill at receiving office.—At receiving offices the bills shall be used for checking and indicating the distribution of the articles within the office. Each entry showing such distribution shall be signed with the initials of the clerk who makes it and who records the articles on any other registry record. The pouch bills, after being checked, shall be filed. Registered articles received accompanied with manifold bill need not be reentered when the incoming bill can be utilized advantageously and properly to show record and dispatch of the matter.

87. Nonreceipt of pouch.—In case of the nonreceipt of any rotary-lock pouch or sack listed or scheduled, the receiving postmaster shall immediately telegraph notice of it to the sending postmaster, who, if the discrepancy is due to a clerical or other remediable error, shall make an immediate explanation by letter to the receiving office. In similar cases postal transportation clerks shall make a telegraphic report to their district superintendent, who, if the shortage is due only to clerical or remediable error, shall in turn inform the office or railway or highway post office of address by letter. If the discrepancy is such as to indicate to the dispatching office that a loss or miscarriage has occurred, the fact shall be reported immediately by postmasters and district superintendents of the Postal Transportation Service, by telegraph, to the inspector in charge of the division in which the sending office is located. (See art. 80 of this chapter.) Such reports may be made by telephone when less expensive, or in case of great emergency. All messages by telegraph or telephone shall be confirmed immediately in writing.

Should the matter later arrive at its destination, or should discovery of its whereabouts be made otherwise than through such procedure, the postmaster first obtaining

such information shall promptly communicate it by letter to the officers mentioned.

The procedure for reporting nonreceipt of a pouch shall be pursued whenever an entire dispatch fails to arrive at destination when due, unless the postmaster shall have positive information that it has been unavoidably delayed.

88. Care of locks and keys.—Registry locks and keys shall be given special care. Rotary locks shall not be tampered with nor exposed to injury or loss. When a pouch or sack is opened, the lock shall be placed in the safe, if there is one, of the registry section at once and kept there until needed. Unless otherwise authorized by the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, rotary-lock keys shall be attached to the safe by a chain, and may be detached therefrom only by the postmaster or the clerk in charge, or by a post office inspector when he may require it.

(See ch. VIII, arts. 17 to 21, as to requisitions for rotary locks and disposition of surplus rotary locks.)

IRON- AND BRASS-LOCK POUCHES AND SACKS

Makeup and Pouching

89. Registered articles, size and shape permitting, when dispatched in iron- or brass-lock pouches shall be tied on top of the local or No. 1 working package of ordinary mail. The registry dispatch receipt card or manifold bill shall be placed on top of the registered articles in the package immediately under the facing slip label, which shall be turned under in such manner as to leave the word "Registers" on the card or bill prominently exposed. In the absence of a local or No. 1 working package, registered matter shall be placed in an unsealed jacket as a container, and the receipt card or manifold bill securely attached to the outside of the jacket. Registered letters must be placed on top of the local or No. 1 working package, if there is such a package, even though there are other registered articles included in the dispatch which cannot be tied in the package. Articles which cannot be tied with the ordinary mail on account of size or shape shall be enclosed if possible in unaddressed, unnumbered, and unsealed registered jackets, used merely as containers; otherwise they shall be placed loose in the pouch. The unsealed jacket shall be closed securely with clips or string so that the articles will not become loose in the pouch. Registered articles which on account of their size or for other reasons cannot be placed in the pouch may be dispatched as "outside" pieces. (See art. 104 of this chapter.)

Registered matter shall not be included in a city package unless enclosed in a direct pouch for the city addressed, nor in a State package of ordinary mail.

Entry of Loose and Outside Pieces on Dispatch Bill

90. The entry on the manifold bill or registry dispatch receipt card of any registered article which is not included in the local or No. 1 working package or in the unsealed jacket as prescribed, shall be preceded by the letter "L" (loose in pouch) or "O" (outside of pouch), as may be appropriate. When registers are dispatched outside of or loose in an iron- or brass-lock pouch the destinations of these registers shall be shown on the registry dispatch receipt card or manifold bill, in addition to the other particulars required.

Brass-Lock Pouch Service

91. (a) When so ordered by the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, registered mail service between post offices where the service is mainly over star routes shall be performed by direct exchange in pouches locked with special brass locks.

(b) Brass-lock pouches shall not be exchanged with any other than the first brass-lock post office on the route and the registered mail shall be billed to that office. Ordinary through mail may be dispatched with registered mail in such pouches when it does not interfere with the proper handling of the registered matter.

(c) Brass locks shall not be used on pouches sent to offices not authorized to exchange brass-lock pouches. If, however, a postmaster not so authorized receives a mail pouch secured with a brass lock and labeled to his office, he shall cut the stitching of the seam and properly dispose of the contents of the pouch. In every such case the brass lock and pouch shall be returned to the office from which received and the postmaster who used it improperly shall be notified. Registered mail should be placed in one pouch if possible, but when more than one pouch is required for any one dispatch, unnecessary division of the registered mail should be avoided by placing it in as few pouches as will contain it.

(d) When registered mail is dispatched in more than one pouch, separate registry dispatch receipt cards or manifold bills shall be enclosed in each pouch; and a note shall be made at the foot of each such card or on the bill specifying the number of pouches sent, as follows: "----- brass-lock pouches sent by this dispatch."

(e) When a brass-lock pouch labeled to some other office is brought to a brass-lock office, it shall be opened at once and the enclosed registered articles checked against

the entries on the registry dispatch receipt card or manifold bill and endorsed as to condition if damaged, and recorded in the transit record when required. The card or bill shall be endorsed "Pouch delivered at this office because of (giving the reason); contents (correct or not, as the case may be; but if incorrect, the details shall be given)." This endorsement shall be signed by the opening employee and postmarked with the date and the name of the office. A new registry dispatch receipt card or bill, returnable to the office at which prepared, shall be dispatched with the registered articles to the post office for which the pouch was originally intended.

(f) If a properly labeled brass-lock pouch is left by mistake at an office having no key to open it, it shall be forwarded unopened to its destination by the next mail.

(g) Where brass-lock pouch dispatches have been authorized between a post office and a railway post office or a highway post office, or between railway or highway post offices, a record (similar to that made of iron-lock pouches) shall be made by all persons handling the brass-lock pouches, showing the number of pouches received and dispatched, the offices of origin, and the offices to which the pouches are addressed.

(h) Brass locks and keys shall as far as possible remain in the custody of one person in the office, and a record shall be kept that will show beyond question who had possession of a key on any given day. When not in actual use, the brass-lock keys shall be attached by a chain to the inside of the safe.

(i) If more than the usual number of brass-lock pouches are received at one time from any post office, the extra locks shall be returned, without registration, to the sending office by the next mail.

LEAD-SEAL SACKS

92. In authorized cases whenever the quantity or bulk of registered mail justifies, it may be dispatched in lead-seal sacks in lieu of, or in accordance with, the instructions governing rotary-lock pouches and sacks and jackets.

REGISTERED JACKETS

When To Be Used

93. (a) Registered paper jacket envelopes shall be used in the dispatch of five or more, or when practicable in the dispatch of three or more registered articles addressed to or intended for distribution by the same post office, or postal transportation unit, when at least one record and handling of the articles in transit will thereby be saved. Jackets shall also be used in making dispatches of three or more reg-

istered articles over a star route when their handling and recording as single pieces at one or more intermediate offices will be saved.

(b) Postmasters at offices in Alaska shall use jackets in the dispatch of one or more letters or small sealed parcels, when the method of handling in transit or the conditions of its transmission justify the use of jackets in order to give greater protection to the mail.

(c) When applicable, the rules governing rotary-lock pouches and sacks shall be observed in the opening and closing of registered jackets; in other respects the treatment of jackets shall be as prescribed for registered letters and parcels, except as modified herein.

Preparation of Jacket

94. All domestic registered articles to go by the same mail to the same office shall, if practicable, be enclosed in the same registered jacket and entered on the same manifold bill. The jacket shall be sealed and plainly postmarked twice over the crossings of the upper and lower flaps. The number of the registered jacket shall be entered on the dispatching record. When made up for a railway post office, its name and the train number shall be given in the address on the jacket.

Separate registered jackets shall be used for domestic and international mail. Jackets containing mail for United States naval vessels, or the Canal Zone shall be marked "Naval mail," or "Canal Zone," respectively.

Jackets containing fragile, special delivery, or air mail articles shall be so endorsed on the address side immediately above the address.

Numbering Jackets

95. Jackets shall be numbered consecutively, beginning with No. 1 on July 1 of each year and continuing throughout the fiscal year, unless it is found expedient at larger offices to commence the series anew at another time. The numbering of jackets shall be without regard to the numbers on the articles enclosed in them.

Misdirected or Unaddressed Jackets

96. When a misdirected or unaddressed registered jacket (except one containing postage stamps, stamped envelopes, or postal cards, which shall be treated as required by art. 137 of this chapter) is received at a post office or railway or highway post office, it shall be opened and the contents verified in the presence of two witnesses, when practicable, who shall certify on the bill and jacket whether the contents were found correct as billed. If it is found that any of the contents can be expedited they shall be

distributed and dispatched to destinations, the empty jacket filed, and the coupon of the bill signed and endorsed with the reason for opening and sent to the post office or postal transportation unit by which the jacket was made up. The irregularity shall be reported to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail. If it is found that none of the mail can be expedited, the entire contents shall be reenclosed in the jacket with the bill. Both jacket and bill shall be endorsed to show why the jacket was opened and whether the contents were found correct, and be signed by the opening employees. The jacket and contents shall then be placed in another jacket, properly addressed and endorsed with the name of the original dispatching unit and also with the name of the rejacketing unit, sealed, witnessed, when practicable, and dispatched under the original jacket number. Jackets which upon opening are found to contain mail billed or intended for another office shall be similarly treated.

Misent Jacket

97. When a registered jacket plainly addressed to a post office is misent to another post office, the postmaster shall make proper entry of it on his record, and dispatch it unopened to its address. When a registered jacket addressed to a railway or highway post office or transfer clerk is misent or has missed connection, it shall be treated in accordance with article 78 of this chapter.

Responsibility of Dispatching Employee

98. If a registered jacket is dispatched unaddressed, unsealed, except when used only as a container, or in bad order, and a depredation is committed which cannot be traced to the person committing it, the dispatching postal employee may be held responsible for the loss.

Damaged Jackets

99. Transit registered jackets, damaged or opened by mistake, shall be reenveloped at once where the damage is discovered or the opening occurs. The original jacket shall not be removed or changed, but shall be endorsed with a full statement of the facts, signed by the employee receiving it, and endorsed "Reenveloped at (name of office and State or railway or highway post office)", and postmarked. A new jacket bearing the same number, offices of origin and address as the original jacket, shall be prepared and the original jacket enclosed therein. A record of the facts shall be made in the transit record. If the jacket is opened, the procedure authorized in article 78 of this chapter in connection with wrongly labeled or misent rotary-lock pouches shall be observed so far as practicable.

If a postal transportation clerk is not provided with a supply of registered jackets,

he shall make a proper endorsement and deliver the jacket to the post office at the terminus of his run or to a connecting line or transfer office to be reenveloped. A damaged jacket too large for enclosure in another jacket shall be delivered to the post office at the terminus of the clerk's run and there be rewrapped and treated as prescribed in this article.

Missed Connection

100. When a registered jacket addressed to a railway or highway post office misses connection, it shall be treated in the manner prescribed for rotary-lock pouches by article 78 of this chapter.

STATE POUCHES, SACKS, AND JACKETS

101. When the quantity or bulk of registered mail addressed for delivery in any State or Territory justifies, it may be dispatched in pouches and sacks closed with rotary locks or in jackets, addressed to a State or Territory by name only, in accordance with the following limitations:

State pouches, sacks, and jackets shall not be made up until schemes and instructions have been received from the proper officer of the Postal Transportation Service. They shall be prepared and treated in accordance with the general rules and instructions governing registered pouches, sacks, and jackets, and shall be opened and contents distributed by the authorized postal transportation clerks or authorized post offices only.

Authority to make up State pouches, sacks, or jackets shall not be construed as permitting the exceptional dispatch of registered mail in iron-lock pouches.

Dispatches addressed to offices may be billed and enclosed in the proper State pouch, sack, or jacket, and one or more State pouches, sacks, or jackets may be billed and enclosed in another State pouch, sack, or jacket addressed to the same State, when at least one record and handling in transit is saved thereby.

DISPATCHING AND ROUTING

Witness to Receipt and Dispatch

102. (a) Employees shall handle registered mail in such manner as to be prepared at any time to make affidavit (corroborated by the affidavit of a witness, if witnessing was practicable) that any particular piece was properly dispatched, delivered as a hand piece, or received, and as to its condition.

(b) In every instance when practicable, two employees shall witness the placing of registered mail in jackets, sacks, or pouches, and the immediate sealing or locking thereof; also the opening of incoming jackets,

sacks, or pouches and the removal of registered mail therefrom. At the time registered mail is placed in or removed from jackets, sacks, or pouches the employee and witness shall check each piece against the corresponding entry on the manifold registry bill or registry dispatch receipt card, and shall comply in other respects with the instructions as to dispatch or receipt of registered mail. As evidence of their accountability, the employees shall write their names or initials in the transit, delivery, or other record.

(c) The witnessing shall not be perfunctory and shall not be omitted on the ground of inconvenience or for any other insufficient reason. The witness shall be held to a strict accountability for careful performance of his duties as such.

Pouching, General

103. (a) Registered mail shall not be placed in a jacket, sack, or pouch until the last practicable moment before the equipment is ready to be sealed or locked.

(b) It shall not be delivered to a mail messenger or mail carrier without first being enclosed in a locked pouch, except for articles too large for enclosure.

(c) In dispatching registered mail with ordinary mail the registered matter shall be placed in the pouch at the last practicable moment before the pouch is locked and delivered to the person authorized to receive it. (See art. 111 of this chapter as to dispatch of registered matter in catcher pouches.)

(d) In dispatching and delivering registered mail, it shall be arranged, as far as possible, in the order in which it is entered on the dispatching record or accompanying registry dispatch receipt card or manifold registry bill.

(e) Registered mail shall not be pouched to distant offices so as to pass junction offices without examination and record, except where railway or highway post offices have direct connection with the trains of branch lines on which there is no railway post office service. In this case, when ordered by the proper officers of the Postal Transportation Service, registered mail may be included in direct pouches exchanged between railway or highway post offices and such post offices as are located on the branch lines. When there is sufficient time between the arrival and departure at junctions, the registered mails shall be transferred between the railway or highway post office and branch lines through the junction post office. Unless specially authorized, registered mail shall not be included in pouches that lie over at junction points.

Outside Articles

104. A registered article too large for enclosure in a sack or pouch shall be dis-

patched outside of the pouch, and a hand-to-hand receipt obtained therefor when practicable.

When it is impracticable to obtain a hand-to-hand receipt for an outside piece, it shall be dispatched with the pouch, and the registry dispatch receipt card or manifold bill enclosed in the pouch shall designate the article as an outside piece and show its destination. In such cases receipts may be taken from, and obtained by, the mail carrier or mail messenger for the outside pieces if practicable; otherwise notation shall be made on the dispatching records showing to whom and when the article was delivered, and delivery made in the presence of a witness, if practicable.

Pouching to R. P. O. and H. P. O.

105. On routes over which there is railway or highway post office service, registered matter shall be pouched or delivered to the clerk in charge. It shall not be sent in a direct pouch labeled to a post office on the route, or by a train which does not carry a postal transportation clerk, without special authorization.

106. Hand-to-hand receipt obtained.—When practicable, registered matter shall be delivered direct, and hand-to-hand receipt obtained on the authorized record. When hand-to-hand receipts cannot be obtained, signatures shall be obtained on a registry dispatch receipt card or coupon of the manifold bill.

107. P. T. S. clerks to call at post office for registers.—Postal transportation clerks before leaving a terminal post office shall apply for, receive, and receipt for all registered pouches, sacks, jackets, and single pieces to be dispatched by their lines.

108. Pouching to routes over which there is no R. P. O. service.—On railroad or steamboat routes over which there is no railway or highway post office service, registered mail shall be dispatched in pouches which contain the ordinary letter mail, labeled in accordance with special orders.

109. How dispatched.—Postmasters at offices on railroad or powerboat routes having only closed-pouch service shall place their registered mail in pouches labeled to offices at terminals of such routes, or to junction offices connecting with railway or highway post offices; but registered mail for intermediate offices on the routes shall be included in any direct pouches which postmasters make up for such offices. Where trains on branch lines of railroads have direct connection with railway or highway post offices, registered mail may be included in direct pouches labeled to the railway or highway post office by postmasters at offices located on the branch lines, and be transferred without passing through the junction office, when so ordered by the proper official of the Postal Transportation Service.

110. Bulky or fragile articles for catcher stations.—Bulky or fragile registered articles liable to be damaged or to damage other mail if thrown from moving cars, shall not be sent to railway post office trains which do not stop at the post offices of dispatch or to which the articles are addressed, if they can be dispatched to railway post office trains that do stop at such offices. Postal transportation clerks receiving such registered articles for stations at which their train does not stop shall dispatch them at a station which will permit the most expeditious handling of the matter by another railway post office train, or in charge of railroad employees if no railway post office train stops at the catcher station. In such cases the registered matter shall, if practicable, be enclosed in a locked mail bag addressed to the post office at which it is put off, and the postmaster at that office advised, on a registry dispatch receipt card or manifold bill, of the reason for such dispatch. The bill or receipt shall describe the matter as outside pieces when it is dispatched outside of a locked mail bag. If close train connections or the weight or bulk of the matter make it impracticable to take it to the post office at such place, it may be left at the station in the custody of the railroad company if of nominal value, in which case it should be billed and dispatched to another railway post office train or to the post office of destination.

111. In catcher pouches.—In making dispatches in catcher pouches, registered articles shall be placed in the bottom of the pouch, so that when the pouch is hung the registered mail will be in the portion of the pouch next to the top of the mail crane. Registered mail containing matter of a fragile nature is not to be dispatched in catcher pouches.

112. Failure to catch pouch.—The person who hangs the pouch on the crane shall watch it until it is caught by the passing train. If the pouch is not caught he shall deliver it to the post office and the postmaster shall report immediately the failure, to catch the mail, to the district superintendent of the Postal Transportation Service, giving the probable cause of failure.

Offices on Star or Mail Messenger Routes

113. Postmasters at offices on star or mail messenger routes and at a distance from a railway or highway post office line shall not send registered matter in through pouches direct to a postal transportation clerk if other offices intervene, even though ordinary mail is so sent. Such registered matter shall be sent in the regular way pouch. Registered articles on a star route, except those passing between authorized brass-lock or rotary-lock exchange offices, shall be placed in one locked way pouch.

Postmasters on star routes shall dispatch registered matter by the route which offers

the best security, railway and highway post offices always being preferred.

If unusual delay results from sending matter by one route in preference to another, a report of the facts shall be made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

Station Dispatches

114. (a) The instructions governing the treatment and transmission of registered mail at and between post offices shall apply to the treatment and exchange of such mail at and between branches and stations as far as practicable.

(b) When registered matter is dispatched from the main office to a station, and is descriptively recorded on the main-office-to-station bill, it need not be descriptively re-entered on the delivery book or other delivery record at either the main office or station.

(c) Registered jackets enclosing matter directed for delivery at any branch post office or independent station shall be addressed to such office or station. The name of the post office to which such branch post office or independent station is attached need not appear, except when an independent station which is not a branch post office is designated by a letter only.

(d) Registered jackets and rotary-lock pouches addressed to any independent branch post office or independent station, when received at the main office or at any branch office or station other than the one addressed, shall be treated as transit matter; but all such jackets addressed to any branch post office or any station which has not been designated as independent for the receipt and dispatch of registered mail shall be opened at the main office and the contents dispatched to the branch post office or station addressed, accompanied with manifold bill or registry dispatch receipt card.

Navy Mail

115. (a) Registered mail for United States naval vessels shall be made up and dispatched in the same manner as that for domestic destinations. Such mail shall be sent to the post office of address.

(b) Registered jackets for United States naval vessels shall be addressed to the "Navy mail clerk, U. S. _____," and endorsed "Navy mail."

(c) Postmasters making up closed registered mails for naval vessels shall enter the same on a manifold bill and enclose the bill with the registered mail.

(d) When hand-to-hand delivery cannot be effected, the exchange of registered mail between United States post offices of final dispatch and United States naval vessels shall be made in the iron lock pouches or sacks containing the ordinary mail, unless rotary-lock dispatches are authorized.

(e) Navy mail clerks shall follow strictly the book of instructions issued by the Post Office Department.

Checking and Filing Dispatch Records

116. (a) Records of registered mail dispatched in iron- or brass-lock pouches shall be filed at a central point in the dispatching unit in post offices and be checked daily to determine whether the dispatches have been satisfactorily accounted for. Such records of postal transportation clerks shall be retained by them and checked as frequently as practicable.

(b) The date of return of registry dispatch receipt cards shall be noted on the dispatch record and the cards filed according to the dates of the dispatches to which they relate. Coupons of manifold bills shall be pasted over their counterparts or, if more advantageous, filed separately after proper notation has been made on the dispatch record.

Reports of losses and failure to receive Dispatch Receipt

117. (a) When a registry dispatch receipt card or the coupon of the manifold registry bill is not promptly returned when required, a duplicate card or bill, as may be appropriate, shall be sent and the date of such action noted on the record of the dispatching office. On failure thereafter to receive either the original or duplicate card or bill coupon in the time ordinarily required, the procedure prescribed in paragraph (b) shall be followed unless the office to which the dispatch was made was the office of final destination, in which event the matter shall be reported immediately to the inspector in charge in the manner contemplated by paragraph (c).

(b) When a registry dispatch receipt card or manifold registry bill coupon covering an iron lock or brass lock dispatch is returned to the dispatching office or railway or highway post office endorsed to indicate that an article was not received, and it is found that the article is not on hand and was not billed and dispatched to an office other than the one reporting the discrepancy, or if a receipt for the dispatch has not been returned, the postmaster, or district superintendent immediately shall obtain the name and address of the addressee from the office of origin and communicate same to the office of address with an inquiry as to whether the addressee received the article. If the office of address finds that the article was not received by the addressee, that office shall make full report immediately to the inspector in charge of the division in which the dispatching office or railway or highway post office is located, report being made by telegram if there is reason to believe that the missing article was of considerable value.

(c) When the card or coupon is received from the office of final destination, reporting nonreceipt of the article, the facts shall be reported immediately to the inspector in charge of the division in which the dispatch was made, without further correspondence.

Sender's Inquiries for Registered Mail

118. (a) If requested by the sender, the postmaster shall send to the office of address an inquiry regarding the disposition of a domestic registered article, provided a reasonable time has elapsed after mailing and the sender has been advised that the article was not received or has been unable to ascertain that it was received. If the sender desires inquiry sent without compliance with these conditions, he shall pay the same fee as is charged for a return receipt requested after mailing. The stamps representing the fee shall be affixed to the inquiry and canceled by the office making the inquiry.

(b) If the inquiry is returned with the information that the registered article was not received, the provisions of the first paragraph of article 23, chapter XIII, should be complied with, or if a reply is not received within a reasonable time, a detailed report shall be made to the proper inspector in charge.

(c) If the records of the post office of address fail to show the receipt of the article, the postmaster at that office, before returning the inquiry, shall endeavor to ascertain from the addressee whether the article was received by him, either as ordinary or as registered mail, or through any other source. If it is found that the article was received but not entered upon the registry records, it shall be entered and a receipt obtained. Replies to inquiries shall be made promptly and full information given.

WITHDRAWAL OR RECALL OF MATTER

119. A registered article may be withdrawn or recalled by the sender or authorized representative before its delivery, upon identification and compliance with the following:

Before Dispatch

120. The sender shall write on his registry receipt "Withdrawn before dispatch," sign his name thereto, and surrender the receipt. The postal employee shall write or stamp "Withdrawn before dispatch" on the counterpart of the receipt in the registration book or opposite the description on Form 3807, sign his name, and paste the surrendered receipt on the counterpart, or file it if Form 3807 is used; and shall write or stamp the same words and imprint the postmark on the face of the article.

After Dispatch

121. The sender shall file with the mailing postmaster a written request for the return of the article, giving name and full address of sender and of addressee, registry number, and date of mailing. The mailing postmaster shall then request the postmaster at the office of address, by mail or telegraph at the expense of the sender, to return the article, giving the particulars necessary to identify it. The postmaster at the office of address shall return the article by registered mail without additional registry fee.

Records

122. The same records shall be made and receipts taken for registered articles recalled after dispatch as for other registered matter returned to writer, except that the articles and records shall be marked "Recalled." The request of the sender and postmaster for recall shall be filed with a note of action endorsed thereon.

REGISTERED MATTER IN TRANSIT

Transit Record

123. Each office receiving transit registered mail shall record in a transit book, or authorized substitute, all transit registered mail, including missent matter, immediately upon its arrival, unless the matter is accompanied with a manifold bill.

Registered mail of local origin shall be recorded in the transit record, unless it is dispatched with manifold bill or its dispatch is recorded on counterpart of registration receipt.

Endorsement if in Bad Condition

124. The employee receiving a registered letter or parcel, or a jacket, shall examine it carefully, and if it is in bad condition shall note on the envelope or wrapper and on the records a statement of the facts over his signature and office stamp. No "Record of transit" need be made on a registered jacket except at the office of delivery and when the mail is received in bad condition or missent.

If tags used in connection with lead-seal dispatches are torn off in transit, they shall be securely reattached to the mail from which they became separated.

Billing Matter in Transit

125. When a postal employee, upon opening an iron-lock or brass-lock pouch, finds enclosed registered matter addressed to an office, or for distribution by a railway or highway post office, beyond his own, he shall sign and return the accompanying registry dispatch receipt card or coupon of the accompanying bill. He shall then fill out a new registry dispatch receipt card, returnable to his own post office, or a manifold bill if the quantity of mail justifies, and dispatch the articles by the same mail.

Passed Pouches

126. (a) When a postmaster receives and opens a pouch which has been passed because of a defective lock, he shall retain the registered matter for the office or offices passed and enter it in his transit record. When the pouch has been passed on account of a defective key, if the postmaster has reason to believe that the mail is of considerable value, he shall retain the registered matter until he is advised that a new key has been received by the office passing the pouch, and send a registry notice to the addressee, who may call for the registered matter at the office where it is held. If the registered mail is apparently not of considerable value, the postmaster shall return it in a sealed package, by the mail carrier, to the post office by which the pouch was passed. If the pouch was passed on account of defective lock, the postmaster shall return the registered matter for the office passed in the first locked pouch sent to that office.

(b) Postmasters shall make no attempt to have defective mail keys repaired, but shall forward them to the Bureau of Facilities, Division of Mail Equipment Shops for replacement.

(c) When a postmaster is compelled to pass a way pouch unopened to the next office on the route because of defective lock or key, he shall note the fact, the cause, and the date on his transit record and advise the postmaster to whom the pouch is forwarded.

Matter for Transfer Stations

127. In making up registered mail for those offices where separate stations have been established for handling transit registered matter and for the opening of all registered pouches, sacks, and jackets containing transit registered mail, separate registered pouches, sacks, or jackets shall be used for the "city" and "distribution" matter when the quantity of registered mail justifies such action. The pouch labels shall be marked "City" or "Dis.," as may be appropriate.

Records and Receipts for Transfers

128. Receipts.—Clerks opening iron- or brass-lock pouches shall receipt, postmark, and return to the dispatching offices all registry dispatch receipt cards and coupons of manifold registry bills accompanying the registered matter. Records of incoming registered mail shall be filed at a central point in the unit opening the iron- or brass-lock pouches.

129. Manifold bills.—Receipts shall be given at the time registered mail is transferred in either direction between registry clerks and clerks in the mailing section. At the larger offices the registered articles shall be listed on manifold bills in triplicate when

this is practicable and will avoid the re-entry of the registered articles. When manifold bills are used, the registry or mailing clerks shall receipt through carbon paper, detach and retain in the registry or mailing section one sheet for proper entries thereon, such records and receipts being filed at a central point in each section.

Treatment at Terminal, Railway, and Highway Post Offices

130. At terminal offices registered matter shall be delivered direct and proper receipts obtained. When postal transportation clerks make direct connections at junction or terminal points they shall deliver to the connecting clerks all registered matter for their lines. At junction points the delivery shall be hand-to-hand, except where there is only one clerk on each of the connecting railway or highway post offices and neither can leave his car. In such cases registered matter may be included in pouches exchanged between the railway or highway post offices, if direct and immediate transfer is made; otherwise it shall be delivered direct to the postmaster or transfer clerk, or pouched into the junction post office.

Transfer of Return Registers

131. Postal transportation clerks shall transfer return ("go-back") or missent registered matter at meeting points by hand-to-hand receipt and delivery, unless it can be turned back from some other point where hand-to-hand receipt and delivery can be effected through a transfer clerk. In cases where this treatment would cause material delay, such registered matter may be pouched under the following conditions:

- (1) On railway or highway post office lines where two or more clerks are on duty, the registered matter may be pouched to any office that can advance delivery of it.
- (2) On railway or highway post office lines having but one clerk on duty, the registered matter shall be pouched only to such offices on the line as are specifically designated by the general superintendent, Postal Transportation Service.

Care in Conveying Pouches

132. In conveying matter between the terminal office, transfer office, or postal transportation terminal, and the postal car, or bus, or between postal cars in stations when not adjacent, or between any of the points named, a lock pouch shall be used (so far as the size of the packages will permit), which shall be kept in the personal charge of a postal transportation clerk, who shall accompany the vehicle on which it is conveyed.

Postmasters at terminal offices of routes on which there is railway or highway post office service shall at all times be prepared to receive and receipt for registered pouches

brought to their offices by postal transportation clerks.

Postal transportation clerks shall not deliver registered matter to employees of any railroad company, nor to mail carriers, unless specially authorized to do so.

MISSENT, MISDIRECTED, DAMAGED, UNSEALED, AND LOOSE ARTICLES

Missent Articles

133. (a) When a registered article is missent, the employee receiving it shall endorse the piece and the registry dispatch receipt card or the manifold registry bill and coupon accompanying it "Missent," sign, postmark, and return the registry dispatch receipt card or manifold registry bill coupon, and enter the article on the post office delivery book or postal transportation clerk's registry receipt book as "Missent and forwarded," showing the date of redispach.

(b) When a postmaster receives a registered pouch, sack, jacket, three or more individual articles of ordinary value, or one or more articles of exceptional value, not billed to him and obviously dispatched to him through error, he shall receipt for the matter as prescribed in article 150 of this chapter, and make immediate report by telegram, promptly confirmed by letter, to the post office or district superintendent of the railway or highway post office which missent the matter. Instances of missending less than three individual articles of ordinary value shall be reported by letter only. Postmasters shall also report such irregularities by letter, to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

(c) In all instances where an employee having custody of registered matter of apparently exceptional value, known as bank or money packages, misses a connection or inadvertently carries such a package by the office of destination, he shall make report by telegraph to the office of destination at his earliest opportunity. Where packages are included by the office of dispatch in a rotary-lock pouch labeled to a connecting line and the names of the offices of destination are not therefore available, the pouch should be opened if the clerk has a rotary key and the procedure as outlined above followed. If a clerk has no rotary key, the telegraph notice shall be addressed to the office making up the rotary-lock pouch. Like report shall be made by the first employee receiving such matter as a result of missending.

Misdirected Articles

134. *First class.*—Unaddressed, insufficiently addressed or misdirected registered matter of the first class received in a post office shall be recorded as "Returned for proper directions," giving the date, and

returned to the mailing office so marked. However, if the time prescribed for retention of the article permits, it shall be held and the mailing postmaster requested to ascertain what disposition the sender desires made of it. If the postmaster has positive knowledge of the correct address he shall dispatch the article to that address and make appropriate record of the action taken. When the name of the mailing office is unknown the article shall be sent by registered mail to the dead letter branch. Postal transportation clerks will turn such registered articles in to the postmaster at the terminus of the run for treatment.

135. *Other matter.*—A misdirected or unaddressed article prepaid at other than the letter rate shall be recorded in the manner prescribed for first-class articles, and the sender notified to send stamps to prepay return or forwarding postage, unless he has pledged payment of return postage, in which case it shall be returned.

136. *Packages of stamps or other stamped paper.*—Postmasters on receiving a registered package of stamps, stamped envelopes, postal cards, or other stamped paper bearing an incorrect or imperfect address shall record it on the delivery book or other authorized form, hold it, and at once notify the Bureau of Finance, Division of Stamps and Philately, giving the registry number, date of postmark, post office of origin, and full address on the package, and await instructions. When the package is disposed of, such disposition shall be noted on the record.

Damaged Packages of Stamps and Stamped Paper

137. Registered packages of stamped paper which become damaged shall be securely rewrapped and sealed at the post office where the damage is discovered. A registered jacket, plainly marked "Registered postage-stamp package," "Registered postal-card package," or "Registered stamped-envelope package," as may be proper, shall be pasted to the new wrapper, and be numbered, postmarked, and addressed precisely like the original label attached to the package. The inscription "Placed under cover at _____" shall also be marked on it.

The package shall then be recorded upon the transit book or other authorized record, whereon a note of the facts as to the damage and the re-enveloping shall be made, and the article sent to its destination. In every case a report of the facts shall be made to the Bureau of Finance, Division of Stamps and Philately.

Any postal transportation clerk who receives a damaged package of stamped paper shall deliver it for treatment to the postmaster at the terminus of his run.

Unsealed Articles

138. (a) If a registered letter arrives unsealed, it shall be endorsed "Received unsealed" over the signature of the receiving postal employee, and officially sealed. Employees shall observe the sanctity of the seal and not read or inspect correspondence contained in a damaged or unsealed first-class registered article further than is actually necessary to verify any valuable contents. (See art. 185 of this chapter for delivery of bad order articles.)

(b) When a letter or parcel originally sealed (including those opened by mistake) is unsealed or open when restored to the registered mails for any reason, so that any of the contents is accessible, the person who opened the article or the person who returned it to the Postal Service shall endorse it over his signature to show by whom it was opened. The postal employee to whom the article is returned shall examine the contents in the presence of the person returning the article, and note on the envelope over his signature the amount of any money, bonds, or similar matter, or the character and number of articles of jewelry or similar matter, found in the letter upon its restoration to the Postal Service, and shall make note if any of the original contents of this character is apparently missing. The article shall be promptly reenclosed in a penalty or bad-order envelope (No. 87 or No. 103), and if this is done by an employee other than the one who received the article back into the Postal Service, he shall also certify on the opened envelope as to its valuable contents at the time the article is reenclosed by him and resealed. The new envelope shall bear all the information and markings of the original envelope and be endorsed "Have this examined on delivery." Brief note of the facts shall be made on the proper record.

Bad Order Articles

139. **Notation of contents.**—Registered letters (including articles originally sealed) received unsealed or in bad order shall be marked to that effect by and over the signature of the first employee who notes that the article is in such condition. If the article is open, or is damaged to such an extent that any of the original contents may have been lost or removed, and it appears that the article contains or originally contained money, bonds, jewelry, or similar matter, notation shall be made on the envelope or wrapper to indicate the value of such money, bonds, checks, or drafts, or the number and character of articles of jewelry or similar valuable matter actually found in the letter by the postal employee first noting its unsealed or damaged condition, if the article is in such condition that the information is obtainable without further

mutilation of the envelope. If none of the valuable contents which apparently were originally in the article is found therein, note to this effect shall be made on the envelope.

140. **Reinclosure.**—The article shall then be reenveloped without delay in a special registry "bad order" penalty envelope (No. 87 or No. 103), or in an ordinary official penalty envelope if No. 87 or No. 103 is not available. The new envelope shall be securely sealed and addressed, numbered, and postmarked like the original envelope (which shall not be removed), marked "Have this examined on delivery," and recorded in the proper record. Any endorsement or other indication on the original envelope restricting delivery, requesting return receipt or showing that the article is for special delivery, shall also be noted on the new envelope.

141. **Slightly damaged articles.**—If an article in bad order is so slightly damaged that it is improbable that any of its contents could have been lost or removed therefrom, it shall be marked "Received in bad order" by and over the signature of the first employee who notes the damage, and the article promptly repaired by means of official sealing stamps or reenclosed in a penalty envelope as described above if sealing stamps are not available. The postmark and full name of the employee repairing the article shall be placed on it in such a manner that an impression of the stamp and the writing of the name will appear partly upon the sealing stamp and partly upon the envelope of the article. When sealing stamps are affixed to a damaged letter in such a manner as to adhere to both sides of the envelope, the impression of the postmarking stamp and the signature of the employee repairing the article shall be placed on both sides of the envelope so as to appear partly on the sealing stamps and partly on the envelope.

142. **Record of condition.**—In recording an unsealed or damaged article, the employee who reencloses or repairs it shall make note of its receipt in bad condition and of its enclosure or repair, stating particulars of presence or absence of valuable contents if known to him.

143. **Rewrapping of large articles.**—When an article too large for enclosure in an envelope is received in bad order at a post office, it shall be rewound and a split bad-order or other penalty envelope pasted thereon, and the article treated in other respects in the manner outlined for damaged or unsealed articles. Such an article received in a railway or highway post office may be enclosed, if practicable, in a registered jacket bearing the endorsement required for a penalty envelope; otherwise it shall be turned in at the terminus of the clerk's run to be rewound at the post office.

Matter Found Loose in Pouch or Sack

144. (a) When money or other small articles are found loose in a pouch, sack, or jacket in which only one damaged registered article is contained, it may be assumed, in the absence of evidence to the contrary, that the money or other article belongs to the damaged registered piece. Both the damaged registered piece and the money or other article shall be placed in a "bad-order" or ordinary penalty envelope. When the piece is delivered it shall be opened in the presence of the delivering employee for the purpose of ascertaining whether the money or other article belongs to the damaged piece. If it is found that the money or other article does not belong to the piece with which it was placed, it shall be disposed of in the manner directed in chapter VI, article 175.

(b) If a registered jacket or rotary-lock sack or pouch contains loose money or other matter not enclosed in an envelope, the receiving postal employee shall note all the particulars on the bill and coupon accompanying the mail, have the statement signed by two witnesses, if possible, and postmark and return the coupon to the dispatching office.

(c) If received at a post office and the enclosure is a postal or money order remittance, the postmaster shall receipt for it and make proper disposition thereof.

(d) When there is anything connected with the loose matter to indicate without doubt the name and address of the person for whom it is intended, the matter shall be carefully enclosed and sealed in a penalty envelope, addressed, and delivered as prescribed in article 140 of this chapter. A report of the case shall be made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, except in the case of foreign mail, when the report shall be made to the Bureau of Transportation, International Service.

(e) If a postal transportation clerk is in doubt as to the name and address of the person for whom the matter is intended, he shall deliver it to the postmaster at the terminus of his run. If the postmaster is in doubt as to the ownership of the matter, he shall report the facts to and await instructions from the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, in the case of domestic mails, and from the Bureau of Transportation, International Service in the case of foreign mails.

TREATMENT AT OFFICE OF ADDRESS**Opening and Checking**

145. **Witnessing.**—Every postal employee who opens an iron- or brass-lock pouch or a sack containing, or reasonably believed to contain, registered mail, or a registry jacket or rotary-lock pouch shall if practicable

have a witness to the removal of the registered mail. Immediately after removal of the registered mail the employee and witness shall check each piece against the corresponding entry on the manifold registry bill or registry dispatch receipt card. Registered mail shall be checked and received for before distribution is attempted of any ordinary mail in the pouch or sack.

146. **Receipting for contents.**—The employee opening the iron- or brass-lock pouch or sack shall sign the accompanying registry dispatch receipt card and write, in words, in the space provided therefor, the total number of articles described in the receipt and received by him, postmark the receipt on the address side with the date he received the matter it described, and return it by next mail. If blank lines or spaces are left on the registry dispatch receipt card, waved lines shall be run through the blank lines or spaces by the receiver, and the irregularity reported to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

If a manifold registry bill accompanies the mail, the bill shall be properly completed and the coupon signed, postmarked, and returned in an official penalty envelope. The total number of articles received shall be noted on the bill and coupon in figures instead of words, but the coupons shall not be returned for correction simply because the total is entered in words.

Before signing the receipt, the employee shall correct any errors which it may contain, and note upon it any irregularities observed in connection with the articles described therein.

Ordinary mail shall be examined carefully to ascertain whether any unrecorded registered mail has been included therewith.

147. **Jackets.**—In opening a registered jacket it shall be cut at the end so as not to detach any part of it. The articles removed from the jacket shall be checked against the corresponding entries on the bill, which shall be signed, postmarked, and filed. Jackets bearing evidence of tampering, or in connection with which irregularities or discrepancies were noted shall be filed for 6 months or longer if considered necessary. Opened jackets in connection with which no irregularities or discrepancies were found shall be disposed of as waste immediately after careful examination, by another employee if practicable, to see that no mail is left therein.

148. **Examination, backstamping, and recording.**—Registered articles shall be examined as to their condition, backstamped once over the flap of the envelope to show the post office, State, and date of receipt, and recorded immediately in the delivery book or other proper record. Official registered matter addressed to a postmaster

shall be recorded and receipted for the same as other registered mail.

149. Articles billed but not received.—When a registry dispatch receipt card or manifold registry bill covering an iron- or brass-lock dispatch is not accompanied with all the articles described thereon, there shall be marked opposite the entry of any missing article the endorsement "Not received," and the missing article or articles described on the coupon of the bill, which shall be similarly endorsed. The card or coupon shall be returned immediately to the dispatching post office or railway or highway post office. At the same time nonreceipt of the matter shall be reported by letter to the dispatching office or railway or highway post office, such report to be made through district superintendents where postal transportation clerks are involved. The pouch label shall accompany the report and be endorsed by the opening clerk and witness. The label shall be preserved for use in connection with investigation of the shortage.

150. Missing or incomplete dispatch bill or card.—(a) When a registered article is not accompanied with a registry dispatch receipt card or manifold bill, one shall be filled out, signed, postmarked, and sent promptly to the postmaster or postal transportation clerk who dispatched the article. If the dispatch card or bill accompanying an article is not properly filled out, it shall be completed or a new one made out, signed, postmarked, and the card or coupon returned. Written report of these irregularities shall be made by postmasters to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

(b) If an article is irregularly received, unaccompanied with a registry dispatch receipt card or manifold registry bill and under such circumstances as to indicate that it may have been erroneously dispatched, a registry dispatch receipt card or manifold registry bill shall be supplied by the first employee receiving the matter through irregular channels and sent to the employee who made the dispatch, if known, and report made as indicated in article 133 of this chapter. If it is not known by whom the article was irregularly dispatched, report shall be made to the general superintendent, Postal Transportation Service, of the division in which the post office or railway or highway post office is located.

Station Registrations for Local Delivery

151. Registered matter dispatched from one station to another of the same office for delivery without passing through the main office shall be recorded at the delivery station on the delivery record, and if delivery is made by carrier his receipt shall be taken on that record. The same procedure shall be followed where mail is registered at a delivery station for delivery therefrom.

Registered Articles Found in Ordinary Mail

152. Removal.—A registered article, whether of domestic or foreign origin and regardless of its condition, found in the ordinary mail not marked "Not in the registered mail," shall be removed from the ordinary mail wherever found, backstamped, endorsed as to its condition, and repaired or reenclosed when in bad condition, and given the safeguards provided for registered mail. Report of the finding shall be made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, except in cases of international mail, when report shall be made to the Bureau of Transportation, International Service.

153. Recording and disposition.—The article shall be marked "Removed from the ordinary mail and registered," and recorded to show original number, office and State of origin, names and addresses of sender and addressee, amount of postage and fee borne by it, amount of any deficiency collectible upon delivery, condition if not good, and when and by whom found in the ordinary mail. The article shall then be disposed of as registered mail.

154. Found at the office of address after delivery.—If a registered article is found in the ordinary mail at the office of address after proper delivery, inquiry shall be made of the person whose receipt is held to ascertain why the article is in the ordinary mail, the article redelivered or otherwise properly disposed of, and the receipt originally obtained marked to show the action taken.

155. When new registry fee required.—If a registered article once properly delivered is reregistered it shall be endorsed "Registered after delivery," and a new registry fee and any surcharge properly collectible shall be charged and additional postage if this would be required were it ordinary mail. The registry fee and any surcharge properly collectible and any necessary additional postage and surcharge if not supplied by the addressee or agent shall be collected from the sender upon return unless prepayment of postage is required.

156. When registry fee need not be prepaid.—(a) Any registry fee required when forwarding or returning a registered article found in the ordinary mail or presented for reregistration by other than the addressee after proper delivery need not be prepaid. If the registry fee is not prepaid, the article shall be marked "Collect ----- cents on delivery" or "Collect deficiency on delivery." The article shall be dispatched to its destination as registered mail provided any required postage is prepaid or if postage would not be required were the article ordinary mail.

(b) However, where the required registry fee has not been prepaid and the article is to be returned to the sender, the post-

master shall advise the sender that the article is held, stating the amount of the additional registry fee and postage (if any) required for returning it. If there is insufficient time to communicate with the sender, and prepayment of postage is not required or is required and has been prepaid, the article should be dispatched to destination, endorsed to show that the deficiency in registry fee and any other charges applicable are to be collected upon delivery. If the article requires prepayment of additional postage before forwarding or return and the additional postage is not prepaid, the article shall be marked "Remailed after delivery—Not registered," and disposed of as ordinary mail. Such action shall be taken in these cases as will result in the collection of any additional surcharges required for registered articles remailed after proper delivery.

157. When to be refused or reenclosed.—A sealed article presented for reregistration bearing evidence of having been opened, resealed, tampered with, or which is otherwise in bad order, shall be refused until reenveloped by the patron. In such case additional postage, registry fee, and any surcharge properly collectible shall be collected before dispatch. If the patron refuses to comply with these requirements and the article is later found in the ordinary mail, it shall be withdrawn therefrom, appropriately endorsed, and given the safeguards required for registered mail.

158. Registration receipt.—A descriptive registration receipt shall be issued to the person presenting for reregistration a registered article once properly delivered, which shall show by whom the article was presented, postmark of issuing office, original number, name of original mailing office, names and addresses of original sender and addressee, and be marked "Reregistered after delivery," followed by notation showing the amount of any additional postage, fees, and surcharge collected or collectible upon delivery. When such an article is returned to a letter carrier and subsequently delivered by him to the post office or a station, receipt shall be issued to the carrier on Form 3868, the receipt and office record to show that the article was returned after proper delivery. Such notations shall be made as will connect the delivery record of an article reregistered after proper delivery with the record of the article made upon reregistration.

159. Disposition when refused.—If neither the addressee nor the sender will accept an article removed from the ordinary mail and reregistered and pay the additional fee, surcharge, and postage, if any, required, the article shall be disposed of as undeliverable.

160. Endorsement when reregistration not desired.—If the sender of any registered article does not desire it registered if forwarded or returned after proper delivery, he may endorse the article, when mailed, "Do not reregister after proper delivery." When such article is remailed after proper delivery it should be endorsed "Remailed after delivery—Not registered," unless the person presenting it, or the addressee or his authorized representative, requests reregistration and prepays the fee and any postage required.

If for proper reason any article once registered is forwarded or returned in the ordinary mail, it shall be marked "Remailed after delivery—Not registered." When such articles are received from depot letter boxes or are deposited in railway or highway post offices, postal transportation clerks shall make the required endorsement thereon.

161. Delivery office records.—Offices to which articles removed from the ordinary mail and registered and articles reregistered after proper delivery are forwarded or returned marked to indicate that additional registry fee and postage, if any, is required, shall keep such record as will show that the articles were removed from the ordinary mail and registered or remailed after delivery, how they were disposed of, and the amount of any additional fee, surcharge or postage actually collected on any particular article.

Undeliverable as Addressed

162. (a) When a "fraud order" has been issued by the Postmaster General, the postmaster at the office to which it is specifically directed and no other shall return to the senders thereof all registered mail addressed to the person or concern named in the order. Such mail shall be marked "Fraudulent: Mail to this address returned by order of Postmaster General."

(b) When a domestic registered article is known to be undeliverable as addressed, the postmaster at the office of address shall, if the time limit for the return of the article will permit obtaining a reply, notify the sender on Form 3858 of the reason for inability to effect delivery, and shall comply with any proper directions received as to the disposition of the article.

(c) If the sender desires to have the held article forwarded, returned, or otherwise disposed of, he should complete appropriately the Form 3858 and transmit it under cover to the postmaster at the office of address, prepaying postage at the first-class rate.

(d) When a domestic registered article of local origin is known to be undeliverable

as addressed, the postmaster shall communicate with the sender, if the period specified in the return request of the sender will permit, to ascertain what disposition the sender desires made of the registered matter.

Short-Paid Matter

163. (a) When domestic registered mail is delivered to the addressee or to the sender, and the postage and registry fee have not been fully prepaid, the postmaster shall collect the deficiency upon delivery. The stamps affixed to the article shall be applied to the postage required and the remainder, if any, to the registry fee. If the amount of registry fee is not known, the article shall be considered as having been registered for the minimum registry fee.

(b) When the addressee refuses to pay the deficiency, first-class matter shall be returned to the sender immediately. Second- or third-class registered matter bearing the pledge of the sender to pay return postage shall likewise be returned, rated with the postage chargeable for its return. Second- or third-class matter not bearing the pledge of the sender to pay return postage shall be held and the sender notified on Form 3540 to furnish required postage.

(c) Registered matter addressed to Government officials without prepayment of the registry fee shall be delivered and the dispatching postmaster notified to supply the deficiency. Upon receipt of the registry fee, stamps for the amount shall be attached to the report of short-paid matter and canceled.

(d) Reports of the receipt of short-paid registered mail shall be made on the form furnished for the purpose.

Notice of Arrival

164. Postmasters shall promptly notify the addressee, on Form 3849, of the arrival of registered mail not deliverable by carriers. The notice shall be postmarked and delivered through the regular channels of the addressee's ordinary mail. If the article is not delivered within 3 days and the maximum period for which it may be held permits, a second notice, so marked, shall be served in the same manner and the article endorsed "Second notice." The dates on which such notices are issued shall be noted on the article.

When it is necessary to send a notice to a hotel or the like, where mail is ordinarily subject to scrutiny by those not entitled to receive the registered matter, it shall be transmitted in a sealed penalty envelope.

Form 3849 bearing delivery or forwarding orders shall be retained on file in the post office.

Return Receipts

165. Record and signature.—When a registered article is received for delivery accompanied with a return receipt or marked to indicate that such receipt was requested by the sender, the letter "R" shall be placed opposite the entry of the article on the proper delivery record. Both the delivery record of a registered article and the return receipt if requested, shall be signed by the person accepting delivery, and they shall show the actual date of delivery. The person receiving for the article shall be requested to write or stamp such date on the registry return receipt card. If this request is not complied with, the postal employee shall write or stamp such date on the card. When the quantity of registered mail justifies, a stamped signature showing the names of both the addressee and his agent may be authorized, provided the addressee assumes responsibility for any improper use of the stamp. When unrestricted registered mail is signed for by an authorized agent of the addressee, the names of both addressee and agent shall appear in the proper spaces on the return receipt.

166. Endorsement showing where delivered.—A carrier making delivery of a registered article for which the sender has requested a return receipt to show the address where delivery is effected, shall show the complete address at which delivery is made on the return receipt below the signature of the addressee or his authorized representative. When such article is delivered at the post office the delivering employee shall endorse the return receipt form "Delivered at post office" or "Delivered at _____ Station," naming the station.

167. Return of receipt.—The return receipt, after being properly completed and postmarked with actual date of delivery, shall be mailed promptly to the sender of the article.

168. When receipt does not accompany article.—If no registry return receipt accompanies a registered article marked "Return receipt requested" or "Return receipt requested showing address where delivered" or with words of similar import, the delivering employee shall prepare a return receipt and treat it as though it had accompanied the article. If a domestic registered article does not bear a request for a return receipt but is accompanied with a properly addressed return receipt card, a receipt shall be obtained thereon and the card mailed to the sender. If the charge for the return receipt was not prepaid by the sender, delivery shall not be delayed, but the return receipt shall be obtained and sent under cover to the postmaster at the office named in the address of the sender, and the charge collected upon delivery of the receipt to him.

DELIVERY OF REGISTERED MAIL

169. The instructions regarding delivery of ordinary mail are applicable in the delivery of registered mail, except as provided in this chapter.

Delivery Receipts

170. (a) Receipts to serve as the post office record of delivery shall be taken for all registered mail delivered. Forms 3849 ordinarily should be used for this purpose. The delivery book (Form 3850) also may be used where advantageous, particularly at offices of the third and fourth classes, for registered articles delivered at the post office. Where firms or other patrons customarily receive an average of three or more registered articles at one delivery, firm delivery bills (Form 3883 or 3883a) should be used. The dates of delivery and the names of the delivering employees shall be shown on all delivery receipts.

(b) When delivery of a registered article properly is made to the representative of the addressee, the person accepting delivery shall enter on the delivery receipt, in the spaces provided therefor, the name of the addressee as it appears on the article and shall sign his name below.

(c) Delivery receipts on Form 3849 shall be filed daily at first- and second-class offices by the last two digits of the registration numbers. At offices of the third and fourth classes using Form 3849 as a delivery receipt, such receipts shall be filed daily, arranged alphabetically according to the names of the addressees.

Persons to Whom Delivery May Be Made

171. Registered mail the delivery of which has not been restricted by the sender or addressee may be delivered:

(1) To the addressee. If the addressee is dead or insane, delivery may be made to his legal representative.

(2) To a person authorized by the addressee in writing to receive it.

(3) To the person, firm, corporation, association, or institution in whose care it is addressed.

(4) To such person other than the addressee as the sender, after mailing, directs in a written order verified by the postmaster at office of mailing. Deliveries of this character shall not be made on telegraphic orders, but articles described in such orders may be withheld from delivery pending receipt of a duly certified written order from the sender. The names of the addressees of articles so delivered shall not be changed.

(5) To any responsible person (see pars. (6) and (7) of this article) to whom the addressee's ordinary mail is customarily delivered, including the authorized repre-

sentative of a club, fraternity house, or similar institution of good standing. In the absence of a written order from the sender or addressee, mail addressed to a guest at a hotel, occupant of an apartment house, or the like shall not be delivered to proprietor, manager, or clerk, unless addressed in his care or in care of the hotel or apartment house; except that if the duly authorized agent of a hotel or apartment house has signed and filed with the postmaster the prescribed agreement to assume responsibility for the proper care and disposition of registered matter for the guests or occupants and agrees to keep proper record of the same, registered matter, when delivery has not been restricted, addressed to hotel guests or occupants of an apartment house may, without a written order from the sender or the addressee, be delivered to such authorized representative. The hotel or apartment house shall designate in writing the person or persons to whom the registered matter is to be delivered.

(6) Registered mail addressed for delivery to persons at Y. M. C. A.'s, Y. W. C. A.'s, Salvation Army Shelters, Missions, and the like is properly deliverable, without written orders from the senders or addressees, to such persons as are authorized to receive mail for the places addressed or, in the absence of such authorization, to any responsible persons who customarily receive the ordinary mail of such institutions. If any such institutions operate hotels, registered mail addressed for delivery thereat shall be treated strictly in accordance with the provisions of paragraph (5) of this article.

(7) In the absence of knowledge to the contrary, the following should be regarded as responsible persons within the meaning of paragraph (5) of this article: Adult members of the addressee's family; his employees in a clerical or supervisory capacity; and the proprietor or manager of a private lodging house in which he resides. Careful inquiry shall be made to determine whether the address given comes within the definition of a private lodging house.

NOTE.—A private lodging house within the meaning of these instructions ordinarily is considered a private home within which the addressee resides and where the lodgers are in a general way selected, as distinguished from a public lodging house which is open to any and all who may apply for accommodations, frequently transients, and at which it seems reasonable to presume that the registered mail of the addressee would not receive the same care and attention as would be accorded it by those in charge of a private home in which the addressee resides.

Discretion must be exercised, however, in the delivery of registered mail. For in-

stance, if there is reason to believe that the person or institution to whom delivery of registered mail may be authorized is not such a responsible person or institution as would care for and properly dispose of it, delivery should not be made except to the addressee or person in whose care it is addressed, or to a representative of either, authorized in writing to receive it, or in compliance with a written order from the sender verified by the postmaster at the sender's address.

No exception shall be made to the rules governing the delivery of registered mail because of relationship of any nature between the addressee and any person claiming the mail.

Persons to Whom Delivery Shall Not Be Made

172. No registered mail addressed to others shall be delivered to the following persons unless they are authorized in writing by the addressee to receive it; minors, janitors, laborers, messengers, elevator operators, and house servants.

Identification

173. Identification shall always be required if the applicant for registered mail is unknown. He shall not be allowed even to examine it until his identity as a person entitled to receive it is established; and when identified as such, shall not be permitted to open the envelope or wrapper until the mail has been delivered and the necessary receipts obtained. In case of doubt as to the sufficiency of the evidence of identity offered, instructions shall be obtained from the Department. Before delivering registered mail based on information obtained as the result of directory service, care shall be exercised to see that the recipients of the registered articles are the persons for whom they were intended by the senders.

Delivery Restricted by Sender

174. To addressee or order.—Mail endorsed "Deliver to addressee or order," or with words of similar import, shall not be delivered except to the addressee or on his written order.

175. To addressee only.—Mail endorsed "Deliver to addressee only," or with words of similar import, shall not be delivered to any person except the addressee, not even on his written order. If personal delivery cannot be made, the mail shall be treated as undeliverable. Mail so endorsed, addressed to a firm, corporation, institution or the like shall be delivered to the person duly authorized by the addressee in writing to receive registered mail so addressed. The person signing for such registered matter shall add the words, "Authorized agent" below the signature; or, if delivery is made to an official or member of the firm, he shall

indicate his title after or below the signature. The word "Personal" is not to be construed as an endorsement so restricting delivery. Directions to deliver only to the addressee cannot be observed when registered mail is addressed to the President, Vice President, or ex-Presidents of the United States, heads of departments or bureaus of the Government, Justices of the Supreme Court of the United States, Senators or Representatives in Congress, Governors of States or Territories, or to the diplomatic representatives of governments. Mail so addressed when marked "Deliver to addressee only," or with words of similar import, shall be delivered to the addressee or on his written order. Matter which cannot be delivered as restricted must be returned to the sender endorsed "Cannot deliver as restricted."

176. Articles addressed jointly to more than one person.—(a) When registered articles are addressed jointly to two or more persons and delivery has been restricted, the addressees shall be notified to be present to accept delivery together, and the receipts obtained shall be signed for by all the addressees. The registered article may then be delivered to any one of the several addressees, unless objection is made by any of the addressees, in which case delivery shall not be made until the addressees indicate in writing which of their number shall receive the article.

(b) If restricted articles are so addressed as to indicate that delivery may be made to any one of the addressees, such as "Mr. or Mrs. John Doe," or "John, Henry, or Mary Doe," delivery may be made to any one of the addressees and the receipts shall be signed as if the articles were addressed to the person to whom delivery is effected.

Delivery Restricted by Addressee

177. The addressee of registered mail may, upon payment of the prescribed fee, restrict its delivery by filing at the post office of address directions in writing, stating to whom delivery may be made, and such directions shall be strictly observed. When delivery of a registered article is restricted by the addressee, notation to that effect must be placed on the records of the office of delivery.

Verification of Unknown Signatures

178. Unknown signatures on written orders for the delivery of registered mail shall be verified before acceptance. Standing orders shall be complied with until countermanded in writing or positively known to be inoperative.

Matter Addressed to Minors and Students

179. Registered mail addressed to a minor living with or under the control of

parents, or dependent on them for support, or under control of a guardian, is subject to the parents' or guardian's control unless delivery is restricted. In such cases, if delivery is forbidden by parents or guardian, the mail shall be so endorsed, and treated as undeliverable.

Registered mail addressed to students who are not minors at a college or similar institution, the delivery of which has not been restricted by the sender or addressee, may be delivered to the authorized representative of the institution. If a student is a minor and has been placed in charge of the principal by his parent or guardian, and the rules of the institution provide that the principal shall have control of mail addressed to such students as are minors, registered mail, the delivery of which has not been restricted by the sender, shall be delivered in accordance with the order of the principal. If the principal does not have authority from the parent or guardian to control mail of minor students placed under his care, such mail shall not be delivered to the principal or other representative of the institution against the wishes of the student or his parent or guardian, but may be delivered to the addressee in the absence of any objection from the parent or guardian. In case of doubt as to proper delivery, the matter shall be submitted to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, with a full statement of facts.

Matter Addressed to Officers by Title

180. Registered mail not obviously of a personal nature, addressed to a former public officer or to a former officer or employee of a firm, corporation, association, or institution by his name and former title, shall be delivered as if addressed to the person holding the title or performing the duties of the office. If because of unusual circumstances a postmaster is in doubt as to the correctness of such delivery, he shall retain the registered article and promptly obtain through the mailing postmaster a written statement by the sender as to his intention, and dispose of the mail accordingly.

Matter for Deceased Addressee

181. If delivery has not been restricted by the sender, registered mail for a deceased addressee may be delivered to his legal representative. If there is no legal representative, it shall be returned to sender endorsed "Deceased," unless he, through the mailing postmaster, directs delivery to another person. If there is no legal representative and the article is claimed by a relative of the deceased addressee, such relative may be furnished with the name and address of sender.

Matter for Prisoners, Inmates or Employees of Institutions, and Members of Theatrical Companies

182. Registered mail the delivery of which has not been restricted by the sender or the addressee—

(a) Addressed to a prisoner, may be delivered to the officer having charge or custody of the prisoner to whom the addressee's ordinary mail is customarily delivered, or to the person acting for such officer and under his authority.

(b) Addressed to an inmate or employee of a hospital, sanitarium, asylum, or similar institution, may be delivered to the person who customarily receives the ordinary mail of the employees or inmates of such institutions; but if a committee or a guardian has been regularly appointed for such inmates, his registered mail shall be delivered to, or in compliance with the written order of, the committee or guardian.

(c) Addressed to members of theatrical companies at a theater, may be delivered to any responsible person who customarily receives the ordinary mail of the theatrical company or its members, or to any responsible person to whom ordinary mail for the theater is customarily delivered.

Matter for Military Personnel

183. Registered mail, the delivery of which has not been restricted by the sender or addressee, addressed to members of military organizations at military camps or posts in the United States proper, may be delivered, without written orders of the addressees, to the mail orderly authorized to receive such mail by the commanding officers of the military organizations in written instructions filed with the post office by the commanding officers. If in any instance the Commanding Officer declines to authorize the delivery of registered mail to a designated mail orderly, in written instructions filed at the post office, report of the facts in the case should be made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

Registered mail, the delivery of which has been restricted by the sender or addressee, shall be held at the post office or station or branch and a notice (Form 3849) shall be issued promptly. However, when the addressee is located at a point remote from the post office and it is impracticable for him to call in person, mail restricted in delivery may be delivered to authorized mail clerks upon written request of the addressee. (See ch. XII, art. 35, covering registered and insured matter to and from Merchant Marine and Military Sea Transportation Service.)

Delivery in Transit

184. Registered mail in transit to a post office receiving special supply may, in cases of emergency, be delivered from the dis-

tributing office upon the addressee's personal or written application, with satisfactory identification; but no registered mail which is marked for delivery to the addressee only shall be delivered to other than the addressee. Records of such delivery shall be retained by the distributing office. Particulars of the article delivered in transit by the distributing office shall be transmitted to the postmaster at the office of address, who shall enter the article upon his records and make a note on the records to the effect that delivery was made in transit from the distributing office.

Delivery of Bad-Order Articles

185. The delivering employee shall require the addressee or his authorized representative to open a bad-order registered article, whether repaired with sealing stamps or reenclosed, in the presence of the delivering employee by cutting the envelope at the end so as to preserve the sealing intact. If any of the contents is missing, the envelope (and the penalty envelope if reenclosed) or wrapper shall be obtained from the addressee, with his endorsement as to shortage of contents, and sent to the proper inspector in charge with report of the facts.

Examination of the contents of a damaged registered article at the office of delivery in the presence of the delivering postal employee shall not include the counting of large sums in coin or currency in registered articles addressed to banks and other financial institutions when the damage is so slight that apparently none of the enclosures could have been taken or lost from the article.

By City and Village Carriers

186. At city and village delivery offices all registered mail addressed to street and number and to persons whose addresses appear in the city or office directory shall be delivered by city or village carriers, unless requests to the contrary have been made by addressees.

187. *Articles of unusual value.*—When there is reason to believe that a registered letter or parcel contains a large sum of money, valuable securities, or other valuable matter which cannot be delivered by city, village, or rural carrier or by special delivery messenger without unusual risk, the addressee shall be requested to call for it at the post office, and the special delivery stamps or special delivery endorsement thereon, if any, may be disregarded. When a postmaster receives a number of registered articles for delivery by the same carrier on any one trip, he shall hold the registered matter for desk delivery, if in his opinion the aggregate value of the articles is such that delivery cannot be made by carrier without unusual risk.

188. Articles addressed to box holder.—When the addressee is a box holder, all of his registered mail shall be held for desk delivery, unless he requests that it be delivered by carrier.

189. Receipt for articles taken out for delivery.—Carriers shall receipt on the post office or station delivery record for all registered mail handed them at such office or station for delivery.

190. Number of attempts at delivery.—Carriers shall endeavor to deliver registered mail on the first trip after it is prepared for delivery, unless the addressee has given orders to the contrary, and, except in the case of mail deliverable by rural carriers, shall make as many efforts each day to deliver such mail as their trips will permit, unless it clearly appears after any trip that delivery by them is impossible.

After each unsuccessful trial the carrier shall write in pencil on the left end or back of the letter or parcel the reason for non-delivery, sign it with his initials and number, and leave a notice (Form 3849) at the addressee's residence, place of business, or mail box. The date the notice was issued shall be shown on the article.

191. Changing address.—Carriers shall not change the address of any registered article without proper order, nor shall city or village carriers transfer or forward registered mail except through the registry clerk at the post office or station to which they are attached. When the address is changed by a carrier he shall write his initials and number over or near the new address, and if the order was verbal, he shall so indicate.

192. When delivery cannot be effected.—When on any day it is found impossible to deliver a registered article on that date, it shall be returned to the post office. This shall be done also after the last trip each day, and after any trip which is followed by the carrier's lay-off.

The liability of the Postal Service for registered mail shall cease on its proper delivery in accordance with existing instructions.

193. Checking carrier returns.—The receipts for registered mail delivered, and the undelivered registered articles returned to the post office by city, village, or rural carriers, shall be promptly checked with the post office delivery record and prompt and proper action taken if any discrepancies are found. Form 3867, Form 3850, the delivery book, or the incoming manifold bills if more convenient, may be used on which to check the carriers' returns. A receipt on Form 3868, filled in by the carrier, shall be given city, village, and rural carriers for any undelivered registered articles and for any receipts for delivered registered articles turned in by them, such receipts to be given at the time the registered matter and signed receipts are received from the carriers.

Undelivered registered articles returned by carriers shall at each return be carefully examined and reentered on the authorized record, and every time thereafter they are taken out for delivery they shall be receipted for by the carriers.

194. Special delivery articles.—Registered letters for special delivery shall be entrusted only to adult employees of a post office, or if this is not practicable, only to sworn messengers of undoubted discretion and good judgment. Postmasters may make delivery of such letters in person.

In delivering special delivery registered mail the special delivery receipts need not be obtained in addition to the registry receipts.

By Rural Carriers

195. Registered mail addressed to a patron of a rural route.—Registered mail addressed to a patron of a rural route shall be delivered at the residence of the patron if it is not more than one-half mile from the line of travel and there is a passable road leading to it, but a carrier shall not be required to make more than one visit to a residence to effect the delivery of any one piece of registered mail.

196. Notice to be left in box.—If the addressee does not meet the carrier on the first trip, or by reason of location is not entitled to delivery at his residence, or delivery at the residence is not effected, the carrier shall place in the box of the patron a notice (Form 3849) that the patron may obtain the registered article by calling at the post office or meeting the carrier at the box on the next trip.

197. When telephone may be used to notify patron.—A rural carrier may advise a patron of his route whose residence or place of business is located more than one-half mile from the route, by telephone or otherwise, that he holds registered mail addressed to him, and that he will be at the patron's mail box at a specified time to effect delivery. But when the patron is located one-half mile or less from the route such arrangement shall be made only on initiative of the patron.

198. Articles received at intermediate offices.—Rural carriers who call at intermediate offices on their routes to receive mail for delivery to their patrons shall receipt therefor.

199. Return to office of return receipts and undelivered articles.—The rural carrier shall turn in at the distributing office or station any registered matter and signed office or return receipts for registered articles remaining in his possession when service on his route is completed. If, however, prior to his arrival at the distributing office the carrier calls at an intermediate office from which he has received registered mail for delivery, he shall turn in to that office any undelivered registered mail received there-

from, together with the office and return receipts for any such mail which he has delivered. The carrier shall also obtain and deliver into the intermediate office on his next trip any signed office receipts for registered mail which was received by him from that office and delivered, and which was temporarily left at the distributing office, but the distributing office may mail out the return receipts for such articles.

200. Exchange of matter by carriers.—When a postmaster receives a registered article addressed to his office but properly deliverable by a rural carrier attached to another office which is served by an exchange between carriers, he shall change the address on the article, as to destination only, to that of the office from which it is deliverable, and treat it in accordance with the provisions of article 201 of this chapter.

If under due authorization a rural carrier delivers registered mail to another carrier, he shall obtain receipt therefor on an appropriate record. The carrier receiving the mail shall in turn enter it in his record and secure receipt from the person to whom he makes delivery.

201. Delivery in transit.—When a rural carrier attached to an office which is served in transit by an exchange of mail between him and a carrier attached to another office receives from the latter carrier a registered article for delivery on his route, he shall, if possible, effect delivery before reaching his office. He shall also report the fact to the postmaster or authorized employee at his office exhibiting his record of the article (which shall embody the usual delivery record and particulars). Such postmaster or employee shall enter a description of the article on the delivery records of the post office or station.

Delivery From Rural Station

202. Registered mail addressed to a rural station for delivery.—Registered mail addressed to a rural station for delivery shall be held there to be called for, the usual registry notice (Form 3849) being issued, except that if the addressee is a patron of a rural route starting from such station or a route contiguous thereto, the mail shall be sent out by the carrier, unless the patron directs otherwise.

Delivery by Star Route Carrier

203. Registered mail shall not be delivered to a star route carrier unless the addressee expressly so requests in a written order filed with the postmaster.—In a case where such an order is given, the carrier is considered as the representative of the addressee, and the responsibility of the Postal Service ceases when delivery has been made to the carrier by the postmaster and the signature of the carrier has been obtained.

FORWARDING REGISTERED MAIL

General

204. Registered mail may be forwarded before it has been once properly delivered under the same provisions as for forwarding ordinary mail without additional registry fee or surcharge, and shall be treated in all other respects as registered matter.

In forwarding or returning registered mail, the postmaster shall not change the name of the addressee or sender, but shall change the address only, cross off the name of his post office but not the original mailing office registration number, plainly mark it "Forwarded" or "Returned to writer" ("R. W."), as may be proper, postmark it to show the date of such action, and dispatch the article under its original registration number. The original return receipt, if any, shall accompany the article when forwarded; otherwise the receipt shall be detached and destroyed. The delivery book or other authorized record in the forwarding office shall show when and to what office and State a given article was forwarded or when and to what office and State or country, when of foreign origin, the article was returned, and the number under which it was dispatched.

To Foreign Country

205. Articles mailed in the United States and originally addressed for delivery in the United States shall not be forwarded to a foreign country. When such articles cannot be delivered at a domestic office, they shall be endorsed with the reason therefor and treated as undeliverable.

To United States Possessions

206. Domestic registered articles originating in Alaska, Hawaii, Guam, Samoa, Puerto Rico, or the Virgin Islands, originally addressed for delivery in the United States shall not be forwarded to the Canal Zone if the stamps borne by any one registered article indicate that it was valued at more than \$100. Conversely, registered mail originating in the Canal Zone shall not be forwarded from a post office in the United States to Alaska, Hawaii, Guam, Samoa, Puerto Rico, or the Virgin Islands if there is reason to believe that the value exceeds \$100.

Air Mail

207. (a) Registered air mail weighing up to and including 8 ounces may be forwarded by air and returned by surface, without additional postage.

(b) Registered air parcel post is accepted with the understanding that the sender guarantees any necessary forwarding or return postage. Instructions of the sender appearing on registered air parcel post as

to forwarding or return by air or surface means shall be observed. If there are no such instructions, the matter shall be forwarded by air or returned by surface means, properly rated.

(c) When any registered air mail article is undeliverable as addressed, notice on Form 3858 shall be sent to the sender under the conditions outlined in article 162 of this chapter.

UNDELIVERED AND REFUSED REGISTERED MATTER

208. Undelivered and refused domestic registered mail shall be returned to sender as registered mail without payment of additional registry fee or surcharge in accordance with the following instructions:

(a) Retention period specified.—Undelivered articles bearing specific return requests of not less than 3 nor more than 60 days, shall be returned at the expiration of the period specified.

(b) Retention period not specified.—Undelivered articles not bearing specific return requests shall be returned at the expiration of:

Five days if intended for delivery by village or rural carrier; ten days if intended for box or general delivery at offices having city delivery service or for delivery by city carrier; fifteen days at offices not having city delivery service unless intended for delivery by village or rural carrier.

(c) Refused articles.—Refused articles and those the delivery of which is forbidden by a fraud or fictitious order shall be returned immediately.

(d) Return postage.—First-class, penalty and franked matter, all articles (regardless of class) the delivery of which is forbidden by a fraud or fictitious order, and articles on which air mail postage at the ounce rate has been paid, shall be returned without additional charge.

Second- and third-class matter and articles on which postage at the air parcel post rates has been paid, shall be returned at the expiration of the proper retention period rated with the postage due.

Articles at Stations

209. Undelivered registered articles at stations or branch post offices shall be held for the period prescribed in article 208 of this chapter, unless there is good reason to believe that an article is not deliverable within the territory of such station or branch, in which event it shall be returned immediately to the main office for treatment.

Held in Excess of Specified Time

210. When a postmaster has good reason to believe that undelivered registered mail of domestic origin, bearing no time limit, can be delivered properly if it is held longer than the prescribed period, he may endorse

it "Specially held for delivery" and retain it not longer than 60 days, provided a written order to that effect is obtained from the sender verified by the postmaster at the sender's address.

Matter Returned for Restoration to Sender

211. (a) When an undelivered article reaches the office to which it is sent for restoration to sender, it shall be recorded as billed, and shall be receipted for by the sender as such on the delivery record. The letters "R. W." shall appear in every record of such article. When practicable, note shall be made on the original record of the article, showing its return and date, with a reference to its new entry on the delivery record.

(b) After a registered article has been returned for restoration to the sender the addressee shall have no further control over it. After a registered article has been returned to the sender it shall not be received again in the registered mail, except when enclosed in a new envelope as a new registration.

Preparation for Transmission to Dead Letter Branch

212. When registered articles are sent to a dead letter or dead parcel post branch, they shall be postmarked with the date of sending, endorsed with reason therefor, be accompanied with duplicate lists showing the sending post office and the number and address of each letter and parcel. The lists and articles shall be placed in an official penalty envelope endorsed "Enclosing registered matter." The packet shall then be registered and dispatched as one free registered article. The contents of the sealed packet shall not be entered on the registry dispatch receipt card or manifold registry bill, but only the packet itself as made up.

Articles Originating on U. S. Naval Vessels

213. Undelivered or refused registered matter of other than the first class originating on board United States Naval vessels shall be returned through the proper dead letter or dead parcel post branch without notice to the sender, unless provision has been made for the payment of the return postage by either the sender or the addressee, in which case the matter shall be returned direct.

MISCELLANEOUS PROVISIONS

Correspondence Relative to Registry Business

214. All correspondence or other business relating wholly to matters concerning the domestic registry system shall be conducted through the office of the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, and that relating wholly to the

international registry system shall be conducted through the office of the Bureau of Transportation, Division of International Service. All papers coming into the possession of any other branch of the Postal Service or other office of the Department in connection with such business shall be referred, either entire or by copies or appropriate extracts, to the office directly in charge of the registry service, domestic or international, as the case may be; but all cases involving the loss, depredation, or wrong delivery indicating probable loss of a domestic registered article, and all inquiries for missing domestic registered matter shall be referred or reported in the first instance to the inspector in charge, while those concerning foreign registered matter shall be handled in accordance with the provisions of chapter XIII, article 23.

Responsibility for Registered Matter.

215. (a) All registered matter shall be kept separate from ordinary matter, and properly protected from accident or theft. Registered mail shall be handled, as far as practicable, only by experienced employees of known integrity.

(b) Prompt report shall be made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, by postmasters direct and by other postal officials or postal employees through proper channels, of any instance noted wherein there may be a doubt as to whether registered mail, particularly that known or presumed to be of large value, such as currency shipments, etc., is being given adequate protection either in transit or in post offices.

(c) Postmasters and other postal employees will be held personally responsible by the Post Office Department for the wrong delivery, depredation upon, or loss of any registered letter or parcel, if such wrong delivery, depredation or loss is due to negligence or disregard of instructions.

Legal Process Involving Registered Matter

216. Postmasters and other postal employees shall not surrender registered matter upon the service of process of attachment, garnishment, or other legal process. A postmaster or other employee served with such process shall make answer to the court from which it issues, setting forth his official character and the fact that the matter in dispute came into his hands by virtue of his official authority. If, after such answer, the court directs the delivery, the postmaster shall request the suspension of the order until he can communicate with the Department, by telegraph if necessary, and obtain further instructions.

A postal employee summoned to take registry records into court shall not permit them to be taken from his custody. During the absence of such records as are in current use at the post office, blank

record forms of the same kind shall be used. (See ch. XIII, art. 18.)

RECORDS, FORMS, AND REPORTS

217. Postmasters shall keep proper record of all matter registered and received for delivery, respectively. Proper dispatching and transit records also shall be maintained of all registered letters, parcels, and jackets, and rotary lock sacks and pouches addressed to other post offices.

When Special Forms Are Furnished

218. Registry books and forms of a special character not needed at all offices may be furnished upon the authority of the Bureau of Finance only, and by "special allowance" when the volume of registry business transacted warrants it, or when for other reasons the registry business would be benefited thereby.

After due authorization, books and forms with office headings may be ordered from the Bureau of Facilities, Division of Equipment and Supplies.

Records of Discontinued Office

219. All books, blanks, and other papers relating to registry business received by a postmaster from any discontinued office shall be kept by him as a part of the records of his office.

When a post office is discontinued and made a station of another post office, all books, blanks, and other papers relating to the registry business of the discontinued office shall be turned over to the designated postmaster, who shall continue their use at that station, making a notation in the books to show where the record of the discontinued post office stops and that of the station begins.

Statistics—Domestic Registered, Insured, and C. O. D. Mail

220. The statistics listed below will be called for by the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, at the close of each fiscal year, June 30. Postmasters at first-, second-, and third-class offices shall keep such records as will enable them to furnish these statistics. Card (Form 3848) on which to report this information will be furnished without requisition about July 1 of each year. Care should be exercised to see that correct figures are entered in each item called for on the card, and that the report includes all articles sent as domestic registered, insured (including those insured at the minimum fee), or c. o. d. mail, not only at the main office but at all branches and stations, including contract stations, and those accepted by carriers, during the fiscal year. Frequently the series of numbers assigned to branches and stations and to busi-

ness concerns are entirely used several times a year and postmasters shall see that all such mailings are included. Postmasters at offices of the fourth class are not required to render annual statistical reports covering domestic registered, insured, and c. o. d. mail. They shall, however, maintain such records in connection with each registered, insured, and c. o. d. article as will enable them to furnish at any time required, such statistical information as may be requested by the Department.

The number of inquiries for domestic registered and insured mail requested after mailing for which a charge of 15 cents each was made shall be combined with the number of return receipts for domestic registered, and insured mail requested after mailing at 15 cents each, and recorded as such under item 18 and 30, respectively.

Statistics covering the payment of indemnity claims by postmasters will be called for on a separate special form.

Domestic Registered (Not Including Registered Collect-on-Delivery Articles)

1. Total articles paid at 30 cent fee-----
2. Total articles paid at 40 cent fee-----
3. Total articles paid at 55 cent fee-----
4. Total articles paid at 65 cent fee-----
5. Total articles paid at 75 cent fee-----
6. Total articles paid at 85 cent fee-----
7. Total articles paid at 95 cent fee-----
8. Total articles paid at \$1.05 fee-----
9. Total articles paid at \$1.15 fee-----
10. Total articles paid at \$1.25 fee-----
11. Total articles paid at \$1.35 fee-----
12. Total articles paid at \$1.45 fee-----
13. Total articles paid at \$1.55 fee-----
14. Total articles paid at \$1.65 fee-----
15. Total articles paid at \$1.75 fee-----
16. (a) Total of all official articles free---

NOTE.—Of total of all official articles free entered in item (16-a) show below, as separate items, the number of official articles registered free under the penalty envelope or label of the Post Office Department or Postal Service, which contained:

- (b) U. S. savings bonds-----
- (c) U. S. savings stamps-----
- (d) Documentary stamps-----
- (e) Migratory bird stamps-----
- (f) Civil service matter mailed under article 39 of this chapter -----
17. Total registry return receipts paid for at 7 cents each-----
18. Total registry return receipts requested after mailing paid for at 15 cents each-----
19. Total registry return receipts requested at the time of mailing showing address where article is delivered paid for at 31 cents each-----

*Surcharges Collected on Registered Mail
(Including Registered C. O. D. Articles)*

20. Total registered and registered c. o. d. articles on which surcharges were collected	-----
21. Total surcharges collected on item 20	-----
	(Dollars) (Cents)

Domestic Insured Mail Treated as Registered Mail

22. Total articles mailed at 20 cent fee-----

Domestic Insured

23. Total articles mailed at 5 cent fee	-----
24. Total articles mailed at 10 cent fee	-----
25. Total articles mailed at 15 cent fee	-----
26. Total articles mailed at 20 cent fee	-----
27. Total articles mailed at 30 cent fee	-----
28. Total articles mailed at 35 cent fee	-----
29. Total insurance return receipts paid for at 7 cents each	-----
30. Total insurance return receipts requested after mailing paid for at 15 cents each	-----
31. Total insurance return receipts requested at the time of mailing showing address where article is delivered paid for at 31 cents each	-----

Domestic Collect-on-Delivery (Not Registered C. O. D. Articles)

32. Total articles sent c. o. d. at 30 cent fee	-----
33. Total articles sent c. o. d. at 40 cent fee	-----
34. Total articles sent c. o. d. at 60 cent fee	-----
35. Total articles sent c. o. d. at 70 cent fee	-----
36. Total articles sent c. o. d. at 80 cent fee	-----

37. Total articles sent c. o. d. at 90 cent fee	-----
38. Total articles sent c. o. d. at \$1.00 fee	-----

Domestic Registered Collect-on-Delivery

39. Total registered c. o. d. articles (at all fees)	-----
40. Total amount of c. o. d. fees collected thereon	-----
	(Dollars) (Cents)

Miscellaneous

41. Total registered articles reported under Items 1 to 15 sent as air mail	-----
42. Total insured articles reported, under Items 23 to 28, sent as air mail	-----
43. Total c. o. d. articles (both registered and unregistered) reported under Items 32 to 38, sent as air mail	-----
44. Total amount of demurrage charges collected on registered and unregistered c. o. d. articles	-----
	(Dollars) (Cents)
45. Total requests for service on domestic c. o. d. mail not contemplated at the time of mailing at 10 cents each	-----
46. Total number of notices on nondelivery c. o. d. mail for which fee of 5 cents was collected	-----
47. Total certificates of mailing issued for domestic ordinary mail of any class at 1 cent each and certificates of mailing (additional or duplicate receipts) issued for domestic registered, insured and c. o. d. mail at 1 cent each	-----
48. Total domestic registered, insured, and c. o. d. articles restricted in delivery on which an additional fee of 20 cents was paid	-----

CHAPTER XII

Insured and C. O. D. Mail—Domestic

Art.

1. Registered c. o. d. mail.
23. Fees for insured mail.
26. Fees for c. o. d. mail.
29. Payment of postage and fees.
30. Return and forwarding guarantee.
31. Places to which mailable.
33. To military personnel.
36. Air mail service.
37. Special delivery and special handling.
39. Restricted delivery.
40. Return receipts.
41. Packing and wrapping.
45. Addressing.
49. Numbering.

Art.

50. Acceptance at post offices.
54. Senders' receipts and mailing office records.
65. C. o. d. tags.
70. Senders' instructions on parcels.
76. Acceptance by rural carriers.
83. Dispatch and transit handling.
84. Alteration or cancelation of charges.
91. Treatment at delivery office.
94. C. o. d. money orders.
99. Delivery of insured and c. o. d. mail.
124. Demurrage.
137. Forwarding, return, or other disposition.

REGISTERED C. O. D. MAIL

General

1. Except as otherwise prescribed, the instructions governing c. o. d. service for unregistered third- and fourth-class mail also apply to sealed c. o. d. mail of any class bearing postage at the first-class rate. The rules and regulations applicable to other c. o. d. and to other registered mail also apply to registered c. o. d. mail unless otherwise stipulated.

No senders' return receipts are furnished for registered c. o. d. mail, notwithstanding the fact that return receipts are furnished on request for registered mail not sent c. o. d.

The seals of registered or unregistered c. o. d. articles on which the first-class rate of postage has been paid must not be broken for the purpose of postal inspection.

Fees for Unregistered First-Class C. O. D. Mail

2. The c. o. d. fees and limits of indemnity prescribed for c. o. d. mail of the third and fourth classes also apply to unregistered c. o. d. mail of any class sealed against postal inspection and prepaid at the first-class rate of postage. (See art. 26 of this chapter.)

Fees for Registered C. O. D. Mail

3. (a) The maximum amount of charges collectible on registered c. o. d. mail is \$200, regardless of the amount of c. o. d. fee paid, but the maximum amount of indemnity payable is \$1,000, the limit fixed for other registered mail.

(b) The fees chargeable in addition to the postage, on registered c. o. d. mail are as follows:

Amounts of c. o. d. charges and limits of indemnity payable up to \$200:

	<i>C. o. d. fee (including registration)</i>
Not over \$10	\$0.80
From \$10.01 to \$50	1.10
From \$50.01 to \$100	1.20
From \$100.01 to \$200	1.40

(c) When indemnity in excess of \$200 is desired the following c. o. d. fees, which include registration, are chargeable in addition to the postage:

Amount of indemnity desired regardless of amount of c. o. d. charges:

	<i>C. o. d. fee (including registration)</i>
For indemnity exceeding \$200 and not exceeding \$300	\$1.50
For indemnity exceeding \$300 and not exceeding \$400	1.60
For indemnity exceeding \$400 and not exceeding \$500	1.70
For indemnity exceeding \$500 and not exceeding \$600	1.80
For indemnity exceeding \$600 and not exceeding \$700	1.90
For indemnity exceeding \$700 and not exceeding \$800	2.00
For indemnity exceeding \$800 and not exceeding \$1,000	2.10

The amount of the c. o. d. charges governs the amount of c. o. d. fee to be paid by the sender.

4. Surcharges.—Surcharges shall be collected on registered c. o. d. mail under the same conditions as are outlined for other registered mail, except that in determining the amount of surcharge collectible there shall be taken as a basis the amount by which the declared actual value of the article exceeds the limit of indemnity payable for the fee paid. (See ch. XI, art. 4, for schedule of surcharges.)

Places to Which Mailable

5. Sealed mail of any class bearing postage at the first-class rate may be sent c. o. d. between money order offices of the United States including all money order post offices in Alaska, Puerto Rico, Hawaii, and the Virgin Islands of the United States. C. o. d. mail may not be sent to or from the Canal Zone. Sealed c. o. d. mail of any class bearing postage at the first-class rate may also be registered. (See arts. 33 to 35 of this chapter as to military personnel.)

Matter Acceptable

6. (a) The c. o. d. service for mail of any class bearing postage at the first-class rate is intended primarily for the sending of deeds, abstracts of title, insurance policies, bills of lading representing freight shipments, valuable lightweight merchandise, etc.

(b) It is not permissible to send only bills or statements of indebtedness by registered or unregistered c. o. d. mail, even though the sender may establish that the addressee has agreed to the collection of the amount involved in this manner. However, when a legitimate c. o. d. shipment consisting of merchandise, bill of lading, etc., is being mailed, the balance due on a past or anticipated transaction may be included in the c. o. d. charges, provided the addressee has given his consent in advance to such action.

(c) In order to prevent the improper use of the c. o. d. service as an agency for the collection of debts only, inquiry shall be made as to the contents of mail bearing postage at the first-class rate and presented for collection-on-delivery, and if it develops that the sender intends to use the c. o. d. service for collection of a debt only, the matter should not be accepted as c. o. d. mail. Inquiry ordinarily need not be made in those instances where it is known that the senders have been using the c. o. d. service in conformity with existing postal requirements.

(d) Coupons which upon presentation by the bearer, entitle the bearer to certain services or merchandise under the conditions printed on the coupons, may also be sent c. o. d.

Inquiries as to Contents and Packing

7. All employees accepting registered or unregistered c. o. d. mail bearing postage at the first-class rate shall make the same inquiries as to contents and manner of packing as are required in connection with other mail. Any necessary special endorsements shall be placed on c. o. d. mail. (See ch. XI, arts. 4 and 7, as to declaration of values and collection of surcharges on registered c. o. d. mail.)

Acceptance by Carriers

8. Rural carriers shall accept unregistered and registered articles bearing postage at the first-class rate to be sent c. o. d. when requested to do so by the senders. City carriers are not required to accept any mail to be sent c. o. d.

Numbering

9. (a) The delivery office portion and the delivering employee's coupon of the c. o. d. tag attached to registered articles must be conspicuously stamped "Registered." Each registered c. o. d. article must be given only one number, which shall be the registration number. This number shall be placed on each c. o. d. tag and each tag coupon. Where advisable a separate series of numbers may be assigned for registered c. o. d. articles, and separate registration records may be maintained for such articles. Where the quantity of such mail is limited, it may be registered in the same series as is assigned other registered articles. Registered c. o. d. mail must not be recorded or given a number in the series applicable to unregistered c. o. d. mail, but the record of registered c. o. d. articles may be mixed with the record of other registered mail.

(b) Unregistered c. o. d. mail shall be numbered in accordance with the instructions contained in article 49 of this chapter.

Preparation

10. (a) Each c. o. d. article shall have affixed thereto a c. o. d. tag, the necessary particulars on which shall be filled in by the sender in a clear and legible manner. The address side of the article must bear a legible impression of the regulation "C. O. D." endorsement, or a printed facsimile or proportionate enlargement thereof, the serial number of the article, the amount due sender, the money order fee and the total amount to be collected. Registered c. o. d. articles must also bear, in close proximity to the c. o. d. endorsement, an impression of the registry stamp.

(b) Each c. o. d. article in the form of an envelope shall have a c. o. d. tag securely affixed to the face of the envelope, preferably by means of adhesive tape, if this can be done without obscuring any portion of the address or the return card and directions of the sender. If the tag will obscure any

portion of the address or the return card of the sender, the tag should be affixed to the back of the envelope, only one end of the tag being attached to the envelope, so that the other end may be raised for inspection of the registry postmark in the case of registered c. o. d. mail. Envelopes should not be smaller than 4 by 7½ inches.

Senders' Receipts and Office Records

11. Unregistered.—When firm mailing sheets are not used to list sealed unregistered c. o. d. mail, the sender's receipt portion of c. o. d. tag Form 3816 shall be issued to the sender and the mailing office portion retained as the office record.

12. Registered.—(a) The sender's receipt and the office registration record covering registered c. o. d. articles must be marked "Collect-on-delivery" or "c. o. d." and show separately the amount of the c. o. d. charges, the c. o. d. fee, the amount of postage paid, and the amount of special delivery fee, if any, in addition to the other particulars required to be kept of registered mail.

(b) The firm registration sheets and other post office registration records take the place of the mailing office portion and the sender's receipt portion of c. o. d. tag Form 3816 when that tag is used on registered c. o. d. mail, and those portions of the tag should be detached.

(c) Because of the c. o. d. indicia required to be added to the registration receipts issued for registered c. o. d. mail and to the office registration records of such mail, at those offices where firm mailing sheets are available, such sheets should be used instead of the individual registration receipts (Forms 3805 and 3806). If individual receipts are issued for registered c. o. d. mail, the back of such registration receipts should be utilized on which to enter the c. o. d. data.

Billing and Dispatch

13. C. o. d. mail not registered should be prepared for dispatch in the manner prescribed for the dispatch of special delivery letters not registered, as outlined in chapter VI, article 56. Unregistered c. o. d. letters should be placed together in the dispatch, and the bundle or package marked "c. o. d." When c. o. d. letters, ordinary or registered, are dispatched in a bundle of mixed mail, the arrangement should be in the following order: (1) Special delivery, (2) registered mail not c. o. d., (3) registered c. o. d. mail, (4) unregistered c. o. d. mail.

Registered c. o. d. mail shall be billed and recorded under the same particulars as other registered mail. Such mail shall be included with other registered mail and made up for dispatch in the manner outlined for other registered articles. (See ch. XI, art. 64.)

When the quantity or bulk of registered c. o. d. articles is sufficient to warrant the use of a separate pouch, sack, or jacket, the bill should be headed to indicate that the articles described thereon are c. o. d. articles.

The dispatching records of registered c. o. d. articles need not have the amount of the c. o. d. charges entered therein, but when the dispatch is not composed entirely of c. o. d. mail, the endorsement "c. o. d." should appear opposite the entry of each registered c. o. d. article dispatched with the other registered mail.

Treatment at Office of Delivery

14. Registered c. o. d. mail.—Registered c. o. d. articles shall be retained and delivered, forwarded, or returned by the registry sections of post offices instead of being turned over to the c. o. d. sections for handling. Registered c. o. d. articles shall be included with the other registered articles received for delivery at post offices and be handled in accordance with the methods prescribed for handling other registered mail. Care should be exercised, however, to maintain on the office records of registered c. o. d. articles such additional data as are required to be kept in connection with unregistered c. o. d. mail.

If any registered c. o. d. articles are received mixed with unregistered c. o. d. articles, steps should be immediately taken to place the registered c. o. d. mail under the protection of the registry service.

In opening pouches at offices of address, all mail received should be carefully examined in order that c. o. d. mail may be properly segregated and treated as such. All registered mail should be scrutinized in the same manner when being checked in order to note whether any of it is c. o. d. matter.

15. Unregistered first-class c. o. d. mail.—Upon receipt at destination, unregistered c. o. d. mail bearing postage at the first-class rate shall be treated in the same manner as c. o. d. mail of the third and fourth classes. (See arts. 92 and 93 of this chapter.)

16. Delivery.—The instructions in articles 108 to 118 of this chapter relative to the efforts which are to be made to effect delivery of c. o. d. mail, and the instructions in article 123 of this chapter relative to the notification of the sender, are equally applicable to registered c. o. d. mail.

Notices of the arrival of registered c. o. d. mail are to be issued on the form "Notice of Arrival of Insured or c. o. d. Mail" (Form 3849-B) instead of the form "Notice of Arrival of Registered Mail" (Form 3849), but the Form 3849-B should be conspicuously endorsed "Registered." The c. o. d. form is better adapted than the registry form for registered c. o. d. mail, because all the information on the c. o. d. form is applicable to registered c. o. d. mail,

whereas part of the information on the registry form is inapplicable and would be misleading.

17. Examination of contents.—Examination of the contents of a registered or unregistered c. o. d. article before the addressee or his authorized agent has received for the article and paid all the charges shall not be permitted.

18. Delivery receipts.—The delivery-office portion of the c. o. d. tag is to be used at all post offices on which to take delivery receipts for registered and unregistered c. o. d. articles.

19. Receipts to carriers.—Form 3868, "Carrier's receipt for undelivered registered mail returned and receipts for registered mail delivered," may be utilized in receipting to carriers for undelivered registered c. o. d. articles returned, and the same form may be used in receipting to carriers for c. o. d. charges turned in for registered mail, any necessary minor changes in the wording on the form being made to cover the receipt of the c. o. d. charges.

20. Reports and disposition of c. o. d. charges.—(a) *At first-class offices.*—Unless otherwise authorized, all employees at first-class offices making delivery of registered c. o. d. articles, whether at the main office or at stations, shall make a report daily to the auditor or other designated supervisory employee on Form 3821, which shall be completed in triplicate and endorsed "Registered," and, if practicable, deposited in the same receptacle provided for copies of Form 3821 representing deliveries of unregistered c. o. d. mail. The registry section shall transfer daily to the money order section all c. o. d. funds collected for registered c. o. d. articles, together with the received c. o. d. tags, and obtain receipt therefor on Form 3822, which shall be completed in triplicate and endorsed "Registered."

(b) *At other offices.*—At second-, third-, and fourth-class offices the c. o. d. charges collected on registered c. o. d. articles shall be handled in the same manner as the charges on unregistered c. o. d. articles. (See arts. 92 and 93 of this chapter.)

21. Forwarding or return.—No additional postage is chargeable for forwarding or returning registered or unregistered c. o. d. mail on which the first-class rate of postage was fully prepaid at the time of mailing, but any deficiency in postage or fee should be collected upon delivery. After proper delivery has been made of registered or unregistered c. o. d. mail it cannot be forwarded or returned unless remailed upon payment of additional postage.

Statistics

22. Postmasters at first-, second-, and third-class offices shall keep such records as will enable them to report the statistics listed in chapter XI, article 220.

FEES FOR INSURED MAIL

23. Mailable third- and fourth-class matter may be insured against loss, rifling, or damage in an amount equivalent to its actual value or cost of repairs. The maximum amount for which a single parcel may be insured is \$200. The insurance fees and limits of indemnity are as follows:

Amount of insurance:

From:	Fee (cents)
\$0.01 to \$5	5
\$5.01 to \$10	10
\$10.01 to \$25	15
\$25.01 to \$50	20
\$50.01 to \$100	30
\$100.01 to \$200	35

First- and second-class matter shall not be insured, but may be registered. The value of insured parcels must not be endorsed thereon. Parcels marked "Insured" but not actually insured by the Post Office Department shall not be accepted for mailing.

Unordered Insured Articles

24. Parcels containing matter offered for sale addressed to prospective purchasers who have not ordered or authorized their sending shall not be accepted for insurance. Should such matter be received in the Postal Service, indemnity for the loss, rifling, or damage thereof may not be paid.

Service To Be Encouraged

25. It is the duty of each postmaster to see that proper efforts are made to encourage the insurance of every parcel mailed. Each employee engaged in the acceptance of parcels should make a regular practice of asking each mailer: "How much insurance?" This inquiry is to be made in a courteous manner so as to invite an affirmative reply. Frequent check-ups are to be made by supervisors to see that this inquiry is made. However, mailers of small articles of considerable value, such as watches and other articles of jewelry, should be advised to use the registry service.

FEES FOR C. O. D. MAIL

26. Mailable third- and fourth-class matter, and sealed domestic mail of any class bearing postage at the first-class rate, may be sent c. o. d.; that is, the price of the article and the charges thereon (including, if desired, the postage and fee prepaid) will be collected from the addressee. The maximum amount collectible on a single c. o. d. article is \$200. The fees for collections and automatic insurance against loss, rifling, or damage in an amount equivalent to its actual value, or the cost of repairs: or against nonreceipt of c. o. d. charges are as follows:

Amounts of c. o. d. charges or amounts of insurance desired:

From:	Fee (cents)
\$0.01 to \$5	30
\$5.01 to \$10	40
\$10.01 to \$25	60
\$25.01 to \$50	70
\$50.01 to \$100	80
\$100.01 to \$150	90
\$150.01 to \$200	100

C. O. D. Charges Govern Fee Paid

27. The amount of c. o. d. charges governs the c. o. d. fee to be paid. However, if the amount of c. o. d. charges is less than the value, a higher fee may be paid in order to obtain indemnity for the full value within the limit of indemnity applicable for the fee paid.

Unordered C. O. D. Articles

28. C. o. d. shipments shall in all cases be based upon bona fide orders for the contents of the parcels, or in conformity with agreements between the senders and addressees. It is not the purpose of the c. o. d. service to care for other than legitimate shipments. The use of the c. o. d. service as a collection agency is not countenanced; nor may the c. o. d. service be used for the return of merchandise in connection with which any dissatisfaction has arisen, unless the new addressee has consented to such return in advance. It is not permissible to include the charges on some other article involving a past or anticipated transaction in fixing the charges on any c. o. d. parcel, unless the addressee has given his consent to such action in advance. Indemnity may not be paid for matter sent c. o. d. which has not been ordered by the addressee or sent c. o. d. in conformity with an agreement between sender and addressee. The abuse of the c. o. d. service by shippers in sending articles c. o. d. which have not been ordered or without the consent of the addressees may be construed as an attempt to defraud and as a violation of the law.

PAYMENT OF POSTAGE AND FEES

29. Each article accepted for insurance or to be sent c. o. d. shall be fully prepaid with postage and insurance or c. o. d. fee, and any other fees for available services specially requested. All postage stamps affixed to such mail must be effectively cancelled. However, care should be exercised not to disfigure postage stamps having a philatelic value.

RETURN AND FORWARDING POSTAGE GUARANTEE

30. All domestic insured and c. o. d. third- and fourth-class parcels are accepted

with the understanding that the senders, in every instance, guarantee any return or forwarding postage which may be necessary if such parcels are undeliverable. All domestic insured and c. o. d. third- and fourth-class parcels should bear, in connection with the senders' return cards, pledges guaranteeing return and forwarding postage; but regardless of whether or not the parcels bear such pledges, they shall be treated as though the pledges were on the parcels.

Insured and c. o. d. matter mailed by business concerns using specially printed labels, wrappers, or envelopes should have the return and forwarding postage pledge printed thereon, unless senders do not desire the mail returned or forwarded and have placed specific instructions to that effect on the mail. Any business concern using specially printed labels, wrappers, or envelopes without such endorsement should be requested to have such endorsement embodied in future supplies of such labels, wrappers, or envelopes.

When the sender of an undelivered insured or c. o. d. article refuses to pay the return or forwarding postage, or both, within 10 days from the date it is offered for delivery, the parcel shall be transmitted to the proper dead parcel post branch with an appropriate statement of the facts in the case. A report of the sender's failure to pay the required postage on returned insured and c. o. d. mail shall be made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, but acceptance of further matter bearing such pledge shall not be refused until specific instructions to do so are received from the Department. In each instance of this kind the postmaster at the mailing office shall make appropriate record in his files for reference in the event inquiry or claim for indemnity is made concerning the parcel; and if the office to which the parcel is returned is not the mailing office, the postmaster at the mailing office should be notified so that this record can be made.

PLACES TO WHICH MAILABLE

Insured Mail

31. Parcels intended for insurance may be mailed at and addressed to all post offices in the United States proper, Alaska, Puerto Rico, Canal Zone, Guam, Hawaii, Samoa, and the Virgin Islands of the United States.

C. O. D. Mail

32. C. o. d. articles may be mailed at and addressed to all post offices in the United States proper, Puerto Rico, Guam, Hawaii, Samoa, the Virgin Islands of the United States, and all money order post offices in Alaska.

INSURED AND C. O. D. MAIL TO MILITARY PERSONNEL

Army and Air Force

33. (a) *Insured mail.*—Insured mail may be sent to or by personnel at Army and Air Force camps or posts in the United States, to or by Army and Air Force personnel at A. P. O.'s overseas, and exchanged between A. P. O.'s regardless of location.

(b) *C. o. d. mail.*—With the exception of official shipments or shipments addressed to military agencies, c. o. d. mail may not be sent to or by Army and Air Force personnel at A. P. O.'s outside the United States proper, including Alaska.

Navy, Marine Corps, and Coast Guard

34. While parcels may be accepted for insurance to all officers and enlisted men of the Navy, including personnel of the Marine Corps, and Coast Guard, c. o. d. mail shall be accepted only when addressed to such personnel at naval land establishments or receiving ships permanently located at particular points in the United States proper.

Merchant Marine and Military Sea Transportation Service

35. Domestic mail for crew members on board merchant vessels operated by the Merchant Marine or the Military Sea Transportation Service, is to be accepted for registration or insurance only when addressed in care of the ship's agent or operator in the continental United States. The responsibility of the postal service ceases upon proper delivery of such mail to the authorized representative of the ship's agent or operator.

Domestic mail for military personnel on board merchant vessels under jurisdiction of the Military Sea Transportation Service may be accepted for registration or insurance when addressed in care of the military activities for which personnel is permanently assigned and will be forwarded to such personnel through military postal channels. The responsibility of the postal service ceases upon delivery of such mail to the authorized representative of the military activity involved.

AIR MAIL SERVICE

36. Insured and c. o. d. mail may be sent as air mail upon payment of the required air mail postage in addition to the insurance or c. o. d. fee. Insured or c. o. d. air mail containing third- or fourth-class matter may have incidental first- or second-class matter enclosed therein. However, no indemnity liability will be assumed for the loss or rifling of, or damage to, the first- or second-class enclosures. Air mail consisting exclusively of first- or second-class matter shall not be insured but may be registered.

SPECIAL DELIVERY AND SPECIAL HANDLING SERVICES

37. Insured and c. o. d. mail may be sent special handling or special delivery upon payment of the prescribed special handling or special delivery fee for the class of mail involved.

Baby Chicks

38. Baby chicks, and the like, mailed under the conditions set forth in chapter IV, article 39, may be accepted for insurance or c. o. d.

RESTRICTED DELIVERY

39. The sender may restrict the delivery of minimum fee insured mail or c. o. d. mail by endorsing each such article on the address side "Deliver to addressee only" or "Deliver to addressee or order," or words of similar import and paying the required fee of 20 cents. This fee shall also be collected by the postmaster at the office of delivery for delivering each such insured or c. o. d. article which the addressee has restricted in delivery to himself or order. The fee paid for this service will not be refunded unless request for refund is made and nondelivery or erroneous delivery of the article was due to some fault of the Postal Service.

RETURN RECEIPTS

40. (a) Upon payment of a fee of 7 cents the sender of a parcel insured at other than the minimum fee may obtain a return receipt (Form 3811) showing to whom and when the parcel was delivered; a fee of 15 cents shall be paid for such a receipt requested after mailing. A fee of 31 cents shall be paid for a return receipt requested at the time of mailing to show to whom, when, and the address where the parcel was delivered.

(b) When a return receipt is requested at the time of mailing the parcel shall be conspicuously marked "Return receipt requested" or "Return receipt requested showing address where delivered," as may be proper.

(c) While return receipts are not required to be affixed to the parcels at the time of mailing, there is no objection to firms affixing return receipts to minimum fee insured parcels, provided the address is not obscured.

NOTE.—The detailed instructions concerning return receipts for domestic registered mail are generally applicable to domestic insured mail.

PACKING AND WRAPPING

Inquiries as to Contents

41. Postal employees shall inquire whether any parcel presented for insurance

or to be sent c. o. d. contains matter of a fragile, perishable, or inflammable nature, except where patrons mail in quantities and have been instructed by the Postal Service regarding packing and endorsement. If the response is in the negative, and the parcel to all outward appearance is adequately prepared for mailing, no further inquiry as to contents or packing need be made. If the response is in the affirmative, detailed inquiry shall be made as to contents and method of packing, so that the accepting employee may ascertain whether the contents are admissible to the mails and are adequately packed for safe transmission. Such parcels shall be endorsed "Fragile," "Perishable," etc. (Detailed packing instructions are contained in Part I of the Postal Guide.)

Inadequately Packed Parcels

42. Any parcel which is not packed in accordance with the instructions contained in chapter IV, or other instructions of the Department, must be refused.

Suitcases and Handbags

43. It is not necessary that suitcases or handbags be wrapped or boxed, unless the senders desire insurance against abrasion, scarring, or scraping. If suitcases or handbags are obviously in a damaged or badly worn condition when presented for insurance, notation as to their condition must be made on the mailing office record.

Firm Mailers

44. Firms and other patrons customarily mailing insured or c. o. d. parcels in quantities shall be instructed as to adequate packing and proper endorsement. The instructions on the cover page of the firm mailing book as to packing and endorsement of parcels are condensed. Therefore, postmasters shall, if such action has not already been taken, furnish to such patrons copies of Form 5395 and refer them to the detailed instructions in the Postal Guide. When necessary or advisable, special instructions shall be issued to shippers of any commodities, the packing and endorsement of which are not covered by any specific instructions of the Department. The packing methods employed by firm mailers for matter sent as insured or c. o. d. mail also should be made the subject of inquiry from time to time, particularly when it is noted that any unusual number of damage claims are filed by such patrons.

A list shall be kept of the firms or other patrons who are furnished Form 5395 as well as the dates such instructions are furnished. When parcels are presented by such patrons, inquiry need not be made as to the packing or contents.

ADDRESSING

45. Each insured or c. o. d. parcel must bear the complete names and addresses of sender and addressee. The names and addresses should be filled in with typewriter, ink, rubber stamp, or indelible pencil. Ordinary lead pencil should not be used. Parcels indefinitely or illegibly addressed, or addressed to fictitious names, or to initials (except adopted trade names of business concerns), or to box or street numbers only, shall not be accepted. This applies to the names and addresses of senders as well as addressees.

Address Labels

46. Printed address labels shall conform in arrangement and text to the requirements of the Department. The insured indicia must be a facsimile or proportionate enlargement of the official endorsement "Insured—Minimum Fee", or "Insured No. ---", as may be proper, and the c. o. d. indicia must be a facsimile or proportionate enlargement of the official "C. O. D. No. ---" endorsement. Specimens of approved address labels recommended by the Department for use exclusively on insured or c. o. d. parcels may be obtained from the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

Return Requests

47. Definite return requests, preferably in print, should be placed on all insured and c. o. d. parcels. While the maximum time for which such mail may be held for delivery is 30 days, postmasters should recommend to senders, particularly extensive patrons of the c. o. d. service, that not more than 10 days be specified in their return requests, in order to prevent congestion at post offices. Since senders or their representatives will be notified of nondelivery of c. o. d. mail only if the mail is so endorsed at the time of mailing, senders who desire such notices to be issued must embody in their return requests instructions reading substantially "Notify sender on Form 3849-D of nondelivery." A fee of 5 cents is charged for each such notice. (See arts. 74 and 123 of this chapter.) If mailers do not desire c. o. d. articles to be subjected to demurrage under any circumstances, their address labels should bear instructions limiting the retention of the articles to not exceeding 15 days. (See arts. 124 to 136 of this chapter as to demurrage on c. o. d. mail.)

Address Tags

48. The use of address tags is not desirable. They may be used, however, if there is no other means of addressing parcels and affixing stamps, provided they are securely attached to the matter. If practicable, a tag or card bearing the names and addresses

of the sender and addressee should be enclosed in the parcel.

NUMBERING

49. Postmasters should give careful consideration to the numbering of parcels insured at other than the minimum fee and c. o. d. mail, with a view to eliminating prefixes and suffixes in every instance practicable and to restricting the numbers to as few figures as possible. The series of numbers should be commenced anew as frequently as found desirable in order to obtain the use of as few figures as practicable.

ACCEPTANCE AT POST OFFICES

Endorsement

50. Each parcel accepted for insurance or c. o. d. must be legibly indorsed *immediately above or just to the left of the name and address of the addressee* with an impression of the regulation "Insured—Minimum Fee" or "Insured No." or "C. O. D. No." stamp, unless it has affixed an address label bearing a printed reproduction or proportionate enlargement of the regulation stamp. The numbers of parcels insured at other than the minimum fee and of c. o. d. parcels must be inserted in a legible manner within the space provided for that purpose.

Gummed Labels

51. Form 3816-E, an "all purpose" blank perforated gummed label, is provided for use at offices of the first, second, and third classes in making any required endorsements on insured and c. o. d. articles on which clear endorsements by means of hand stamps cannot be obtained; that is, on soft or irregularly shaped parcels.

Postmarking

52. Insured and c. o. d. mail (including c. o. d. tags affixed thereto) must be postmarked on the address side to show the name of the post office, the name of the State and the *date of mailing*.

Parcels To Remain in Custody of Postal Service

53. Insured or c. o. d. parcels should not be handed back to the sender after acceptance and issuance of receipts, to be placed in the ordinary mail drop or delivered by him to another window, but must be held in custody of postal employees for dispatch.

SENDERS' RECEIPTS AND MAILING OFFICE RECORDS

Receipts for Insured Mail

54. Except when firm mailing books are used, an individual receipt for each parcel shall be issued to the sender.

55. *Insured for more than \$5.*—Form 3813,

3813-A, or 3813-P issued to the senders shall be completed to show the serial number borne by each parcel, the separate amount of insurance fee and postage paid, any fees paid for return receipts, restricted delivery, special delivery, or special handling service, and any required endorsements such as "Fragile" or "Perishable." Post office mailing records shall be made to correspond with the entries on the senders' receipts, in addition to the names of the post offices and States to which the parcels were addressed.

56. *Insured for \$5 or less.*—Form 3813-B shall be issued to the sender completed to show the name of the post office and State to which the article is addressed, in addition to the information entered on Forms 3813, 3813-A, or 3813-P, except that no insured serial number shall be entered, since parcels insured for \$5 or less are not numbered but are endorsed "Insured—Minimum Fee." No post office mailing or delivery record shall be maintained of parcels insured at the minimum fee, but statistics required by chapter XI, article 220 shall be kept.

57. *Endorsement of receipts.*—The receipts issued to the senders of insured parcels on Form 3813, 3813-A, 3813-B, or 3813-P shall bear the postmarks of the mailing offices and dates of mailing, and the initial or initials of the accepting postal employees, but not the names and addresses of the addressees, which should be entered by the mailers in the spaces provided therefor on the senders' receipts. The accepting employee's initial or initials shall be entered in the proper space on the receipt to denote that the insured parcel was endorsed "Fragile" or "Perishable." If rubber stamps bearing the word "Fragile" or "Perishable" are used to endorse the receipt, the space to indicate such an endorsement need not be initialed. Other necessary endorsements on such receipts shall be abbreviated as follows: "E" for "Eggs," "EH" for "Eggs for Hatching," "FL" for "Fragile—Liquid," and "FLU" for "Fragile—Liquid—This Side Up."

Receipts for C. O. D. Mail

58. Except when firm mailing books are used, an individual receipt shall be issued to the sender of c. o. d. mail on the sender's stub of c. o. d. tag Form 3816 completed by the sender. The receipt shall show the office and date of mailing, the number of the c. o. d. article, the separate amounts of c. o. d. fee and postage paid, the name and address of the addressee, the amount of charges to be collected, and any other required entries. The mailing office coupon of the c. o. d. tag bearing the same particulars, in addition to the name and address of the sender, shall be retained at the mailing office. The sender's receipt shall be initialed by the employee accepting the c. o. d. parcel.

Firm Mailing Books

59. The advantages of firm mailing books shall be called to the attention of patrons who customarily mail three or more parcels at one time. (Firm mailing bills in loose-leaf form are also provided.) Special authorization to use firm mailing books is not necessary.

A separate series of insured or c. o. d. serial numbers, which will not conflict with any other series used at the post office or by other firm mailers, shall be assigned each patron using firm mailing books. A list of firm mailers together with the numbers assigned to each shall be kept. Parcels on which the minimum insurance fee is paid should be listed on separate firm mailing sheets. Employees accepting insured or c. o. d. parcels listed on firm mailing sheets shall make certain that all the items applicable to the parcels listed have been filled in by the patron. Firm mailing sheets listing c. o. d. parcels or numbered insured parcels shall be completed in duplicate by the mailer. Duplicate sheets of minimum fee insured parcels need not be made.

Multiple Forms

60. Many users of the insurance and c. o. d. services have found it advantageous to obtain, at their expense, approved multiple forms providing in one operation, by carbon process, address labels, firm mailing and post office records, and, in the case of c. o. d. mail, labels to be affixed over the corresponding portions of the official c. o. d. tags. The completed mailing office and sender's receipt portions are separated in numerical sequence and fastened into two sets, the first set representing the post office mailing record and the second set representing the record to be retained by the mailer, and are presented with the parcels at the post office. The employee accepting the parcels shall receipt in duplicate for the total number of parcels presented at one mailing.

61. **Recapitulation receipts.**—The use of recapitulation receipts is recommended in conjunction with these multiple forms. These receipts, which are completed in duplicate, show the total number of insured or c. o. d. parcels presented for mailing and described on the sender's and post office portions of the multiple forms, as well as the total number of parcels at each insurance or c. o. d. fee, and provide space for postmarking and signing by the accepting postal employees. The portions of the multiple forms representing the descriptive records to be retained by the senders and mailing offices are separated by the senders into two sets, and are separately affixed to the completed recapitulation receipts, which are to be signed and postmarked in duplicate.

62. Approval of forms.—(a) If a patron proposes to use multiple forms he should submit several copies of the proposed forms for examination and approval before supplies thereof are obtained. When there is any doubt that multiple forms already in use or proposed to be used meet the requirements of the Department, several samples thereof should be submitted to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

(b) Postal employees should bring to the attention of their supervisors instances where the printed matter on the portions of multiple forms which are affixed to insured or c. o. d. mail, or used in connection therewith, do not conform in arrangement and text with the requirements of the Department, or instances where the labels affixed over the counterparts of c. o. d. tags are illegibly completed or are not adapted to the styles of c. o. d. tags used by the patrons.

Records of Firm Mailers

63. Postmasters should obtain the co-operation of extensive users of the insurance and c. o. d. services with a view to having them keep accurate record of the receipt of money orders covering c. o. d. returns, and of all insured and c. o. d. parcels, including the contents thereof, either addressed to them or originally mailed out by them and returned as undeliverable. Accurate records of the character desired will assist in the prompt adjustment of indemnity claims and avoid unnecessary correspondence on the part of patrons, the post office, and the Department.

Temporary Bulk Receipts

64. When a number of articles are presented for insurance or c. o. d. and the sender is unwilling to wait for the usual descriptive receipt, the parcels may be accepted by count only, the sender being given a temporary bulk receipt (Form 3824). The usual permanent receipt shall be issued as soon as practicable.

C. O. D. TAGS**Styles of Tags**

65. Four styles of c. o. d. tags are used, Forms 3816, 3816a-L, 3816a-C, and 3816a-S. The first three tags mentioned are eyeleted, and Form 3816a-S is designed for use on parcels sealed subject to postal inspection. Form 3816 is composed of four parts; namely, delivery office portion, which constitutes the sender's application for money order; delivering employee's coupon; mailing office record, and sender's receipt. This form of tag is intended for use by patrons mailing less than three c. o. d. articles at one time. The mailing office and sender's receipt portions are detached at the mailing office, the re-

mainder of the tag accompanying the c. o. d. article. C. o. d. tag Form 3816a-L, 3816a-C, and 3816a-S, consisting of the delivery office portions and delivery employee's coupons, are used exclusively in conjunction with firm mailing books, or multiple forms.

Specially Printed Tags

66. Patrons who desire to print at their expense c. o. d. tags of the eyeletted type or the paste-on type should submit for examination by the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, copy thereof, in duplicate, together with two samples of the paper stock to be used, before a supply is printed. Specially printed c. o. d. tags must conform in all respects (including dimensions, color, and quality of paper stock) to corresponding stock c. o. d. tags furnished by the Department. These tags may incorporate an extra coupon next to the delivery office portion showing the senders' file or account numbers, to be returned to the senders with c. o. d. money orders.

Completion of Tags by Senders

67. The necessary particulars on c. o. d. tags shall be filled in by senders in a clear, legible manner with typewriter, ink, or indelible pencil. Ordinary lead pencil must not be used. C. o. d. parcels must not be accepted unless the tags are properly filled in. Street addresses or post office box numbers, where available, of both senders and addressees must be placed on c. o. d. tags as well as on the parcels. The complete addresses of both senders and addressees are desirable in all instances, but need not be required in the case of widely known business concerns.

Comparison of Particulars

68. Unless otherwise authorized, employees accepting c. o. d. parcels shall compare the numbers, names, and addresses of the addressees and the amounts of c. o. d. charges as shown on the tags and parcels to make sure that such particulars are uniform and correct.

Affixing C. O. D. Tags to Parcels

69. The eyeletted type of tags should be attached to parcels by means of strong and durable cord or twine. The "paste-on" type of tag (Form 3816a-S) should be securely affixed to parcels by means of a good grade of gummed tape, applied over both ends of each tag.

SENDER'S INSTRUCTIONS ON PARCELS

Abandonment

70. (a) Senders of insured or c. o. d. mail may direct the *abandonment* thereof, if undelivered, by placing instructions on

the parcels, preferably in print, reading substantially "Postmaster: *Do not forward or return*. If not accepted within _____ days treat as *abandoned*. Notify sender on Form 3540 of final disposition." These instructions should appear in a conspicuous manner in order to avoid the erroneous return of the matter to the mailing offices. No charge is prescribed for the final notice.

(b) A retention period of not exceeding 30 days may be specified for insured mail which is to be *abandoned*, if undelivered. The maximum retention period which may be specified for c. o. d. mail bearing such instructions must not exceed 15 days, except as provided in article 133 of this chapter. The senders of c. o. d. mail bearing instructions to abandon, if undelivered, may also direct that notice of nondelivery (Form 3849-D) be issued. (See art. 140 of this chapter as to treatment of such parcels.)

Sale or Destruction

71. Senders of perishable matter may direct the sale or destruction thereof, if undelivered, by placing instructions on the parcels, preferably in print, reading substantially as follows: "Postmaster: *Do not forward or return*. If undelivered after _____ days, sell contents to highest bidder and remit proceeds, less commission, to sender. (See sec. 43.47 P. L. & R., 1948); or "Postmaster: *Do not forward or return*. If undelivered after _____ days, *destroy*. Notify sender on Form 3540 of final disposition."

Forwarding Prohibited or Limited

72. (a) Senders of insured or c. o. d. mail may protect themselves against repeated forwarding of such mail on the request of addressees, by endorsing the parcels "Postmaster: *Do not forward*. If not accepted within _____ days return to sender," in which event postmaster shall ignore the forwarding orders of addressees and return the parcels to the senders at the expiration of the proper retention period, rated up with the amount of postage to be collected on return to senders.

(b) Senders who desire to limit the forwarding of their c. o. d. parcels within reason are permitted to place in the return requests on their c. o. d. parcels, in a conspicuous manner, the endorsement "Postmaster: *Do not forward after _____*. If not accepted by that date, return to sender." The time during which such c. o. d. parcels may be forwarded is limited to 30 days from the date of mailing.

Remittance to Other Than Actual Mailer

73. (a) When it is desired to have a money order in payment of charges on a c. o. d. parcel made payable to other than the actual sender, the name and address of the party to whom the charges are to be remitted must appear in the proper spaces

on the address side of the c. o. d. tag, and the name and address of the actual mailer of the parcel must be placed on the back of the delivery office portion of the tag. The name and address of the party to whom the charges are to be paid must be shown as sender on the c. o. d. parcel itself, together with directions as to return, if undeliverable. The necessary instructions on the labels of these parcels must appear on the left side thereof in the following sequence, unless otherwise authorized by the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, and the right side of the labels must be reserved for the name and address of the addressee, postage stamps, and necessary postal endorsements:

(1) The indicia with respect to contents and postal inspection if sealed subject to inspection.

(2) The sender's return card (name and address) preceded by the word "From."

(3) Pledge guaranteeing return and forwarding postage.

(4) If it is desired that undelivered c. o. d. parcels be returned to the person or firm named on the parcels as the sender of record, instructions should appear reading "Postmaster: If not delivered in _____ days, return to sender." If such undelivered c. o. d. parcels are to be returned to a person or firm other than the sender of record, instructions should appear reading "Postmaster: If not delivered in _____ days forward to," followed immediately thereunder by a bordered space incorporating therein the name and complete address of such person or firm, together with the instructions "Do not deliver without collection of c. o. d. charges" or "Deliver without collection of c. o. d. charges," as may be desired.

(5) A facsimile or proportionate enlargement of the official "c. o. d." endorsement.

(b) When the sender named on the parcel and tag is known by the postmaster at the office of mailing to be other than the person or firm actually sending the article, the name of the actual mailer must be placed on the mailing office record, in addition to the other data thereon. When a firm mailing book is used, notation thereon should be made by the mailer showing his or their name and address and the name and address of the person or firm to whom the charges are to be remitted.

(c) Before instituting inquiries or claims for indemnity covering such parcels, it must be definitely ascertained that the charges were not received by, or that the parcels were not returned to, the actual sender or the person or firm to whom the charges were to have been remitted.

Notification of and Delivery to Senders' Representatives

74. (a) Senders of c. o. d. mail may direct that notices of nondelivery be sent to

their designated representatives (the charge of 5 cents for each notice to be collected from the representatives) and that undelivered articles be delivered to such representative under the following conditions:

The necessary printed instructions on the labels of such parcels must appear on the left side thereof in the following sequence, unless otherwise authorized by the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, and the right side of the labels must be reserved for the name and address of the addressee, postage stamps, and necessary postal endorsements:

(1) Indicia with respect to contents and postal inspection of sealed parcels.

(2) Sender's return card (name and address) preceded by the word "From."

(3) Pledge guaranteeing return and forwarding postage.

(4) Instructions reading substantially "Postmaster: If not delivered in 5 days send Form 3849-D to:"

(5) Bordered space within which are to appear the complete name and local or nearby address of the sender's representative to be notified for each undelivered c. o. d. parcel, and instructions reading: "Do Not deliver to sender's designated representative without collection of c. o. d. charges" or "Deliver without collection of c. o. d. charges to sender's designated representative," one or the other of which must appear within that space.

(6) Instruction reading "If not accepted by addressee or sender's designated representative at the expiration of _____ days from receipt, return to sender." The maximum period for which such c. o. d. mail may be held at offices of address must not exceed 30 days. If the mail is not to be subjected to demurrage, the sender must limit the retention of the mail to not exceeding 15 days. If the sender should desire the mail to be held in excess of 15 days, but not exceeding 30 days at the request of the addressee or the sender's designated representative, the instructions on the mail must read: "If not accepted by addressee or sender's designated representative at the expiration of 15 days from receipt, return to sender. Parcel may be held for an additional period of _____ days provided demurrage for the full demurrage period is paid in advance."

(Note.—The total retention period specified, including both the free and demurrage periods, must not exceed 30 days.)

(7) A facsimile or proportionate enlargement of the official "c. o. d." endorsement.

(b) When a c. o. d. parcel bearing these instructions is refused, the sender's designated representative (but not the sender) shall at once be notified. If undelivered for any other reason, the representative shall be notified not later than 5 days from

date of receipt of parcel. Form 3849-D must be issued for each undelivered c. o. d. parcel, and each such notice shall be endorsed on the address side "Postage due 5 cents." Undelivered parcels must be held for the maximum retention period specified in the sender's instructions, not exceeding 30 days, regardless of any requests to the contrary which may be made by the addressee or the sender's designated representative.

(c) C. o. d. articles bearing instructions reading "*Do not deliver without collection of c. o. d. charges*," must not be delivered either to the addressee's or to the senders' designated representatives without collection of c. o. d. charges, unless the senders have issued appropriate authorizations to that effect through the mailing postmasters. If the designated representative of the sender accepts delivery of the parcel at the post office, with or without collection of c. o. d. charges, as may have been authorized in the sender's instructions on the parcel, the local rate of postage shall not be charged.

(d) If the parcel is not accepted by the addressee, or withdrawn by the designated representative of the sender, it shall be returned to the sender promptly after the expiration of the retention period stated, charged with the postage for its return.

(e) When the designated representative requests that a parcel for which he has been duly notified on Form 3849-D be forwarded to him at another post office, such request shall be complied with, the parcel being rated up with the postage for forwarding and a record of such forwarding made.

Nursery Stock

75. C. o. d. parcels containing nursery stock which are not mailed in accordance with the special arrangement outlined in the following paragraphs of this article must be handled in the same manner as other c. o. d. parcels, particular care being taken not to deliver such parcels without collection of the c. o. d. charges unless authorized to do so by the senders. When such parcels are endorsed "Perishable" they should be accorded the treatment outlined in article 140 of this chapter.

Many firms mailing nursery stock have been authorized to print c. o. d. tags bearing special instructions as to disposition to be made of parcels that fail of immediate delivery. When the mailers do not desire to have the stock, if undeliverable, disposed of in accordance with the provisions of article 140 of this chapter, the senders' instructions appearing on the back of the delivery office portions of the c. o. d. tags should read substantially as follows:

"In the event addressee refuses to pay the charges for any reason, deliver at once, without collecting the c. o. d. charges. No-

tify sender at once if this c. o. d. parcel fails of delivery for any reason. If authority for disposition is not furnished at expiration of 15 days, parcel should be destroyed. See sender's coupon for further instructions."

The following instructions appear on the sender's coupon, which should be returned to the sender in every instance:

"This coupon should be returned to sender with money order. In the event this parcel is delivered without collecting the c. o. d. charges, or is destroyed after 15 days, such disposition should be checked (X) hereon and this coupon returned to sender in penalty envelope. See sender's instructions on back of delivery office coupon.

Delivered to addressee without collecting c. o. d. charges.

Destroyed after 15 days."

If it is desired to have the parcel treated in accordance with chapter VI, article 158, the sender's instructions appearing on the back of the delivery office portion of the c. o. d. tag should read as follows:

"In the event of addressee refusing to pay the charges for any reason, deliver at once, without collecting the c. o. d. charges: Notify sender at once if this c. o. d. parcel fails of delivery for any reason. If authority for disposition is not furnished at expiration of 15 days, sell contents to highest bidder and remit proceeds, less commission, to senders. If sale cannot be effected, parcel should be destroyed. See sender's coupon for further instructions."

The following instructions appear on the sender's coupon, which should be returned to the sender in every instance:

"This coupon should be returned to sender with money order. In the event this parcel is delivered without collecting the c. o. d. charges, is destroyed after 15 days or is sold, such disposition should be checked (X) hereon and this coupon returned to sender in penalty envelope. See sender's instructions on back of delivery office coupon.

Delivered to addressee without collecting c. o. d. charges.

Destroyed after 15 days.

Sold for \$..... Remittance, less commission, herewith."

When such matter fails of delivery for any reason, the required notice to sender shall be issued immediately on Form 3849-D. The object of this notice is to enable the senders to communicate with addressees either direct or through their agents and arrange for the acceptance of the parcels by the addressees or withdrawal of the parcels by the agents.

These c. o. d. parcels shall be handled strictly in accordance with these instructions. Note particularly that in each instance where a c. o. d. parcel of this kind fails of delivery for any reason, the sender should be notified at once, but the parcel

must not be returned to the sender unless he so directs. Any postmaster or employee failing to send the required notice on Form 3849-D to the sender may be held personally responsible in case of loss to the sender.

When such c. o. d. parcels are presented for delivery and the addressees refuse to pay the charges for any reason, the parcels should immediately be tendered to the addressees without collection of the c. o. d. charges.

In every case where such c. o. d. parcels are delivered without collection of the c. o. d. charges in accordance with the sender's instructions on the back of the c. o. d. tags, the delivering employee should require the addressee to write, immediately above his signature, the words "Delivered without collection of c. o. d. charges."

Although c. o. d. parcels of this character bear printed instructions reading substantially "This parcel must not be returned," postmasters at mailing offices continue to report the erroneous return of such parcels to the senders. Postmasters at mailing offices shall destroy the parcels and notify the senders of their disposition on the special coupons of the c. o. d. tags.

In certain exceptional cases the senders specially request postmasters at offices of address to return certain c. o. d. parcels of this character. To avoid unnecessary work and confusion at offices of mailing, all such c. o. d. parcels shall be conspicuously endorsed "Notice: Nursery stock returned at sender's request."

ACCEPTANCE BY RURAL CARRIERS

76. Postmasters at rural delivery offices shall see that rural carriers are instructed to accept articles for insurance or c. o. d. and are equipped with necessary supplies. Rural carriers shall use Form 3813-A in issuing receipts for and in recording all parcels accepted by them for insurance, but any parcel on which the minimum insurance fee is paid shall not be numbered but shall be endorsed "Insured—Minimum Fee."

Numbering

77. Each rural route shall be assigned one series of numbers for parcels insured at other than the minimum fee and another for c. o. d. mail, in conformity with the scheme for numbering registered mail, and record shall be kept of the last number used. Every number shall be accounted for.

Acceptance

78. Rural carriers, when requested, shall insure third- and fourth-class matter, and shall accept third- and fourth-class and sealed domestic mail matter of any class bearing postage at the first-class rate to be sent c. o. d. The sender of c. o. d. mail shall fill in a c. o. d. tag with ink, typewriter, or indelible pencil, showing the amount to

be collected and the names and addresses of the sender and addressee. Stamps to pay the required postage, when the correct amount is known, and fees shall be affixed to the parcels, and properly completed c. o. d. tags shall be attached to c. o. d. parcels. When articles require special endorsement, such as "perishable," "fragile," etc., appropriate notation shall be made on the articles (and on tag coupons if c. o. d.) to assure proper endorsement at the post office.

Sender's Receipt and Office Record

79. Immediately upon acceptance, the prescribed receipt shall be issued to or left for the sender. The amount of insurance or c. o. d. fee, and postage, when correct amount is known, shall be entered on the sender's receipt and the mailing office record. Stubs and mailing-office coupons descriptive of insured and c. o. d. articles accepted by rural carriers shall be filed at the post office.

Examination at Post Office

80. Insured and c. o. d. articles accepted by rural carriers shall be carefully examined at the post office to ascertain whether they bear appropriate endorsements, required postage and fee, are properly packed, and that c. o. d. tags are correctly completed.

Rating Parcels

81. When in doubt as to the weight of an article, an amount sufficient fully to prepay postage and insurance or c. o. d. fee shall be collected, the space for postage being left blank, and the total amount received, including the insurance or c. o. d. fee, shall be entered on the back of sender's receipt and mailing office record. The receiving postmaster or postal employee shall enter the correct amount of postage on the mailing office record. The total amount required and the excess, if any, shall be shown on the back of the mailing office record beneath the total amount received as entered by the carrier. Any excess payment shall be handed to the sender on the carrier's next trip or enclosed in an envelope and placed in the sender's mail box.

Matter Left in Boxes

82. An article intended for insurance or c. o. d. may be left in a rural patron's mail box for collection, provided sufficient stamps are affixed for postage and fee, or money therefor is left in the box, and the article is properly packed, marked "Insured" or "G. O. D.," and the c. o. d. tag is properly filled in and attached. A note shall be left stating whether contents of the article, if other than first-class, are of a fragile, perishable, or inflammable nature, and if so, describing the packing in detail. The note also shall state the value if insured, and what part of the stamps or money represents the insurance or c. o. d. fee.

When desired, a blank c. o. d. tag may be left in the box to be filled out and attached to an article for collection on a subsequent trip. The Department assumes no responsibility for such articles until received for in good condition, nor for such money unless received.

DISPATCH AND TRANSIT HANDLING

83. Domestic insured and c. o. d. mail (except registered c. o. d.) shall be dispatched and handled as ordinary mail while in transit between the office of mailing and the office of delivery.

ALTERATION OR CANCELLATION OF CHARGES

Treatment of Sender's Authorization at Office of Mailing

84. If the sender directs, the amount originally stated as due him on delivery of a c. o. d. parcel may be increased (not to exceed \$200), decreased, or canceled, or the parcel delivered to another addressee at the office where it is held.

85. Fee charged and method of accounting.—A fee of 10 cents shall be charged for each request for the alteration or cancellation of the charges on a c. o. d. article, or for delivery of the article to another addressee at the post office where it is held. This fee shall be accounted for by means of uncanceled postage stamps affixed to the Form 3818 or other communication and canceled. The fee of 10 cents will not be refunded in the event the Postal Service is unable to comply with the request of the sender, unless such failure to perform the service applied for was the fault of the Postal Service. If any increase in the amount of c. o. d. charges requires a higher c. o. d. fee, the request of the sender shall be accompanied with postage stamps representing the difference in the amounts of the fees. The stamps shall be affixed to the authorization and canceled.

86. Completion of Form 3818 and mailing office record.—The Form 3818 or other communication shall embody the complete local address of the addressee and be transmitted to the postmaster at the office where the parcel is held, together with the local rate of postage if required under the conditions set forth in article 87 of this chapter. In every instance where request is made for alteration or cancellation of the charges on a c. o. d. article, or for delivery of the article to another addressee at the post office where held, appropriate notation shall be made of such change on the mailing office record.

87. Requests to be accompanied with postage at the local rate.—(a) It is presumed that in cases where the sender requests the alteration or cancellation of the charges on

a c. o. d. parcel, one attempt to deliver has already been made. Therefore, in every instance where the parcel was addressed for delivery by carrier (city, village, or rural), the request of the sender must be accompanied with postage at the local rate for the second attempt at delivery. If the sender requests that a c. o. d. parcel be delivered to other than the original addressee at the office where it is held, the request should be accompanied with postage at the local rate, regardless of whether the parcel is to be delivered at the post office or taken out for delivery by carrier.

(b) Postage at the local rate is not required in any instance where the sender of an undelivered c. o. d. parcel directs that the parcel be delivered to the original addressee at the post office where held with charges altered or canceled, provided the sender has arranged in advance for the addressee to call at the post office. In each such instance the related Form 3818 should be endorsed "No local rate required; addressee will call for parcel."

Telegraphic Requests

88. If desired by sender, telegraphic authorization may be issued to alter or cancel the c. o. d. charges or to deliver such mail to a new addressee at the office where held. The telegram must be authorized and paid for by the sender, but sent by and under the name of the postmaster at the mailing office. The telegram must show the number of the parcel, mailing office, name of the sender, name and complete local address of the addressee, the amount of c. o. d. charges involved, and the name and complete local address of any new addressee.

Postmasters who send such telegrams must confirm them immediately with a letter repeating the telegrams as sent. The 10-cent fee should be affixed by means of uncanceled postage stamps to the letter confirming the telegram, the stamps canceled by the postmaster at the office of mailing, and transmitted to the postmaster at the office of address for filing with the delivery office record. Requests for confirmation should be made if not received promptly, and failure to comply with such requests should be reported to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

It will be necessary for the sender to prepay the additional postage at the local rate for the second attempt at delivery if delivery by carrier is involved; otherwise the postage at the local rate will be collected from the addressee upon delivery, except in those instances where the telegram is received by the postmaster at the office of address before one attempt at delivery has been made.

If the sender does not desire that the addressee be required to pay the additional postage at the local rate where delivery by

carrier is involved, and one attempt at delivery has been made before the receipt of the telegram, he should pay the local rate of postage to the postmaster at the office of mailing. In such case the telegram should include, in addition to the other essential matter, the words: "Postage follows." The postage at the local rate should then be sent to the postmaster at the address office, by means of uncanceled postage stamps, with the Form 3818 or letter confirming the telegram. As the parcel ordinarily will have been delivered before the postage at the local rate reaches the address office, the postmaster at that office should, upon receipt of telegram, affix postage stamps from his stock to the parcel and cancel them to cover the charge for the second attempt at delivery, and when the postage is received from the mailing office replace the stamps used from his stock.

If a request to increase the charges on a c. o. d. parcel is made by telegram and the increase requires a higher c. o. d. fee, the request of the sender should be accompanied with postage stamps representing the difference in the amounts of the fees, which stamps should be canceled and affixed to the letter confirming the telegram sent to the postmaster at the office of delivery.

Treatment of Sender's Authorization at Office of Delivery

89. (a) Upon receipt of the prescribed senders' authorizations from postmasters at offices of mailing, they shall be given prompt attention. The sender's authorization shall be attached to and filed with the delivery office portion of the c. o. d. tag, if delivery is effected. When a c. o. d. parcel is delivered with the charges released, the addressee should add to his signature on the c. o. d. tag a statement to that effect. Any postage at the local rate should be affixed to the parcel and canceled.

(b) When postage at the local rate is required.—Postage at the local rate is required to be paid only in those instances where an attempt already has been made to deliver a c. o. d. parcel by carrier prior to the receipt of the sender's authorization on Form 3818 or other communication. Postage at the local rate should be returned to the postmaster at the office of mailing for delivery to the sender if the related c. o. d. parcel has not received such delivery service.

(c) When required postage at the local rate is not received.—If the sender's authorization is not accompanied with the required postage at the local rate, the amount should be collected upon delivery and stamps in payment of the deficiency affixed to the parcel and canceled. The irregularity shall be reported to the Bureau of Finance, Division of Registered, Insured

and C. O. D. Mail, on Form 3826a or by letter.

(d) Refusal of addressee to pay local rate of postage.—If the addressee refuses to accept delivery of a c. o. d. parcel merely because the local rate of postage has not been furnished by the sender, the parcel shall nevertheless be delivered in conformity with the sender's authorization. The postmaster at the office of mailing shall then be requested to furnish the required local rate of postage by means of uncanceled postage stamps, upon receipt of which the stamps will be canceled and affixed to the original authorization.

(e) Authorizations received after c. o. d. mail has been forwarded.—Senders' authorizations received after the related c. o. d. parcels have been forwarded to the addressees shall be transmitted promptly to the postmasters at the new offices of address for appropriate attention.

90. Direct request of sender.—When a request for alteration or cancellation of charges or delivery to other than the original addressee is received by a postmaster at office of address direct from the sender, the postmaster may, if satisfied of its authenticity, comply with the request and notify the postmaster at the mailing office so that the sender may be informed that any similar requests should be filed at the office of mailing. Delivering postmasters will be held responsible for the genuineness of such requests, and in case of doubt must submit them for verification to the postmasters at mailing offices.

TREATMENT AT DELIVERY OFFICE

Examination of Incoming Mail

91. All parcels received for delivery must be carefully scrutinized to assure the proper delivery of insured and c. o. d. parcels, the collection of charges due on c. o. d. parcels, and the observance of any restriction in delivery or the compliance with senders' requests for return receipts for insured mail.

Tags must be filled out and marked "Duplicate" for all c. o. d. parcels from which the original tags have become detached, so that proper delivery may be made. Postal employees may be held personally responsible when loss is sustained because of their failure to observe this requirement.

Prompt inquiry shall be made of the addressees to ascertain whether c. o. d. parcels represented by loose c. o. d. tags had been delivered without collection of c. o. d. charges, for appropriate action. At offices where descriptive records on Forms 3814-A or 3814-C are maintained, loose c. o. d. tags shall be recorded in the same manner as incoming c. o. d. mail, except that the entry shall read "Loose Tag."

Treatment of Incoming C. O. D. Mail and Funds

92. At first- and second-class offices.—Incoming c. o. d. mail and funds shall be handled in accordance with the mimeographed instructions issued October 17, 1942, for first-class offices and June 4, 1948, for second-class offices. Exceptions to these instructions must not be made without authority from the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

93. At third- and fourth-class offices.—(a) The c. o. d. tags on all incoming c. o. d. parcels shall be postmarked to show the actual date of receipt. The parcels shall be promptly recorded in book Form 3814-A, which also shall show the final disposition made of each recorded parcel.

(b) In effecting delivery of c. o. d. parcels the requirements of article 105 of this chapter shall be strictly complied with, particularly with regard to the dates of delivery which shall be entered on the reverse side of the delivery office portions of the c. o. d. tags either by the persons to whom delivery is made or by the delivering employees.

(c) When c. o. d. parcels are assigned to rural carriers for delivery, their receipts shall be obtained on the delivering employees' coupons of the related c. o. d. tags. At the end of each trip, each rural carrier shall turn in to the postmaster the total amount of charges collected, together with the received c. o. d. tags therefor, or undelivered parcels. The postmaster shall complete and initial the delivering employees' coupons to show the disposition made of the related parcels and surrender the coupons to the carriers. The rural carriers shall file the delivering employees' coupons in numerical order and retain them for 2 years. The delivering employees' coupons are considered as the property of the carriers, but shall be produced upon request.

C. O. D. MONEY ORDERS

Issuance of Money Orders

94. (a) Money orders shall be issued and mailed on the same day that c. o. d. parcels are delivered, if possible. If not, they should be issued and mailed without fail on the following business day. Delay in the issuance of money orders after c. o. d. parcels have been delivered will not be tolerated.

(b) The name of the sender of the c. o. d. parcel must appear as the payee on each money order issued for a c. o. d. parcel, and the name of the addressee as the remitter. The number of each c. o. d. parcel must be placed in the space provided for that purpose on the money order, and the serial number of the money order and date of issue shall be entered in the spaces

provided therefor on the c. o. d. tag. If the parcel number is omitted from a tag or is illegible, the space provided for the parcel number on the money order shall be endorsed "Omitted" or "Illegible," as the case may be, and the money order mailed to the sender. Postmasters at first-, second-, and third-class post offices shall enclose Form 3804 with such remittances. When it is noted that the parcel numbers on c. o. d. tags prepared by any particular mailer frequently are omitted or are illegibly entered, appropriate report should be made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

(c) Money orders must in each case be mailed in a No. 6 penalty envelope addressed to the person named as the sender of the parcel, who is also the payee of the order.

(d) If the c. o. d. tag contains an extra coupon to be returned to the sender, the coupon must be enclosed with the money order.

(e) A separate money order must be issued for the charges on each c. o. d. parcel bearing charges of not exceeding \$100. When c. o. d. charges exceed \$100 two money orders shall be issued, one for \$100 and the other for the remainder. The numbers of both money orders must be entered on the c. o. d. tag. A separate money order fee shall be charged for each money order.

Name and Address of Sender Unknown

95. A c. o. d. parcel received without the name and address of the sender on the parcel or the c. o. d. tag should be delivered, the charges collected, and the sender's name and address ascertained from the addressee. The amount collected should be retained until the name and address of the sender is verified by the postmaster at the mailing office, who, if his records do not show the name of the sender, should be requested to obtain a statement from the party specified as the sender, showing that the parcel was mailed by him. Such statement should be forwarded to the postmaster at the office of delivery, who shall attach it to the delivery tag. The money order should then be issued and mailed. If it is impossible to obtain the sender's name and address in this manner, the money should be held for 1 year and if not claimed shall be transmitted to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

Application for Duplicate Money Order

96. When a money order issued in payment for a c. o. d. parcel has been lost, the issuing postmaster should prepare an application for a duplicate in which is shown the c. o. d. parcel number, and forward the application to the regional accounting office for certification and transmittal to the Bureau of Finance, Division of Money Orders.

Money Order Not To Be Repaid

97. Except under special instructions from the Department, a c. o. d. money order should not be repaid to the addressee without the consent of the payee, which may be given either by endorsement in usual form on the money order or by means of a separate written authorization addressed to the issuing postmaster.

Unclaimed C. O. D. Money Order

98. If an envelope containing a money order issued in payment of the charges on a c. o. d. parcel is returned unclaimed to the issuing postmaster, the order should be held subject to claim on the part of the payee, or until his whereabouts can be ascertained. Reasonable endeavor should be made at once by the issuing postmaster to secure an address to which the money order again may be mailed. The addressee of the parcel and the postmaster at the office at which the parcel was mailed should be requested to assist in obtaining the sender's correct address. If the payee cannot be located, the order, with a statement of facts, should be forwarded promptly to the Bureau of Finance, Division of Money Orders, and disposition thereof noted on the tag which should be retained by the postmaster.

If an envelope containing a c. o. d. money order is returned to the office of issue endorsed "Fraudulent," "Refused—Out of business," or "Fictitious," the envelope, together with the money order, shall be transmitted immediately to the Bureau of Finance, Division of Money Orders.

DELIVERY OF INSURED AND C. O. D. MAIL

Delivery of Insured Mail

99. **"INSURED—Minimum Fee" Mail.**—Parcels endorsed "Insured—Minimum Fee" shall be delivered in accordance with the instructions governing the delivery of ordinary mail. Delivery receipts shall not be taken upon delivery of such parcels.

100. **Numbered insured mail.**—(a) Parcels endorsed "Insured No. ____", shall be promptly delivered under the rules and regulations governing the delivery of registered mail, so far as they are applicable. Carriers shall not be required to receipt for insured parcels assigned to them for delivery.

(b) **Receipts to be taken.**—Receipts shall be taken for all numbered insured mail delivered to serve as the post-office record of delivery.

(c) **Forms to be used.**—Form 3849-B ordinarily should be used to obtain the required post office delivery receipt, and

should be prepared by the carriers. Where firms or other patrons customarily receive an average of three or more numbered insured parcels at one delivery, Form 3883 or Form 3883a (Firm delivery book) should be used. Offices of the third and fourth classes using Form 3850 (Record of Transit and Delivered Registered Mail) may use that form to take receipts from addressees when delivery is effected at the post office, the word "registered" being changed to "insured."

(d) **Receipt to be completely filled out.**—Each receipt shall bear the insured parcel number and the name of the office and State of origin of the parcel. If the insured parcel number is omitted or is illegible, delivery of the parcel shall not be withheld. In such case appropriate notation shall be made on the receipt of the name of the post office and State of origin, the name of the sender, and the date of mailing. The receipt shall be signed by the addressee or, when delivered to other than the addressee, both names should appear, the name of the addressee first and the signature of the person accepting delivery for the addressee immediately thereunder. The date of delivery shall appear, preferably placed by the person to whom the parcel is delivered, or when this is not done the employee making delivery shall insert the date of delivery. The employee making delivery shall also place his name on the receipt. These receipts must be returned promptly to the post office upon completion of each carrier's trip.

101. **Receipts, methods of filing.**—(a) At offices of the first and second classes, delivery receipts for insured mail shall be filed numerically, by the last two digits of parcel numbers, or alphabetically, by names of addressees, if the numbers cannot be obtained. At large offices a temporary alphabetical file, by name of addressee, may be kept for parcels which fail of delivery and are held awaiting delivery, if the maintenance of such a file is considered essential.

(b) At offices of the third and fourth classes delivery receipts may be filed by the last two digits of the parcel numbers or alphabetically under the names of the post offices of mailing. In the latter case, when there is more than one receipt for any post office of mailing they may be arranged numerically by parcel numbers; or, if considered preferable, the receipts may be filed alphabetically under the names of the addressees, and when there is more than one receipt for any one addressee the receipts may be arranged by dates of delivery or by parcel numbers.

102. **Receipts for parcels returned to senders.**—Receipts shall be obtained from

senders of numbered insured mail returned to them as undelivered matter. If desired, the delivery receipts for numbered insured mail returned to senders may be kept separate from delivery receipts covering parcels delivered to addressees.

103. Return receipts.—(a) Return receipts are not furnished for minimum fee insured parcels. Since it is not required that return receipts (Form 3811) be attached to the parcels at the office of mailing, delivering employees must be furnished with Forms 3811, and instructed to examine each parcel before delivery and to obtain a return receipt in each instance where required.

(b) The number of the parcel, the name and address of the sender, the postmark of delivery office, the signature of addressee, and the date of delivery, must appear on each receipt, and a separate receipt must be furnished for each parcel for which such receipt is requested.

(c) *Return receipt requested showing address where delivered.*—When an insured article received for delivery bears an endorsement reading "Return receipt requested showing address where delivered," a return receipt should be obtained in the usual manner upon delivery of the article, and the employee effecting delivery of the article should place on the return receipt the complete address where delivery was made.

(d) *Return receipt requested after mailing.*—When a request is received from the postmaster at the office of mailing for a return receipt requested after mailing, effort should be made to secure the signature of the person whose receipt is held for the insured parcel. If the person to whom the insured parcel was delivered declines to sign a return receipt, the postmaster at the office of delivery should furnish the postmaster at the office of mailing, for delivery to the sender, a statement showing the date of delivery of the insured parcel and the name of the person signing therefor.

(e) If it is noted in any instance that a postmaster has failed to collect the separate and additional fee required for a return receipt, delivery shall not be delayed, but the return receipt shall be obtained and sent under cover to the postmaster at the office named in the address of the sender. The fee for the receipt shall be collected upon delivery.

(f) All instances of failure to receive a number of return receipts from any particular office, indicating that such office is not giving proper attention to this matter, shall be reported to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

104. Selective check of receipts.—(a) A selective check shall be made at least quarterly at offices having carrier service,

to ascertain whether all delivering employees are obtaining the required post office delivery receipts for numbered insured mail, and whether such receipts on Form 3849-B are properly filed.

(b) A selective check also shall be made of firm delivery bills listing numbered insured parcels received for delivery to assure that all such mail has been recorded accurately and legibly.

(c) Prompt corrective action shall be taken when the selective check discloses any evidence of failure to obtain delivery receipts, or of careless or illegible entry of the pertinent information thereon.

(d) A record shall be maintained showing the dates of the selective checks and the results thereof and such records shall be retained for a period of 1 year.

Delivery of C. O. D. Mail

105. C. o. d. mail shall be delivered under the rules and instructions governing the delivery of registered mail, insofar as they are applicable. The c. o. d. tag shall be signed by the addressee or, when delivered to other than the addressee, both names should appear, the name of the addressee first and the signature of the person accepting delivery for the addressee immediately thereunder. The date of delivery shall be placed in the space provided therefor on the back of each c. o. d. tag, preferably by the person to whom the parcel is delivered, or when this is not done the employee making delivery shall insert the date. The employee making delivery must also place his name, and if a carrier, his cap or route number, on the received tag.

Unless otherwise authorized receipts on c. o. d. tags shall be obtained from senders for all c. o. d. mail returned to them as undelivered matter. Such c. o. d. mail shall not be charged to carriers, nor shall collection be made of the c. o. d. charges.

106. Examination of contents prohibited.—Examination of the contents of c. o. d. parcels before delivery is prohibited regardless of requests or representations of senders or addressees. This also applies to parcels addressed to postmasters and postal employees. Any postmaster or postal employee permitting such examination will be held personally responsible in case of financial loss to senders.

107. Collection of c. o. d. charges.—Delivering employees will be held responsible for failure to collect the full amount of c. o. d. charges entered on c. o. d. tags, and for failure to collect the proper money order fee, even though the money order fee is incorrectly stated on the tags. In case the money order fee is incorrectly stated on the c. o. d. tag, the proper fee shall be collected the fee corrected on the tag, and a report of the error made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

D. Mail. When the amount of c. o. d. charges exceeds \$100, delivering employees are cautioned to exercise extreme care to see that the total amount of money order fees stated is correct, to make any necessary correction, and to collect the correct amount on delivery. Any deficiency involved may have to be collected from the employee failing to collect the correct amount on delivery.

Delivering employees are not required to verify the amount of c. o. d. charges shown on the tag with the amount shown on the parcel; however, when a discrepancy between the two amounts is observed, attempt should be made to collect the larger amount and withhold remittance until the correct amount is ascertained from the mailing postmaster, whereupon any excess of the correct amount should be returned to the addressee. If the addressee refuses to accept the parcel at the larger amount, the correct amount should be ascertained from the mailing postmaster and the parcel again offered for delivery. Such irregularities shall be reported to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

Carriers are not required to make change when collecting charges on c. o. d. parcels unless they have the correct change in their possession. Patrons are expected to have the proper amount of money on hand.

Number of Attempts To Deliver

108. By city or village carriers.—(a) Insured and c. o. d. parcels shall be taken out once for delivery, unless the matter is properly held for desk delivery, in which event notices of arrival should be issued to the addressees on Form 3849-B. If not accepted at that time for any reason, notice on Form 3849-B shall be given by the carrier to, or left for, the addressees that the parcels will be held at the post office. No subsequent notice on Form 3849-B shall be issued in such cases. When insured or c. o. d. mail is not deliverable by carriers, postmasters shall promptly notify the addressees on Form 3849-B of the arrival of the mail, except in those cases where the addressees habitually call for both insured and c. o. d. mail. Such notices are to be postmarked and delivered through the regular channels of the addressees' ordinary mail.

(b) In attempting delivery of insured mail, a city or village carrier should wait only a reasonable time for a response to his ring or knock. If no one then responds he may leave a minimum fee insured parcel at the accustomed place, provided a written order has been secured from the addressee to leave insured mail at a specified place. In the delivery of numbered insured mail the provisions of article 100 of this chapter shall be strictly observed. If the addressee has not filed a written order permitting delivery of his minimum fee insured

mail at a specified place, minimum fee insured mail, as well as numbered insured mail, which cannot be personally delivered to the addressee or some responsible person who customarily receives his ordinary mail, should be brought back to the post office, and notice on Form 3849-B shall be left for the addressee.

(c) When a c. o. d. parcel is taken out for delivery on the first attempt and is offered for delivery to the addressee or some responsible person for the addressee, but delivery cannot be effected because the amount of charges is not on hand, or the exact amount is not readily available and the carrier cannot make change, the person to whom the parcel is tendered should be asked to state the exact date on which delivery will be accepted if the parcel is again brought out. The carrier should make an appropriate and conspicuous notation on the parcel itself for the information of the employee assigning c. o. d. parcels for delivery, and the parcel should be again taken out for delivery on the date specified.

109. By rural carriers.—Rural carriers shall not be required to make more than one visit to a residence to effect delivery of insured or c. o. d. mail. If the residence is more than one-half mile from a rural route or if there is not a passable road leading to it, the carrier is not required or expected to make delivery thereat. In the latter case the carrier shall leave a notice on Form 3849-B in the rural mail box, so that the addressee can be at the box on the next trip of the carrier or call for the mail at the post office.

110. Postage at the local rate—when to be charged.—When the sender or addressee requests that a second attempt be made to deliver by carrier, a parcel which was unqualifiedly refused on the first attempt, each such request must be accompanied with postage at the local rate. However, postage at the local rate shall not be charged when the addressee or his authorized representative, after having refused the parcel when originally presented for delivery, calls at the post office where the parcel is held and accepts it.

Insured or c. o. d. parcels which have not been unqualifiedly refused will not be taken out for delivery a second time at carrier offices until assurance is given by the addressee or his authorized representative that the parcel will be accepted, and no extra postage charges are to be made for the second attempt to deliver in such cases. However, when the sender requests that such insured or c. o. d. mail be given renewed delivery service by carrier, each such request must be accompanied with postage at the local rate.

Where an insured or c. o. d. parcel which has not been unqualifiedly refused has been taken out twice for delivery by carrier, but

not accepted, postage at the local rate must be paid for each subsequent attempt at delivery.

No local rate of postage is to be charged on delivery of c. o. d. mail prepaid at the letter rate of postage. Any deficiency in postage at the letter rate should, however, be collected on delivery.

Addressed to Military Installations

111. (a) Insured mail, the delivery of which has not been restricted by the sender or addressee, addressed to military personnel at military installations within the United States proper, may be delivered, without written orders of the addressees, to the mail orderlies authorized to receive such mail by the commanding officers of the military installations in written instructions filed with the post office by the commanding officers.

(b) If in any instance the commanding officer has not authorized the delivery of insured mail to mail orderlies, in written instructions filed at the post office, report of the facts in the case should be made to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

(c) Insured mail the delivery of which has been restricted by the sender or addressee, shall be held at the post office or station or branch, and a notice (Form 3849-B) shall be issued promptly. However, when the addressee is located at a point remote from the post office and it is impracticable for him to call in person, mail restricted in delivery may be delivered to authorized mail clerks upon written request of the addressee.

(d) C. o. d. articles addressed to members of military organizations at military camps or posts will be held at the post office, station or branch and a notice on Form 3849-B will be sent out promptly to the addressee to call at the post office, station or branch. The notice shall show the point at which delivery will be made, as well as the c. o. d. number of the article, name of addressee and the amount of c. o. d. charges. C. o. d. mail shall not be delivered to other than the addressee, unless the addressee so requests in a written order. When such an order is given, the c. o. d. charges must be paid by the person authorized by the addressee to receive the c. o. d. article. When delivery of a c. o. d. article has been restricted to the addressee or to the addressee or order, the restriction must be strictly observed.

Addressed to Hotels

112. Numbered insured and c. o. d. mail, the delivery of which has not been restricted, addressed to a guest at a hotel, occupant of an apartment house, or the like, may be delivered without a written order from the sender or addressee to any person in a supervisory or clerical capacity to whom

mail addressed to the hotel, apartment house, or the like, is customarily delivered. Both the delivery record of a numbered insured parcel and the return receipt, if requested, shall be signed by the person accepting delivery, and the delivery record and return receipt shall show the actual date of delivery. Charges on c. o. d. mail so delivered must be paid at the time delivery is effected. The c. o. d. tag shall be signed by the person accepting delivery and shall show the actual date of delivery.

Delivery in Transit

113. Insured and c. o. d. mail in transit to a post office receiving special supply may, in cases of emergency, be delivered from the distributing office upon the addressee's personal or written application, with satisfactory identification; but no numbered insured or c. o. d. mail which is marked for delivery to the addressee only shall be delivered to other than the addressee. Records of such delivery of insured or c. o. d. mail shall be retained by the distributing office. Particulars of the parcel delivered in transit by the distributing office shall be transmitted to the postmaster at the office of address, who shall enter the parcel upon his records and make a note on the records to the effect that delivery was made in transit from the distributing office.

On Star Routes

114. Insured and c. o. d. mail shall not be delivered to a star route carrier unless the addressee expressly so requests in a written order filed at the post office. In the cases where such orders are given, the carriers are considered as the representatives of the addressees and the responsibility of the Postal Service ceases when delivery has been made to the carrier by the postmaster and the signature of the carrier obtained. In case of c. o. d. mail, delivery should not be made to the star route carrier until the amount due is paid.

At Offices Not Having Carrier Service

115. Postmasters at offices not having carrier service are expected to use every means practicable, not involving expense to the Department, to notify addressees that insured and c. o. d. parcels are on hand for delivery. Notice on Form 3849-B shall in each case be placed in the general delivery or in the post-office box if one is rented by the addressee.

Perishable Parcels

116. (a) When an insured or c. o. d. parcel containing perishable matter not prepaid for special delivery service is received at a carrier delivery office, it must be taken out for delivery by carrier on the first regular trip. If the parcel is undelivered because of no response, notice on Form 3820a shall be left for the addressee, and in the

case of a c. o. d. parcel the notice shall be endorsed to show the amount of c. o. d. charges due thereon.

(b) Parcels received in any delivery post office on Saturday or the day before a holiday, after the hour when the parcel delivery carriers leave the office, or on Sundays or holidays, the contents of which parcels are of such perishable nature that they cannot be held over until Monday morning or the day following a holiday, shall be promptly delivered as special delivery mail even though they do not bear special delivery postage, a receipt taken therefor, and the proper special delivery fee collected as postage due at the time of delivery. When it will not result in spoiling, such delivery may be made by collectors. The messenger or other employee making delivery will leave a slip notice (Form 1544) with the addressee, explaining the necessity for the additional postage charge and asking co-operation in having such matter mailed as special delivery in the future. The sender should be sent a card notice (Form 1543). Parcels containing butter should be regarded as perishable under these instructions.

(c) The instructions in this article also apply to small second- and to third- and fourth-class post offices where no delivery service or no parcel post delivery is maintained, all perishable parcels to be promptly delivered when received as indicated.

Damaged Parcels

117. (a) Damaged parcels should not be withheld from delivery, but when there is any question as to the sufficiency of the packing, or when the parcels contain fragile matter not appropriately endorsed, the wrapper and packing should be immediately obtained by the postmaster who makes delivery, and held available as evidence in the event claim is subsequently filed.

(b) If the addressee refuses to accept a parcel in apparently damaged condition he should be advised that acceptance will not prejudice any claim for indemnity, but on the contrary would expedite the filing and settlement of the claim. If the parcel is still refused, the contents should be examined at the post office and another attempt to deliver it made if all the articles are in good condition or only slightly damaged. If the second attempt at delivery is unsuccessful, the sender should be notified of the refusal and extent of damage and if no response is received, the parcel should be returned to sender at the expiration of the proper retention period. If the examination discloses that the contents are damaged beyond repair or rendered worthless, the sender should be notified to that effect and the parcel held pending receipt of instructions or the filing of a claim. If instructions are not received and a claim is not filed within a reasonable length of

time, the postmaster at the office of mailing should be requested to ascertain the disposition to be made of the damaged articles.

(c) If no response is received from the senders in connection with partially damaged insured or c. o. d. parcels bearing the endorsement to be treated as "abandoned" if not delivered, the parcels should be disposed of in conformity with the requirements of article 140 of this chapter.

Spoiled Parcels

118. When perishable articles are received spoiled, note shall be made of the date and hour of receipt of the parcel for delivery, the actual date and hour of delivery to the addressee, whether the parcel was endorsed "Perishable," and the cause of any delay or improper handling if known, for the information of the paying postmaster or the Department, as may be appropriate. If the parcel was not appropriately endorsed, the wrapper thereof should immediately be obtained by the postmaster who makes delivery and held available as evidence in the event claim is subsequently filed. When the parcel does not disclose deterioration at the time of delivery to the addressee and the addressee subsequently makes claim for indemnity, the delivering postmaster should make careful investigation and furnish a detailed statement of the facts for the information of the paying postmaster or the Department.

Return to Postal Service After Delivery

119. (a) After proper delivery has been effected, insured or c. o. d. parcels must not be returned to senders or remailed to new addressees except under new insurance or c. o. d. numbers, or by ordinary mail. In such cases postage, and if insured or c. o. d., a new insurance or c. o. d. fee, must be paid.

(b) If the hotel, apartment house, or the like to which an insured or c. o. d. parcel has been properly delivered will not prepay the necessary postage and the insurance or c. o. d. fee, the parcel should be held in the post office of address and the sender requested to furnish postage if he desires the parcel returned or remailed as ordinary mail, or to furnish both postage and insurance or c. o. d. fee if he desires the parcel returned or remailed as insured or c. o. d. mail. In the event that the hotel, apartment house, or the like to which the parcel was properly delivered furnishes only the postage necessary to return or remail the parcel as ordinary mail, the parcel should be held pending receipt of information from the sender as to whether he desires it returned or remailed as insured or c. o. d. mail, and if so, the necessary fee must be prepaid. Post office record should be made of the particulars of the original parcel so as to connect it with the record of the remailed parcel for use in the event inquiry

or claim for indemnity is filed, and a receipt should be given the hotel, apartment house, or the like as evidence of the return of the parcel to the Postal Service. When conditions will permit, it is advisable to have the hotel, apartment house, or the like make a similar record of its own, which may be done in some instances by the use of firm mailing sheets, in which event the original of this record properly checked at the post office will serve as the post office record and the copy should be properly receipted and retained by the hotel, apartment house, or the like.

Retention of Undelivered Parcels

120. General.—(a) Senders may request the return of undelivered insured or c. o. d. parcels prior to the expiration of the time limit specified thereon, or the holding of the parcels for an additional period not exceeding a total of 30 days. Postmasters at offices of delivery shall give prompt attention to such requests and shall endorse each such parcel "*Returned at sender's request*," or "*Held for _____ days at sender's request*," as may be proper. Each such request shall be filed as part of the records of the parcels involved as authority for the action taken.

(b) When insured and c. o. d. parcels are forwarded, they shall be held at the offices to which forwarded for the same periods as prescribed for the offices of original address. When conditions indicate that this privilege is being abused, a report of the facts should be made to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

121. Insured mail.—(a) Except as provided in paragraphs (b) and (c), undelivered insured mail shall be retained at offices of address for the full retention period specified in the senders' instructions, but not to exceed 30 days, or for 30 days in the absence of such instructions, before the mail is returned to sender or otherwise properly disposed of.

(b) When an insured parcel is actually and unqualifiedly refused, and there is no request that the parcel be held for a specific retention period, the parcel shall immediately be returned to the sender.

(c) An insured parcel addressed to a deceased addressee shall be endorsed "Deceased" and returned immediately to the sender, unless delivery of the parcel can be made to one legally entitled to act for the deceased addressee.

122. C. o. d. mail.—(a) Except as provided in paragraph (c), each c. o. d. parcel which fails of delivery shall be held for the exact time specified in the sender's instructions thereon. The maximum time for which any c. o. d. parcel may be held is 30 consecutive days without exception (including Sundays and holidays), commencing with the day following the day on which

the first attempt to deliver is made, or the first notice of arrival is issued. Requests of addressees or senders' representatives which contemplate the premature return or excessive retention of undelivered c. o. d. parcels shall not be complied with.

(b) C. o. d. parcels which bear no retention period, shall be held for 15 days (including Sundays and holidays), commencing with the day following the day on which the first attempt to deliver is made, or the first notice of arrival is issued, before the parcels are returned to senders or otherwise properly disposed of.

(c) C. o. d. parcels which do not bear the special instructions set forth in articles 139 and 140 of this chapter, or requests for notification on Form 3849-D, may be returned to the senders immediately if: (1) Delivery cannot be effected because the addressees are unknown or cannot be found at the places of address, (2) the parcels are addressed to street addresses or localities that do not exist at the office of address, (3) the parcels are addressed to deceased addressees, and delivery cannot be made to one legally entitled to act for the deceased addressee.

Notice of Nondelivery

123. (a) Notices of nondelivery on Form 3540 shall be issued to senders without charge in instances where insured parcels are refused, provided the parcels bear specific instructions as to their retention at offices of delivery, as well as in those instances where delivery cannot be effected because the addressees are unknown or the parcels are incorrectly addressed to street addresses or localities which do not exist.

(b) When c. o. d. mail is so endorsed, notice on Form 3849-D shall be issued to the sender or his representative of inability to make delivery, regardless of the cause, as soon as it is definitely known that the c. o. d. article is undelivered, but in any event, within 5 days after the date of receipt of the article at the office of address. The date on which notice is sent to the sender or his representative of undelivered c. o. d. mail shall be entered in the space provided for that purpose on the c. o. d. tag. No other record shall be made of the issuance of the notice, nor shall the mail be so endorsed. The fee of 5 cents for this service shall be collected by means of postage due stamps affixed to the notice.

(c) Postmasters shall keep record of the number of notices of nondelivery (Form 3849-D) which they deliver for statistical purposes.

(d) When insured and c. o. d. parcels bearing instructions directing the "Abandonment" thereof, if undelivered, are disposed of as "Abandoned" matter, the sender shall be notified on Form 3540.

DEMURRAGE

124. Demurrage shall be charged on each domestic registered or unregistered c. o. d. article which the addressee fails to remove from the post office of address within 15 days from the first attempt to deliver or from the date the first notice of arrival is issued; except that no demurrage shall be charged on c. o. d. mail exchanged between the United States proper and Hawaii, Alaska, Puerto Rico, Virgin Islands of the United States.

Mail Not Subject to Demurrage

125. C. o. d. mail is not subject to demurrage when it bears the instructions of the sender limiting its retention to not exceeding 15 days or when no time is specified, or when it is exchanged between the United States proper and the Territories and island possessions of the United States.

Mail Subject to Demurrage

126. C. o. d. mail not exchanged between the United States proper and Territories and island possessions of the United States is subject to demurrage under the following conditions:

When it bears the sender's return request in excess of 15 days, but not exceeding 30 days.

When it bears the alternative instructions of the sender permitting the matter to be held in excess of 15 but not in excess of 30 days at the request of the addressee or the sender's designated representative, provided the addressee or the sender's agent pays demurrage for the full demurrage period in advance.

Free Retention Period

127. The free retention period for c. o. d. articles subject to demurrage is the first 15 consecutive days without any exception (including Sundays and holidays) following the date on which the first attempt to deliver is made or the first notice of arrival is issued.

Demurrage Period

128. The demurrage period for c. o. d. articles begins with the day following the expiration of the 15-day free retention period, and ends with the last day c. o. d. articles properly may be held at offices of address, not exceeding a total of 30 consecutive days. No demurrage will be charged while c. o. d. articles are in transit between post offices.

Amount of Demurrage

129. The amount of demurrage chargeable is 5 cents a day for each day within the demurrage period, excepting Sundays and holidays and the day of delivery. Therefore, the maximum amount of demurrage which may possibly accrue on any

c. o. d. article at any one post office is 65 cents.

Collection of Demurrage

130. When a c. o. d. article is delivered to the addressee, any accumulated demurrage charges must be collected, in addition to such other charges as may be due. The amount representing demurrage shall be accounted for by means of postage due stamps affixed to the article and canceled.

Demurrage on Forwarded and Returned C. O. D. Articles

131. (a) When a c. o. d. article is received at a new office of address, it is again subject to demurrage under the same conditions as if the article were originally addressed to that office.

(b) Any c. o. d. article which is forwarded or returned must be rated up with any postage due for forwarding or return and, in addition thereto, with any demurrage which may have accrued thereon at the office from which forwarded or returned. If the article is forwarded more than once, it should be rated up with the demurrage as well as postage which may have accrued thereon at every previous office where held. In forwarding or returning a c. o. d. article on which demurrage has accrued it should be endorsed as follows:

Postage due_____	cents
Demurrage due_____	cents
Total_____	

NOTE.—When it is obvious that c. o. d. articles are forwarded solely for the purpose of avoiding the payment of demurrage, report of each such case should be made to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, for corrective attention.

Responsibility for Collection of Demurrage

132. It is incumbent upon postmasters and other postal employees to see that the correct amount of demurrage is collected before delivering c. o. d. mail upon which demurrage has accrued. Postmasters and other postal employees may be held personally responsible for failure to collect any demurrage due on c. o. d. articles.

C. O. D. Mail Bearing Alternative Instructions

133. (a) Senders of c. o. d. mail bearing return requests of 15 days or less may have such mail held a longer period, not to exceed a total of 30 days at any one office, provided the full amount of demurrage which may be involved at any one office is paid by the addressee at each office in advance to the postmaster at the office where the matter is held. The instructions on such mail should read as follows:

"If not delivered in 15 days return to sender. Parcel may be held for an addi-

tional period of ---- days, provided addressee pays demurrage for the full demurrage period in advance."

(NOTE.—The total retention period specified, including both the free and demurrage periods, must not exceed 30 days.)

(b) If a sender desires this privilege extended to his designated representative, the instructions on the c. o. d. mail should be amplified to include the words "or sender's designated representative" after the word "addressee." (See art. 74 of this chapter.) Delivery of c. o. d. articles bearing these alternative instructions must not be made to senders' designated representatives, with or without collection of c. o. d. charges, unless the senders authorize such deliveries to be made, either on the c. o. d. articles or by the issuance of appropriate authorizations through the mailing postmasters. Unless the full amount of demurrage, 65 cents, which would be required in such cases, is paid in advance, postmasters at offices where such mail is held will return it promptly to the senders after the expiration of the time limit specified by the senders. Partial advance payments of demurrage must not be accepted. Any amount paid in advance in excess of the required demurrage charges should be refunded to the addressees or to the senders' designated representatives, as the case may be, upon delivery of the c. o. d. mail involved. If such mail is not accepted within the full period specified by the senders, the total amount of accumulated demurrage should be affixed to the articles by means of postage due stamps and canceled, the articles endorsed to show "Demurrage paid" and returned to the senders. Receipts may be issued when desired for the demurrage received in advance and taken for any refunds made. Form 1096 may be used for this purpose.

Forwarding Prohibited by Senders

134. In the event senders of c. o. d. articles which bear return requests in excess of 15 days, do not desire such articles forwarded to the addressees at new post offices of address where they might be subject to additional demurrage charges, such articles must bear specific instructions reading "Postmaster: *Do not forward*. If not accepted by the addressee at the expiration of ---- days, return to sender." (The retention period to be specified in the blank space of the instructions quoted must not exceed 30 days.) In such cases postmasters shall ignore forwarding orders of addressees and return the articles to the senders, if not delivered at the expiration of the specified retention period, rated with any accumulated demurrage and postage due for return.

Parcels Bearing Instructions to Abandon if Undelivered

135. Senders of c. o. d. mail bearing instructions requiring it to be abandoned at the expiration of not exceeding 15 days, if not delivered, may avail themselves of the privilege of having such mail held for a period of not exceeding 30 days, provided the demurrage is paid in advance by the addressees as outlined in article 133 of this chapter.

Record of Demurrage Collected

136. A record shall be kept showing the total number of c. o. d. articles on which demurrage was collected, and the total amount of demurrage collected. The demurrage charges collected on any c. o. d. article shall be recorded on the back or signature side of the c. o. d. tag covering the article. The number of c. o. d. articles involved and the amounts of demurrage collected should be entered daily, in totals for each day, on the special record adopted for that purpose. No special form has been provided by the Department for maintaining these statistics which will be called for by the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail, at the close of each fiscal year ending June 30, when other annual statistics are required to be furnished. However, the record in totals may be entered on Forms 3814a or 3814c, or on any other special form which may be decided upon as best suited for that purpose. If loose-leaf sheets are used as improvised records, the sheets must be numbered consecutively, so that all of the sheets may be accounted for.

FORWARDING, RETURN, OR OTHER DISPOSITION

137. (a) Insured and c. o. d. mail is accepted with the understanding that the sender guarantees any necessary forwarding or return postage. When forwarding and returning such mail, it shall be rated up for collection of postage due except as provided in paragraph (b) following. Senders or addressees must not be requested to furnish postage for forwarding or return. (See arts. 134, 139, and 140 of this chapter relating respectively to: Forwarding prohibited by sender, Perishable matter, and Abandoned parcels.)

(b) Insured or c. o. d. air mail weighing 8 ounces or less subject to the 6 cents an ounce rate shall be forwarded by air if delivery will be expedited, and returned by surface means, without additional postage.

(c) Instructions of the sender appearing on insured or c. o. d. air parcel post as to forwarding or return by air or surface means shall be observed. If there are no such instructions, the matter shall be forwarded by air or returned by surface means, prop-

erly rated. The instructions contained in article 123 of this chapter regarding notices on Forms 3540 and 3849-D shall be observed.

(d) Parcels forwarded to addressees must be endorsed to show that fact. Parcels returned to senders shall be legibly endorsed to show the reason for nondelivery and that the parcels are returned to senders. In forwarding or returning c. o. d. mail, the original c. o. d. tag must be left attached and the tag appropriately endorsed to indicate forwarding or return. Any precanceled stamps affixed to parcels returned to senders must be thoroughly defaced with the canceling stamp. Undelivered insured and c. o. d. mail returned to sender or forwarded to a dead parcel post branch must be postmarked.

(e) Insured and c. o. d. mail shall not be forwarded to any foreign country. However, insured mail, but not c. o. d. mail, may be forwarded to the Canal Zone.

(f) Requests of senders that undelivered ordinary articles of the third or fourth class be returned as insured mail shall not be complied with.

Records of Forwarded and Returned Parcels

138. (a) When undelivered parcels endorsed "INSURED—Minimum Fee" are forwarded or returned, no post office record shall be made unless such parcels are forwarded to other than the original addressees. When such parcels are *undeliverable* and are treated as abandoned in accordance with the senders' instructions on the matter, or when such parcels contain perishable matter and are disposed of under the provisions of chapter VI, articles 158 to 162.

(b) When numbered insured mail and c. o. d. mail is forwarded or returned, a record shall be made to show the number of each parcel, the name of the mailing office and date of mailing, the name of the person to whom forwarded, and the office to which forwarded or returned, together with the date of such action.

(c) *Record of returned parcels refused by senders.*—When undelivered insured or c. o. d. parcels are returned but cannot be delivered to the senders for any reason, the record prescribed in paragraph (b) shall be made.

(d) *Forms to be used.*—At post offices using Form 3849-B exclusively as record of the delivery of numbered insured mail, the required record for insured mail forwarded or returned should be made on that form. At offices or stations using Form 3850 (record of transit and delivered registered mail), record of such mail should be made thereon. In the case of c. o. d. mail forwarded or returned, the required records shall be made on Form 3814, 3814-A, or 3814-C, whichever is used.

Perishable Matter

139. (a) Unless otherwise directed by the sender in the instructions on such mail, undelivered numbered insured parcels and c. o. d. articles bearing no specific return requests and containing perishable matter should be promptly forwarded to the addressees or returned to the senders, postage collect, provided there is no likelihood of the contents spoiling. If there is not sufficient time for such action, the contents of the parcels should be treated in accordance with the requirements of chapter VI, article 158.

(b) Perishable parcels bearing the request of the senders that they be held awaiting delivery for a specific period should be held for the full period stated in the return request of the senders, if the condition of the contents will permit, before being returned or otherwise disposed of as set forth in this article.

(c) Perishable parcels bearing instructions of the sender to sell or destroy if not accepted by the addressee, should be treated in strict conformity with such instructions. When the amount realized from the sale of an undelivered insured or c. o. d. parcel containing perishable matter, less a commission of 10 percent but in no case less than 15 cents, is remitted to the sender by money order, the name of the postmaster at the office where the matter is sold, and not the name of the addressee, should be shown on the money order as the remitter.

(d) Office record should be made in order to identify the transaction with any related claim which may arise. Claims in such cases will be adjusted through the duly designated paying postmaster or the Department, as may be appropriate, on the merits of each claim, and postmasters should see that a full statement of the facts accompanies the claim papers.

Abandoned Parcels

140. (a) When an insured or c. o. d. article which is not of a perishable nature and which the sender has directed not to be returned cannot be delivered to the original addressee, or in accordance with the sender's alternate instructions, if any, the article shall be held for the full retention period specified in the sender's instructions thereon, at the expiration of which time it shall be endorsed "ABANDONED" and sent to the proper dead parcel post branch.

(b) Undeliverable perishable matter bearing instructions to abandon should be treated in accordance with chapter VI, article 158, except that any amount realized from the sale of such matter should not be transmitted to the sender or addressee, but should be sent with a full explanation of the transaction to the proper dead parcel post branch to be included by that office.

with its regular deposits from the sale of unclaimed merchandise, and accounted for as part of the postal revenue under "miscellaneous receipts."

(c) In order that it may not be necessary for senders of insured or c. o. d. parcels, endorsed to show that the senders do not desire their return, to make inquiries of the postmasters at the address offices as to the final disposition made of the parcels, postmasters at the address offices shall notify the senders of such disposition when it becomes necessary to treat them as abandoned. Form 3540 should be used for this purpose.

(d) Insured and c. o. d. parcels of this character usually bear an endorsement reading substantially "*Do not forward or return.* If not accepted within 15 days treat as

abandoned. Notify sender on Form 3540 of final disposition." In certain exceptional cases, the senders have specially requested postmasters at offices of address to return insured or c. o. d. parcels bearing instructions that they be abandoned if not delivered. To avoid confusion at offices of mailing, all such insured and c. o. d. parcels should be conspicuously endorsed "*Notice: Returned at sender's request.*"

(e) When such parcels are returned to senders contrary to endorsement appearing thereon, they should be transmitted direct to the dead parcel post branch *for the office of mailing* and the senders notified on Form 3540 of the disposition made thereof. Report shall be made of each instance to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

CHAPTER XIII

Inquiries and Complaints

Information Furnished

1. Persons to whom information may be furnished.—Postmasters and others in the Postal Service shall not give to unauthorized persons information concerning mail. They shall furnish such information to post office inspectors, and may furnish it also to the sender, the addressee, or the authorized representative of either, upon satisfactory identification and provided the information requested is proper for the applicant to receive. To aid in the apprehension of fugitives from justice, postmasters may give to officers of the law, upon proper identification, information regarding the addresses, return cards, or postmarks on mail, but shall not withhold such mail from the addressees or delay its delivery. If the information so given to such officers relates to a violation of the postal laws, the postmaster shall report his action immediately to the post office inspector in charge of the division in which his office is located.

2. Furnishing copies or records.—Papers in the files of the Department or records in post offices, or copies thereof, shall not be furnished on the application of individuals, except in the discretion of the Department in cases where a suit has been commenced and is pending involving the substance of the paper, document, or record itself, and then only upon the proper subpoena duces tecum issued by a court of record. However, the Solicitor for the Post Office Department may, upon evidence satisfactory to him that the sanctity of the mail will not be violated, authorize copies of records covering the mailing or delivery of registered, insured, or c. o. d. mail to be furnished to the sender or addressee, or the legal representative of either.

In no instance shall copies be furnished of official bonds of officers connected with the service, except in case of suits relating to said bonds, or the execution thereof, or criminal prosecutions thereunder.

In cases of suits between postal employees and private parties or concerns, subpoena duces tecum calling for presentation of time records of employees shall be complied with, provided that the postal service is in no way involved in the litigation and that the performance of postal functions is not in issue.

3. To Government departments.—Upon official request of a representative of another executive department, agency, or independent establishment of the Federal Government and the presentation of proper credentials, postmasters may, when practicable, furnish for official use information regarding the addresses, return cards, or postmarks on mail matter, provided the labor involved in complying with the request does not interfere with postal business, or result in material cost. Such mail shall not be withheld from the addressee nor delayed in delivery. When a postmaster is in doubt as to the advisability of complying with such a request, or material cost is involved, he should write to the Bureau of Post Office Operations for instructions, except that in cases involving registered, insured, or collect-on-delivery mail he should submit the question to the Bureau of Finance, Division of Registered, Insured and C. O. D. Mail.

4. Addresses for telegrams.—Postmasters shall comply as far as practicable with requests for street addresses to enable messengers of telegraph companies to deliver messages, provided such requests are not made when the address sought is obtainable from a street or telephone directory or other public source of information. The company's endorsement upon the envelope "All available directories searched" or similar endorsement will justify the postmaster in undertaking to supply the address, unless he has reason to believe this privilege is being abused, in which case he should report the facts to the Bureau of Post Office Operations.

5. Number of boxes.—Postmasters shall furnish information upon request as to the number of rural routes at their offices and the number of boxes on each route, and as to the number of post office boxes in use at their offices, after satisfying themselves that such information is not to be used for any improper purpose.

Acknowledgment of Inquiries

6. Postmasters shall acknowledge letters of inquiry or request addressed to them in their official capacity, using penalty envelopes when postage is not furnished by the patrons. If the information requested is such that to give it would be improper

or impracticable, the reason for declining to do so shall be stated.

Telephone Inquiries

7. In answering telephone inquiries concerning mail, postmasters should be careful not to give information to any person whose voice is not recognized as that of some one authorized to receive such information.

Information Not Furnished

8. **Names of patrons and addresses.**—Postmasters and employees in the Postal Service shall not furnish lists of names of patrons receiving mail at their offices and (except for furnishing information to other departments, correcting mailing lists, and furnishing return receipts showing address where delivered) shall not give information as to the address of former patrons. The location or address of any patron is the personal business of the patron, and is to be used by the post office only for the purpose of delivering mail. (Form 08 may be used in acknowledging inquiries as to the post office addresses of former patrons.)

9. **Names of box holders.**—Postmasters shall not disclose the names of box holders to persons other than the clerks of their respective offices and post office inspectors, or as outlined in article 1 of this chapter.

Correction of Mailing Lists

10. **Object.**—The object of correcting mailing lists is to lessen the time involved in handling misdirected business mail. It also insures the delivery of a greater percentage of circular matter.

11. **Lists which may be corrected.**—Mailing lists shall not be compiled, but the following lists may be corrected:

Lists used officially by Members of Congress and Federal departments and Bureaus shall be corrected free of charge.

Lists submitted by State departments, municipalities, religious, fraternal, and recognized charitable organizations, and lists used by the concerns submitting them for correction in the solicitation of business by mail, shall be corrected as frequently as requested at the expense of the owners, including return postage. All lists submitted, whether for correction of addresses or elimination of duplicates, are to be considered mailing lists.

12. **Fees and disposition of funds received.**—A minimum charge of 25 cents shall be made at all post offices for the correction of any mailing list bearing less than 25 names, and a charge of 1 cent for each name for any list of 25 names or more. These charges, plus the postage for the return of the list, are payable in advance by cash or money order. When return postage is not furnished request shall be made therefor, and the list shall not be returned

until such postage is received. No charge shall be made for inserting postal delivery zone numbers on mailing lists submitted solely for that purpose and return postage for such lists shall not be required. They shall be returned as official mail.

Where rural routes have been consolidated or changed to another post office, mailing lists shall be corrected without charge if the list contains only names of persons residing on the route or routes involved. Separate lists must be submitted for each route.

At first-, second- and third-class offices the funds received for correcting mailing lists shall be accounted for in A/C 030 of the postal account. At fourth-class offices, no accounting of the money shall be made, but the proceeds should be paid to the employee performing the work.

13. **Prevention of abuses.**—When in doubt as to the genuineness of a list submitted by an unknown out-of-town patron, or doubt as to the purpose for which it is to be used, the postmaster should secure the necessary information from the postmaster at the home address of the list owner.

14. **Form and method of submitting lists.**—Mailing lists should be submitted in card form, one name to a card. The cards should be approximately the size and quality of a postal card with the owner's name in the upper left corner. Mailing lists are to be submitted by mail only, and are not to be accepted by postmasters when submitted in any other manner, except in case of local firms presenting large mailing lists for correction. Mailing lists prepared by stencil, multigraph, or other similar process are acceptable for mailing as third- or fourth-class matter.

15. **Corrections to be made.**—Corrections shall consist of crossing off names of persons to whom mail cannot be delivered or forwarded; correction of street names; correction of local street, rural, or post office box numbers; insertion of delivery zone numbers where applicable; correction of initials where apparently there has been a bona fide intention to write a name known to the owner of the list; and indication of the head of the family, if known, when two or more names are shown for the same address. If the name and address on a card require no correction, the carrier or other employee correcting the cards shall so indicate by a mark (x) in the upper right corner. If the name, street address, r. f. d. route or box number, or post office box number is incorrect, the proper correction shall be legibly made. If the person or firm named has removed to another address, the complete new address shall be shown when a forwarding order is on file. If other endorsements are necessary, a term should be used that is applicable and easily understood, such as "Moved, left no address,"

"Unknown at address," "No such number," "No such street," "Deceased" or other term that will explain clearly why mail so addressed cannot be delivered. New names must not be added to a list.

16. Distribution of lists for correction.—Close supervision must be given to the correction of mailing lists. It should be performed promptly and efficiently, and within 5 working days after receipt.

Postmasters shall designate a supervisor to receive and be responsible for the correction and return of all lists. When a mailing list is received a record should be made showing the name and address of the owner, number of cards by actual count, and date received. Primary separation of the cards according to delivery units should be made by an expert distributor, and the cards then referred to the proper unit for secondary distribution and correction. Distribution should be made in a case set aside for the purpose, when practicable. Under no circumstances should the cards become mixed with mail. A record should be made of the number of cards assigned to each carrier or other employee for correction. All missorted cards should be returned to the employees in charge for redistribution and correction of the assignment record.

The correcting employee shall examine all cards for duplicates at one address. A carrier may do this by routing the cards in his case when it contains no mail. When two or more names are shown for the same address, the card bearing the name of the head of the family shall be endorsed "Head." If more than one family resides at the same address, the head of each family shall be shown by endorsing the cards "Head 1," "Head 2," etc. All duplicates for the same household shall be endorsed "1," "2," etc., to indicate under which head they belong, and shall be securely fastened together and returned to the owner in that manner.

A careful check should be made to determine that each employee to whom cards were assigned has made the proper corrections and returned all cards charged to him. The cards shall then be reassembled and returned to the owner.

17. Corrections at nondelivery offices.—At nondelivery offices the foregoing instructions should be followed insofar as they are applicable.

Court Testimony

18. A postmaster or other postal employee summoned as a witness shall obey the summons and go into court, but shall refuse to testify in regard to mail, money orders, or postal savings accounts, at the same time exhibiting this instruction. Then if so directed by the court he shall testify.

When, in a pending suit a commission has been issued for the taking of his deposition, a postmaster on behalf of either the sender or addressee of mail delivered through his office, but not on behalf of a third party, shall give testimony in answer to interrogations relating to the delivery and receipting for such mail.

Detection of Errors and Irregularities

19. In order to detect and correct errors and irregularities in the handling of the mails, the instructions contained in this chapter must be strictly observed. Failure to comply with instructions hampers the correction of errors and the elimination of irregularities. Postmasters and postal employees shall not conceal from the Department, or its representatives entitled to the information, any known facts or circumstances concerning depredations upon or losses of mail.

Reports of Loss, Rifling, Damage, and Other Mistreatment of Mail

20. Postmasters and other postal officers shall report in the manner outlined in this chapter and in part 118, P. L. & R., 1948, every complaint made to them, and they shall encourage the filing of and accept complaints of the loss, rifling, damage, or other mistreatment of mail matter, regardless of class, or kind of contents. Complaints of delay and damage to, wrong delivery of, and tampering with mail shall be disposed of by correspondence, but complaints of the loss or rifling of mail matter shall be reported on Form 1510, which except in case of firm mailers to whom the forms have been supplied in quantities, shall be executed by postal employees. Instances not mentioned herein or in part 118, P. L. & R. 1948, shall be reported by letter to the bureau of the department having jurisdiction of the subject involved.

Postmasters and other postal officers shall not make, nor attempt to make settlements in whole or in part direct with patrons of the Postal Service on account of loss, rifling, damage, or other mistreatment of mail matter unless specially authorized to do so. They shall not conceal from the department or its representatives entitled to the information any known facts or circumstances concerning a depredation upon or loss of mail matter. They shall take no action which may forewarn persons who may have had access to lost or rifled mail or may be suspected of committing depredations that irregularities have been reported or made the subject of inquiries.

While there is no provision for the payment of indemnity for the loss or other mistreatment of domestic mail not insured or registered, patrons should not be discouraged from filing a complaint simply because of that fact.

21. Use of Form 1510.—Form 1510 shall be used only in reporting complaints of loss or rifling.

Complaints of losses and riflings made over the telephone and at classified stations and branches shall be accepted where made and the completed Forms 1510, in duplicate and without any of their parts detached, referred to the inquiry sections of main offices. However, in instances in which senders produce written evidence at stations and branches of losses or riflings of ordinary or minimum fee insured mail (including ordinary or minimum fee insured mail sent special delivery), parts 1 of Forms 1510 shall be endorsed "Written evidence produced" at the time of completion. At the time such evidence is produced (this also applies to main offices), the senders shall merely be verbally advised that the complaints will be referred to the Inspection Service for further attention and that, unless inspectors communicate with them, it should be understood there have been no developments. However, if desired, the sender of a minimum fee insured parcel may also file claim for indemnity.

Form 1510 shall be prepared on typewriter whenever practicable. In any event, care shall be exercised to see that the carbon paper used between the originals and duplicates is in good condition. When it is necessary at the larger offices to obtain information called for by Forms 1510 by means of reference slips or intraoffice communications, all correspondence shall be detached (and destroyed) from Forms 1510 before they are disposed of. Each Form 1510 is to be complete in itself. In cases of rifling of letters, the envelope, if available, shall accompany Form 1510 to the inspector in charge.

Form 1510 shall be referred to dead-letter sections to determine whether the article described is actually being held. Forms 1510 shall not be referred to dead parcel-post branches by postmasters having such branches under their jurisdiction, and search shall not be made thereat for articles described unless the Form 1510 is accompanied by Form 5258.

The following outline shall be observed in the handling of Forms 1510:

COMPLAINTS INVOLVING ORDINARY AND MINIMUM FEE INSURED MAIL, INCLUDING THAT SENT SPECIAL DELIVERY

(1) When sender does not produce written evidence from addressee that article was not received or was received with part of contents missing:

- (a) Complete part II in duplicate.
- (b) Detach and destroy part III.
- (c) Mail original, parts I and II, to addressee with self-addressed envelope.
- (d) If reply indicates no loss or rifling, advise sender by returning parts I and II

(with reverse of part I suitably completed); complete duplicate of Form 1510, fold in half, and place in "closed" file arranged alphabetically by surname of addressee.

(e) If reply indicates loss or rifling of a letter, enter particulars of dispatch on reverse sides of both original and duplicate copies of Form 1510.

(f) In all instances of loss or rifling (unless a claim for indemnity on minimum fee parcel has already been filed), mail part I, with reverse side suitably completed, to sender, and

(g) Send both original and duplicate copies of completed part II of Form 1510 to inspector in charge.

(2) If no reply is received within 15 days to an inquiry sent directly to an addressee, advise the sender on Form 1518 of that fact. Suitably endorse the duplicate Form 1510 and place it in the "closed" file.

(3) When sender produces written evidence from addressee that article was not received or was received with part of its contents missing:

(a) Complete part II of Form 1510 in duplicate.

(b) Detach and destroy parts I and III.

(c) If a letter, enter particulars of dispatch on reverse sides of both original and duplicate copies of Form 1510.

(d) Send both original and duplicate copies of completed part II of Form 1510 to inspector in charge.

COMPLAINTS INVOLVING REGISTERED, INSURED (EXCEPT MINIMUM FEE), AND C. O. D. MAIL

(4) (a) Complete part II in duplicate.

(b) Detach and destroy part I.

(c) Mail original, parts II and III, to postmaster at office of address.

(d) If reply indicates no loss or rifling, advise sender by returning parts II and III (with reverse of part III suitably completed); complete duplicate of Form 1510, fold in half, and place in "closed" file arranged alphabetically by surname of addressee.

(e) If reply indicates loss or rifling of any registered article, enter particulars of dispatch on reverse sides of both original and duplicate copies of Form 1510.

(f) In all instances of loss or rifling (unless a claim for indemnity has already been filed), mail part III, with reverse side suitably completed, to sender, and

(g) Send both original and duplicate copies of completed part II of Form 1510 to inspector in charge.

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(5) If addressee initiates the complaint, delivering postmaster will prepare parts II and III so far as possible and send to mailing postmaster who, after obtaining missing

particulars from sender, will proceed as though complaint originated at his office except that no further inquiry need be made of post office of address.

(6) When sending an inquiry to the address post office or addressee, retain the duplicate and record each step in the handling in the spaces provided for that purpose at the bottom. When a Form 1510 is finally sent to the inspector in charge, detach and destroy the office record portion of the duplicate.

22. Extraordinary loss or damage.—All cases of extraordinary loss or destruction of mail, as well as any accident, occurrence, or depredation of consequence requiring the immediate attention of inspectors, shall be reported promptly by telegram, if possible, to the inspector in charge of the proper division. (See ch. I, art. 106, as to the burglary of a post office.) Also an immediate report by letter shall be made to the same inspector in charge, giving, if possible, all the facts and circumstances. Full particulars regarding registered mail lost or rifled shall be reported, and if the loss includes a mail key the number shall be given.

23. Registered mail.—Loss, rifling, damage, or wrong delivery of, or tampering with domestic registered mail shall be reported to the inspector in charge of the division in which the irregularity occurred, if known; otherwise, to the inspector in charge of the division in which the office of mailing is located. When in a case of wrong delivery it is apparent that no loss is involved, report shall be made to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, rather than to the inspector in charge.

Inquiries concerning the disposition or delay (as distinguished from *prima facie* loss, rifling, damage, wrong delivery, or tampering) of domestic registered mail, including that exchanged with the Canal Zone, shall be reported to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail. These reports shall be made by letter, and in cases of delay the envelope or wrapper shall be submitted if possible.

Complaints of loss or rifling of domestic registered mail at all classes of offices shall be reported on Form 1510 in duplicate. At offices of the first and second classes claims for indemnity for domestic registered mail shall be made on Form 565, in addition to the report on Form 1510, and at such offices complaints of other than loss or rifling, where indemnity is not claimed, shall be reported by letter. Offices of the third and fourth classes will report complaints, other than loss or rifling and any claims for indemnity, by letter. The inspector in charge will issue necessary instructions on receipt of claims by letter from offices of the third and fourth classes. Whenever available, the

envelope or wrapper shall be submitted, and in cases of damage the damaged contents and packing material shall be retained, if practicable, until the investigation is completed.

When mail to or from the Canal Zone is involved, the procedure prescribed in part 118, P. L & R. 1948, shall be followed.

24. Canal Zone mail other than registered.—Inquiries concerning insured mail exchanged with the Canal Zone shall be executed on Form 3812, and at the same time, if *prima facie* loss or rifling is indicated, Form 1510 shall be executed. Form 3812 shall be transmitted to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail; and part II of Form 1510, endorsed to show the date Form 3812 was transmitted, shall be sent to the inspector in charge of the division in which the office of origin or destination is located.

When Form 1510 is executed, Form 3812 shall be completed to show whether Form 1510 has been sent to the inspector in charge.

When ordinary mail to or from the Canal Zone is involved, the procedure prescribed in Part 118, P. L. & R. 1948, shall be followed.

Postmasters (except those at United States exchange offices when specifically authorized) shall refrain from addressing inquiries to postmasters or other postal officers in the Canal Zone regarding the alleged loss, rifling, damage, wrong delivery, or other improper treatment of mail by postal employees.

25. Loss or rifling of mail.—Before concluding (unless the sender initially produces written evidence from the addressee) that a loss or rifling of an ordinary or minimum-fee-insured article (including ordinary or minimum-fee-insured mail sent special delivery) is involved, inquiries shall be made directly of the addressee to determine whether the article has been received. In the case of registered, insured (except minimum fee), or c. o. d. mail, inquiries shall be made of the postmaster at the office of address to determine, in all instances of loss or rifling, whether there is any record of the article, whether the article has been delivered intact, is on hand, or has been forwarded or returned. Inquiries shall be made for all classes of mail to determine whether the article is held at the mailing office, or missent when probable.

Loss or rifling of domestic mail (see also art. 23 of this chapter as to registered mail) shall be reported on Form 1510 in duplicate to the inspector in charge of the division in which the article was mailed. If loss or rifling occurred while an article was being forwarded or returned, the office which forwarded or returned it shall make report to the inspector in charge of the division in which that office is located. If the loss or

rifling occurred at the office of address, that office shall make report to the inspector in charge of the division in which it is located, indicating whether individual responsibility has been fixed. Complaints filed at the office of address shall be transmitted to the office of mailing for the insertion of any missing information and reference to the inspector in charge. Indemnity applications shall be made independently of the foregoing action.

When the Canal Zone is involved, the procedure prescribed by article 24 of this chapter shall be followed.

26. Damage of insured and c. o. d.—Damage of domestic insured or c. o. d. mail for which indemnity is claimed shall be reported on Form 3812. (See ch. XIV on indemnities.)

27. Missending, delay, or damage of ordinary mail.—Missending, delay, or damage of ordinary mail, including air mail and special delivery mail, while in transit, shall be reported to the general superintendent, Postal Transportation Service, of the division in which the irregularity occurred, if known; otherwise to the general superintendent of the division in which the mailing office is located. Complaints of missending, delay or damage of such mail in post offices shall be reported to the inspector in charge of the division in which the office is located. Reports shall be made by letter, and the envelope or wrapper submitted therewith if possible.

28. Wrong delivery or tampering.—Wrong delivery of or tampering with domestic mail, except registered, shall be reported by letter to the inspector in charge of the division in which the irregularity occurred, if known; otherwise to the inspector in charge of the division in which the mailing office is located. When, in a case of wrong delivery of insured or c. o. d. mail, it is apparent that no loss is involved, report shall be made to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, rather than to the inspector in charge. The envelope or wrapper shall be submitted whenever available. Indemnity applications shall be made independently of the foregoing action.

29. Parcels devoid of contents.—When domestic parcels (except registered) entirely, rather than but partially, devoid of contents, are observed in transit, the postal employees making such discovery shall execute completely Form 5258 in duplicate. The original Form 5258, together with the wrapper or container, shall be forwarded to the postmaster at the mailing office. The duplicate Form 5258, with the sack or pouch label, shall be forwarded at the same time to the inspector in charge of the division in which the condition of the parcel was first observed.

The postmaster at the office of mailing shall, upon receipt of Form 5258, obtain sufficient information from the sender of the parcel to permit the completion of Form 1510. Parts II and III of Form 1510, with Form 5258 attached, shall be referred to the postmaster at the office in which the empty parcel wrapper was found, or to the office named at the bottom of the form in case the wrapper was found in the Postal Transportation Service. The postmaster receiving the Forms 1510 and 5258 under such conditions shall search his office for the contents of the parcel and return the forms endorsed to show the result of his search, together with any recovered articles, to the postmaster at the office of mailing. The postmaster at the office of mailing shall restore any recovered articles to their rightful owner, and file the Form 5258. In the case of an ordinary parcel, the wrapper or container shall be returned to the sender. If the parcel was insured or c. o. d., the postmaster shall notify the sender in writing that the wrapper or container will be held at the post office. If the sender objects, the wrapper or container shall be relinquished. A copy of the notice to the sender shall be filed with the Form 5258 and appropriate information as to the disposition of the wrapper or container entered on the mailing record.

Wrappers or containers of insured or c. o. d. parcels retained in accordance with the foregoing may be treated as waste paper after the expiration of 6 months, or such longer periods as may be advisable in exceptional cases, unless claim for indemnity or complaint is filed, or investigation is pending, in which event they shall be preserved until the claim or complaint receives final action. Wrappers or containers of ordinary parcels not delivered for any reason may be immediately treated as waste paper.

30. Damage of mail and equipment in the Postal Transportation Service.—Damage of mail sacks or pouches and the contents thereof in the exchange of mail by postal transportation clerks shall be reported to the general superintendent, Postal Transportation Service, of the division in which the damage occurred. The report shall contain a description (names and addresses of addressee and of sender, and office of mailing) when registered mail or ordinary mail of the third or fourth class is damaged. If registered mail is damaged, a report shall also be made to the proper inspector in charge.

Failure to Receive Return Receipts

31. Complaints of failure to receive return receipts for domestic registered and insured mail shall be reported by letter to the postmaster at the office of address, who shall obtain properly completed return receipts and transmit them to the senders of

the mail. Failures to comply with such requests shall be reported by letter to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

Complaints of failure to receive return receipts or requests for return receipts after mailing, in connection with foreign registered and insured mail (except to Canada) shall be handled at first- and second-class offices by executing Form 542 and the foreign form of registry return receipt Form 2865 (changing "registered" to "insured" on the return receipt when appropriate). Form 2865 shall be endorsed at the top "Duplicate advice of delivery" if return receipt was requested when the parcel was mailed; otherwise it shall be endorsed "Request for advice of delivery made after mailing."

At third- and fourth-class offices Form 1510 shall be executed, showing also whether the receipt was requested at or after the time the article was mailed; third-class offices shall also attach Form 2865. The completed forms shall be forwarded to the inspector in charge of the division in which the office of origin is located.

Complaints of failure to receive return receipts, or requests for return receipts after mailing for registered mail addressed to Canada shall be handled as prescribed in the P. L. & R. The domestic form of return receipt (Form 3811) endorsed as indicated above shall be attached to the inquiry if Form 2865 is not available. The completed form shall be sent direct to the postmaster at the office of address in Canada.

Failure to Receive Remittances for C. O. D. Parcels

32. (a) Inquiries may be sent concerning c. o. d. parcels after at least 10 days have elapsed following the expiration of the retention period for a money order to have been received, the parcel returned, or any required notice received. Untimely or unnecessary inquiries must not be sent, and postmasters should exercise proper precautions to prevent such action, especially in the case of mailers who have provided at their own expense special inquiry forms for direct transmission to postmasters at offices of address. Postmasters at offices of address should report to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, the name and addresses of senders of c. o. d. mail who apparently make a practice of submitting untimely or unnecessary inquiries. Complaints of failure to receive remittances for c. o. d. parcels shall be treated in accordance with the following instructions:

(b) Ascertain from sender the number of days, if any, specified in the return request on the parcel. If at least 10 days have elapsed, starting with the date follow-

ing the date of mailing, in addition to the number of days specified in the return request on the parcel, inquiry may be instituted. For example, if the parcel bore a 15-day return request or if no time was specified in the return request, the first inquiry may be sent at the expiration of 25 days from the date of mailing. Ordinarily, Form 3815 should be used for making inquiry concerning the disposal of a c. o. d. parcel.

(c) If no response is received to the first inquiry within 15 days from the date it was sent, a second inquiry, marked "Second Request," should be sent.

(d) If no response is received within 15 days from the date the second inquiry was mailed, the postmaster at the mailing office should ascertain from the sender whether the parcel has been accounted for, and if a money order was received, the date of its receipt.

(e) If the parcel has not been accounted for in any manner, postmasters at offices of the first class shall complete page one of Form 3812, Form 3812-A, and Form 1510, and transmit these forms to the inspector in charge of the division in which the office of address is located. Carbon paper must be used in preparing Form 3812-A so as to fill in the face of the form, acknowledgment slip, and the index card. The acknowledgment slip and index card shall be left attached to the form. The slip will be returned to the office of mailing as an acknowledgment of the report.

At post offices of the second, third, and fourth classes, only Form 3812, endorsed to show that the claim involves nonreceipt of c. o. d. returns, and Form 1510 shall be completed and transmitted to the inspector in charge. No letter of transmittal is necessary.

The inspector in charge will return the papers to the office of mailing with an appropriate report if the parcel had been accounted for. If it develops that indemnity is payable, the claim papers will be sent to the designated paying office, and the mailing office, if other than the designated paying office, will be advised accordingly.

(f) If replies received from postmasters at offices of address show that the parcels described on the inquiries had been accounted for, proper report should be made to the senders, and the inquiry papers filed. If no delay in accounting for the parcels is indicated, further action is not necessary. However, if a delay in remitting for any parcel of more than 5 days beyond the time stated in the return card is indicated, the mailing office shall, in addition to giving proper information to the sender, make report to the inspector in charge of the division in which the office of address is located. Form 3859 shall be used for this purpose by postmasters at offices of the first

class, and postmasters at offices of the second, third, and fourth classes shall make such reports by letter. Similar reports shall be made to the proper inspector in charge in each instance where the replies to inquiries indicate that the parcels are still on hand after the expiration of the prescribed retention periods, or have been delayed in return to senders beyond the proper periods.

(g) In order to assure that the required reports will be made to the proper inspectors in charge of each instance where a c. o. d. parcel has not been accounted for, or where a remittance was delayed, every reasonable effort should be made to obtain and maintain the cooperation of firm-mailers in invariably reporting such instances. Postmasters at offices of the first class may furnish a supply of Forms 3859 to patrons who agree to submit such reports, including those firms which have provided at their expense special inquiry forms to be transmitted direct to the postmasters at the offices of address.

Firm-mailers also should be requested to report promptly instances where c. o. d. parcels covered by inquiries subsequently are satisfactorily accounted for by money orders or otherwise, so as to avoid needless compliance by the mailing offices with the requirements of paragraphs (c) and (d) of this article.

Investigation

33. The loss, rifling, damage, wrong delivery of, or depredation upon registered or other mail, and the failure to collect or remit c. o. d. funds will be investigated by the Chief Post Office Inspector.

When the Chief Post Office Inspector

finds that the facts ascertained establish the responsibility by reason of fault or negligence of a postal employee or mail contractor or an agent or employee thereof, he will demand the amount of the loss from such employee or contractor.

In such cases the Chief Post Office Inspector will communicate the facts to the officer having charge of the employee or service, with information of any collection made or contemplated, for consideration of the advisability of imposing a fine or taking other disciplinary or corrective measures. The amount of the fine or the character of disciplinary action taken or proposed shall upon request be reported to the Chief Post Office Inspector by such officer.

When collection is made under these provisions a receipt shall be given on a Form 662-A showing the amount, the case number, a description of the mail, and the grounds on which the collection is based.

If after payment the propriety of the collection is questioned, the matter may be taken up through his superior officers by the person from whom the collection was made but this shall be done within 30 days from the date of the collection. Any statement which he desires to submit shall be forwarded promptly through official channels to the officer having the employee or service in charge for transmission to the Chief Post Office Inspector; at the same time the officer with whom it is originally filed shall immediately notify the Chief Post Office Inspector that a statement has been submitted. If the Chief Post Office Inspector does not sustain the propriety of the collection, the money shall be returned. This information shall be printed on the receipt given at the time the collection is made.

CHAPTER XIV

Indemnities

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LIMIT OF INDEMNITY

1. Indemnity within the amount covered by the fee paid will be paid to the rightful claimant in case of the damage, loss, or rifling of domestic registered, insured, and c. o. d. mail, under the conditions prescribed in this chapter as follows:

(a) In case of loss or irreparable damage, the market value of the article at the time of loss, or its value on date of mailing if date of loss cannot be ascertained.

(b) In case of partial damage, the amount of the damage, or the actual and necessary cost of repairs.

(c) Actual, direct, and necessary expenses of duplicating valuable papers, or original cost when not duplicated. Indemnity shall not be allowed for attorneys' fees incurred in the duplication of valuable papers, bonds, or securities.

(d) All claims for indemnity involving mail which is also insured with commercial insurance companies or other insuring agencies, shall be adjusted by the Post Office Department on a pro rata basis as a coinsurer with the commercial insurance companies or other insuring agencies.

When the sender is incompetent or deceased and has no legal representative or cannot be located, the Department reserves the right to pay indemnity to such relative or representative of the sender as may in its judgment be entitled to receive the amount due, or to pay the addressee or owner, when indemnity is claimed by him under the circumstances outlined, without the consent of the sender.

INDEMNITY NOT PAYABLE

2. Indemnity will not be paid:

(a) For the loss or rifling of, or damage to, any matter which was not rightfully in the mails, or was not lost, rifled, or damaged while in the custody of the Postal Service, or for which other compensation or reimbursement has been made through the Postal Service.

(b) When the sender knowingly and willfully failed to state, when required at the time of mailing, the full value of registered mail or insured mail treated as registered mail. (See ch. XI, art. 7.)

(c) For the loss or rifling of, or damage to, any registered or insured matter exchanged between the United States and the Canal Zone, except in accordance with such stipulations as may be agreed upon between the postal administrations interested, unless the matter originated in and the weight of evidence indicates that the matter was lost, rifled, or damaged in the Postal Service of the United States. (See arts. 3 and 4 of this chapter relative to indemnity for registered and insured mail exchanged between the United States and the Canal Zone.)

(d) For the loss or rifling of, or damage to, any article remailed after proper delivery, unless the article was reregistered or reinsured after delivery and the evidence established that the loss, rifling, or damage occurred in the Postal Service.

(e) For indirect, remote, and unnecessary expenses incident to repairs, or duplication of papers, or for any consequential loss.

(f) For the loss or rifling of, or damage to, any article without intrinsic value.

(g) For loss resulting from delay to a registered article.

(h) For damage to registered mail, due to insecure or insufficient preparation or wrapping or lack of proper endorsement,

unless it is shown to the satisfaction of the Bureau of Finance that the circumstances in any particular case are such as to justify the Department's assuming responsibility for the improper preparation of the article for mailing or absence of the proper endorsement.

(i) For the loss or rifling of, or damage to an article before acceptance or after proper delivery.

(j) For damage to or loss of any registered mail or insured mail treated as registered mail upon which postage, fee, or any required surcharge has not been paid.

(k) For damage to incandescent lamps, radio tubes, and the like, where the glass bulbs are intact (not damaged or broken), unless it is established that the damage was due to improper handling in the mails.

(l) For damage to articles which are so fragile in their inherent nature as to prevent their safe carriage in the mails regardless of the manner in which packed.

(m) If the receipt issued at the time of mailing of an insured parcel, or equivalent evidence of insurance, is not submitted.

(n) For damage to fragile matter or spoiling of perishable matter sent as insured mail, if damage or spoiling resulted from the absence of the required "Fragile" or "Perishable" endorsement, unless the sender's receipt was endorsed by the accepting employee to indicate the parcel contained fragile or perishable matter.

(o) If the sender has been instructed prior to the date of mailing of a parcel damaged in the mails relative to proper packing and endorsement, and had failed to comply therewith, and it is apparent that the failure to comply with the instructions was the cause, or probable cause, of the damage sustained.

(p) For consequential loss resulting from the nondelivery, wrong delivery, damage, or delay in dispatch, transmission, or delivery of any article, as distinguished from the actual value of, or the cost of repairs to, the article itself.

(q) For death of baby fowl, honeybees, and harmless live animals, unless it is established that the death thereof is attributable to the fault of the postal service.

(r) For abrasion, scarring, or scraping of suitcases, handbags, and the like, unless the articles were adequately wrapped or boxed.

(s) For the spoiling or deterioration of perishable matter because of delays beyond the control of the postal service.

(t) For the freezing, melting, spoiling, or deterioration of matter directly due to the temperature (natural or artificial) to which such matter may have been subjected while in the custody of the postal service, except that indemnity may be paid where such damage was directly due to the fault of the postal service.

(u) For spoiling of matter of a perishable nature, when the parcel could not possibly have reached the addressee in good condition in the ordinary course of the mails.

(v) For the loss of or injury to any matter mailed in the execution of any fraudulent scheme or enterprise.

(w) For damage to shellac or wax phonograph records.

CANAL ZONE MAIL

Registered

3. Indemnity is payable in connection with registered mail exchanged between the United States and the Canal Zone as follows:

(a) The United States Post Office Department pays indemnity in an amount not exceeding \$1,000 for any one article, for loss or rifling of, or damage to, registered articles mailed at any post office in the United States proper or its possessions addressed to post offices in the Canal Zone, or mailed in the Canal Zone addressed to any post office in the United States—except post offices in Alaska, Hawaii, and all of the island possessions of the United States—when the weight of evidence indicates that the loss, rifling, or damage occurred while the article was in the custody of the Postal Service of the United States.

(b) The United States Post Office Department pays indemnity in an amount not exceeding \$100 for any one article, for loss or rifling of, or damage to, registered articles mailed in the Canal Zone addressed to any post office in Alaska, Hawaii, and all the island possessions of the United States, when the weight of evidence indicates that the loss, rifling, or damage occurred while the article was in the custody of the Postal Service of the United States.

(c) The Canal Zone postal service agrees to pay indemnity in an amount not exceeding \$1,000 for any one article, for the loss, rifling, or damage in its service of registered articles exchanged between post offices in the Canal Zone and post offices in the United States—except post offices in Alaska, Hawaii, and all of the other island possessions of the United States.

(d) The Canal Zone postal service agrees to pay indemnity in an amount not exceeding \$100 for any one article for loss, rifling, or damage in its service of registered articles exchanged between post offices in the Canal Zone and post offices in Alaska, Hawaii, and all the island possessions of the United States.

(e) When indemnity is payable and the responsibility for the loss or rifling of, or damage to, domestic registered mail exchanged between the United States and the Canal Zone cannot definitely be determined

to be that of either postal service after due investigation has been made, the United States postal service and the Canal Zone postal service have agreed to pay the limited indemnity in equal shares. The share of the Canal Zone would not exceed \$50 in such a case in connection with registered matter exchanged between the Canal Zone and post offices outside the United States proper, such as those in Alaska and Hawaii or in other island possessions of the United States.

Insured

4. (a) The agreement for the exchange of numbered insured mail with a maximum indemnity of \$200 between the Canal Zone and the United States, including all possessions of the United States, contemplates the payment of indemnity by the Canal Zone or the United States according to where the loss, rifling, or damage occurred, and the assumption by the United States of 75 percent of the liability in those cases where responsibility cannot be definitely fixed upon either service.

(b) Full responsibility is assumed by the United States Postal Administration for the loss or rifling of, or damage to, parcels insured at the minimum fee addressed for delivery in the Canal Zone and the Canal Zone Postal Administration assumes similar responsibility for minimum fee insured parcels addressed for delivery in the United States in those cases where responsibility cannot be definitely fixed upon either Service.

TIME LIMIT FOR FILING CLAIM

Registered Matter

5. Claims for indemnity involving domestic registered (except registered c. o. d.) mail should be made within 1 year from date of mailing, unless the delay in filing such claim was unavoidable and not due to the fault of the claimant.

Insured and C. O. D. Matter

6. Claims for indemnity involving domestic insured or c. o. d. mail, including registered c. o. d. mail, should be made within 6 months from date of mailing of the parcel, unless the delay was unavoidable and not the fault of the claimant.

FILING APPLICATION FOR INDEMNITY

7. All applications for indemnity shall be accepted for consideration of the merits of each claim. Claims must not be adjusted from personal funds, unless so directed by the Department.

Registered Mail

8. **General.**—At offices of the first and second classes claims for indemnity for do-

mestic registered mail shall be made on Form 565 (in addition to the required report on Form 1510 if loss or rifling is involved). At offices of the third and fourth classes claims for indemnity shall be reported by letter (in addition to the required report on Form 1510 if loss or rifling is involved). Whenever available, the envelope or wrapper shall be submitted, and in cases of damage, the damaged contents and packing material shall be retained until the investigation is completed. These reports are investigated by the Chief Post Office Inspector to ascertain the facts. If the facts ascertained established a loss or damage for which indemnity may be payable, the papers are transmitted to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for settlement.

9. **Registered c. o. d. mail.**—Claims for indemnity for the loss or rifling of, or damage to, domestic registered c. o. d. mail or of alleged failure to receive the c. o. d. charges on such mail should be filed on Form 565, which should be marked "Collect-on-delivery" or "c. o. d." In addition to the data required to be furnished on Form 565, such of the information called for under items 3, 5, 7, 11, 17, 19 (b) and 19 (c) on Form 3812, as may be applicable should be furnished either on Form 565 or on Form 3812 attached thereto.

Inquiries or claims in connection with domestic registered c. o. d. mail which are known to involve failure to remit c. o. d. charges or an incorrect amount of c. o. d. charges, as distinguished from loss or rifling of, or damage to, the articles, shall be sent direct to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

When it is not known whether an inquiry or claim in connection with domestic registered c. o. d. mail involves c. o. d. charges as distinguished from loss or rifling of, or damage to, the article, inquiry shall be made of the postmaster at the office of address to ascertain the facts. If the reply indicates failure to remit all or part of the charges or otherwise involves the correctness of the charges, the matter shall be referred direct to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail. If the reply indicates that loss, rifling, or damage has occurred or if no reply is received within a reasonable time, the matter shall be referred to the proper inspector in charge.

10. **Record of claims.**—Postmasters at all offices shall keep a record of all indemnity claims filed in connection with domestic registered mail. Such record shall include the number of the article, date of mailing, names and addresses of the sender and addressee, names of offices of mailing and address, amount of fee, surcharge if any, postage paid if known, and amount of indemnity claimed. This record should be searched when necessary in order to avoid duplicate

payments of indemnity, and also in connection with the recovery of registered articles supposed to have been lost.

11. Recovered articles.—When lost articles are recovered the inspector in charge shall be notified immediately and the article shall be surrendered upon the return of the indemnity paid. The claimants should accept the article and reimburse the United States for the full indemnity paid if the article is undamaged, or such pro rata amount as may be deemed equitable by the Department if the article is damaged or has depreciated in value or if the contents are not intact. If the article cannot be surrendered and the indemnity refunded within a reasonable time after recovery, the article shall be disposed of as undeliverable dead matter.

Minimum Fee Insured Mail

12. Submission of evidence of insurance.—When the sender of a parcel on which the minimum insurance fee was paid desires to file claim for indemnity, he shall be required to submit the insurance receipt issued to him (Form 3813-B or the firm mailing sheet bearing a description of the parcel). The receipt submitted, if Form 3813-B, shall be endorsed "Claim Filed," initialed, postmarked, and returned to the sender. If the receipt is represented by a firm mailing sheet, the related entry shall be endorsed "Claim Filed," initialed and dated, and returned to the sender.

If the sender is unable to produce the official insurance receipt, he should be courteously informed that in the absence of the receipt there would ordinarily be no evidence of insurance and accordingly such a claim could not be paid. The claimant's attention should also be invited to the information on this subject which appears on Form 3813-B. However, if the parcel is alleged to have been delivered with all or a portion of its contents missing or damaged, claim may be instituted if the sender (or addressee) can submit the portion of the wrapper or container bearing the indicia "INSURED—Minimum Fee," and other particulars such as postmark of the mailing office, and the names and addresses of the sender and addressee. The wrapper or container shall be endorsed "Claim Filed," initialed, postmarked, and returned to the person submitting it.

13. Endorsement at office of mailing.—The "Declaration of Postmaster—Office of Mailing" shall be completed from the particulars shown on the sender's receipt or equivalent evidence of insurance. If it is known that the parcel contained perishable matter which, if undeliverable, was to be disposed of in conformity with chapter VI, article 158, or forwarded to other than the original addressee, if undelivered, or bore the sender's instructions to abandon, if undelivered, Form 3812 shall be appropriately endorsed

to that effect, so as to facilitate handling of the claim at the office of address.

14. Treatment at office of address.—Upon receipt at the office of address of an application for indemnity covering the alleged loss of a parcel on which the minimum insurance fee was paid, the post office records shall be searched only when the form is specially endorsed as indicated in article 13 above. When search of the post office records is required, the "Declaration of Postmaster—Office of Address" shall show what record, if any, is had of the parcel involved. The declaration of the addressee shall be required in each claim for a parcel on which a minimum insurance fee was paid, except where the post office records show that the parcel was not delivered to the addressee but was disposed of otherwise.

15. Claim started at other than mailing office.—When the sender or addressee of a parcel insured at the minimum fee starts a claim therefor at other than the office of mailing, the person filing the claim shall be required to submit Form 3813-B or equivalent evidence of insurance such as the wrapper of the parcel. The postmaster shall certify in a marginal notation on the left side of the Form 3812, reading substantially "On _____, I examined the sender's (Date) insurance receipt (Form 3813-B) or the wrapper of the insured parcel described hereon which was mailed at _____ (Post Office and _____)." The "Declaration of Postmaster—Mailing Office" on Form 3812 shall be modified by striking out the words "Mailing Office" and substituting therefor the name of the post office and State where claim is started. The name of the mailing office shall be entered in item 25. Each applicable item in the declaration shall be completed, including, under item 9, the signature of the postmaster and the name of the office at which the claim is filed.

The declaration of the sender or addressee (or both, if they are located at the office where claim is started) shall then be obtained. After Form 3812 has been properly completed, it shall be transmitted to the postmaster at the office which is to give the claim further attention. If the Form 3812 is sent by the postmaster at the office where it was started to other than the postmaster at the office where the parcel was mailed, appropriate notice shall be furnished to the mailing office so that record may be made of the claim.

The postmaster at the office finally completing Form 3812 shall transmit it for adjustment directly to the postmaster at the designated paying office.

Numbered Insured and C. O. D. Mail

16. General.—When an article insured at other than the minimum fee or a c. o. d.

article is lost, damaged, or rifled and claim for indemnity is made, the sender shall list on Form 3812 those articles enclosed in the parcel for which indemnity is claimed, showing the actual value of each article, method of packing in claims involving damage, and to whom indemnity should be paid. The postmaster at the mailing office shall certify on Form 3812 as to mailing of article. The form shall then be forwarded to the postmaster at office of address, who, in loss claims, shall certify what record, if any, he has of the article. The addressee shall make a statement on Form 3812, showing whether the article has been received, or as to the contents missing, or condition of contents if damaged.

Before instituting inquiries or claims for indemnity covering c. o. d. parcels bearing the senders' instructions to remit the c. o. d. charges to other than the actual mailer, it should be definitely ascertained that the charges were not received by, or that the parcels were not returned to, either the actual sender or the party to whom the charges were to have been remitted.

17. Claim started at office of address.—Claim should be started at the office of mailing, and may be instituted at office of address only when the addressee is aware of the contents of the article, and the mailing particulars (except fee and postage) are available. When the addressee institutes a claim, the postmaster at the office of address shall obtain the declaration of the addressee on Form 3812, execute declaration of postmaster at office of address, and transmit the application to the postmaster at the office of mailing for completion.

Extreme care should be exercised in starting claims at address offices. When the evidence at hand and the circumstances warrant the institution of a claim at the office of address, the postmaster there shall enter in the "Declaration of Postmaster—Mailing Office" the number of the parcel, the date of mailing, the name and address of the sender, and the name and address of the addressee; and at the bottom of that declaration, beneath the space for mailing postmaster's signature, shall write the name of the mailing office but shall not attempt to fill in any other items, and shall not sign the mailing postmaster's certificate. The particulars mentioned must be entered before the declaration of the addressee is executed, as it is absolutely necessary that a description of the parcel shall appear on the form before the questions relating to it are answered. When the declaration of addressee and declaration of postmaster at office of address have been completed, the form must be sent promptly to the postmaster at the office of mailing for completion. However, when sufficient information as to particulars of mailing of the parcel and the contents is not available, the

claim should be started at the office of mailing.

18. Baby chicks.—Indemnity will be paid on account of the complete or partial loss by death or otherwise of live baby chicks, ducks, geese, guinea fowl, or turkeys, and queen bees and their attendant bees, honey bees, and harmless live creatures, sent as insured or c. o. d. mail, when the evidence shows that the loss by death or otherwise was attributable to fault of the Postal Service, provided that a deduction may be made from the amount otherwise payable to cover what the Department may consider a reasonable death rate.

19. Treatment of complaints or claims on account of death of baby chicks.—When a complaint is made on account of the death of baby chicks, ducks, geese, guinea fowl, turkeys, queen bees and their attendant bees, honey bees, and harmless live creatures, sent as insured or c. o. d. mail, the complaint shall be referred at once to the district superintendent, Postal Transportation Service, for investigation to determine whether the parcel was mishandled while in transit.

If the complainant desires to file claim for indemnity when making complaint in such cases, Form 3812 shall be executed, insofar as the post office where complaint is made is concerned, and transmitted with the report of the matter to the district superintendent, Postal Transportation Service. When the investigation is completed by the Postal Transportation Service the papers will be returned to the postmaster at the office where complaint was made; and at that time, if claim has been filed, the application for indemnity, together with the papers showing the result of the investigation, shall be transmitted to the postmaster at the other office involved for completion of the application for indemnity.

If a claim for indemnity is not filed when complaint is made in such cases, the matter shall be referred to the district superintendent, Postal Transportation Service, for investigation, and the complainant should be informed of the result of the investigation. If, after being advised of the result of the investigation the complainant does not desire to file a claim for indemnity, the correspondence should be filed at the post office where the complaint originated.

INQUIRIES FOR INSURED OR C. O. D. PARCELS

Lost Insured Parcels

20. (a) When the sender has received advice that an insured parcel has not been received, Form 1510 should be completed and disposed of as provided in article 21, chapter XIII.

(b) (1) If the evidence indicating non-receipt is dated at least ten days after the

insured parcel should have been delivered to the addressee, Form 3812 may also be started. The statement under item 9, page 1 of Form 3812, should be completed to show that loss has been reported on Form 1510 to the proper inspector-in-charge. (See articles 13 and 14 of this chapter as to endorsement and treatment of Form 3812 covering certain minimum fee parcels.)

(2) Form 3812 started for a minimum fee parcel shall be sent to the postmaster at the office of address after record of the form has been made on Form 3841-P at offices of the first and second classes, and on Form 3819, suitably altered for the purpose, at offices of the third and fourth classes.

(3) Forms 1510 and 3812 started for a numbered parcel shall be sent direct to the postmaster at the office of address. A temporary record shall be made of the application for indemnity on the record attached to the duplicate portion of Form 1510, the usual record being made on Form 3841-P or Form 3819 only if the reply to the inquiry develops loss or rifling. (See arts. 33 and 34 of this chapter.)

(c) If the sender desires inquiry sent without having obtained evidence of non-receipt, such inquiry may be instituted on Form 1510 upon payment of a fee of 15 cents. If the sender calls in person at the post office, he may fill out his declaration on page 1 of Form 3812 in order to avoid a possible subsequent trip to the post office. However, the Form 3812 shall be held at the post office pending reply to the inquiry on Form 1510. If loss or rifling is reported, the Form 1510 shall be sent to the proper inspector-in-charge after record of the application for indemnity has been made on Form 3841-P or Form 3819. The Form 3812 shall be sent to the postmaster at the office of address who, in outright loss cases, shall not complete the form until at least 10 days have elapsed from the date the parcel should have been delivered.

(d) When Form 1510 received at the office of address involves the *loss* of a numbered insured parcel, the form ordinarily should be completed from the office records, no inquiry being made of the addressee through the issuance of Form 1572 unless there is no record of the parcel.

NOTE.—If it has been the experience at any office that, in a large number of instances, initial search of the office records developed that numbered insured parcels alleged to have been lost actually had been delivered, and that considerably less clerical time would be involved in first making inquiries of the addressees on Form 1572, this practice may be continued or adopted. However, if the addressees deny receipt of the parcels, statements should be verified from the records.

Lost C. O. D. Parcels

21. When the addressee advises that the parcel has not been received and sufficient time has elapsed from the date of mailing for the parcel to have been delivered, in-

quiry on Form 3815 may be instituted. However, if the evidence indicating non-receipt is dated at least 10 days after the parcel should have been delivered, Forms 1510 and 3812 may be started without the necessity of sending an inquiry on Form 3815. If the reply indicates loss or rifling, Form 1510, if not already completed, shall be executed immediately in duplicate. Both copies of the Form 1510 shall be sent to the inspector in charge without reference to the postmaster at the office of address. The Form 3812 shall then be transmitted to the postmaster at the office of address who, if the claim is filed on account of the alleged loss of the parcel, shall not complete page 2 of the form until the lapse of at least 10 days from the date the parcel should have been delivered. (See ch. XIII, art. 32, for inquiries concerning failure to receive c. o. d. charges.)

Rifled and Damaged Parcels

22. (a) When complaint is made of rifling of an insured or c. o. d. parcel, an application for indemnity may be started forthwith and transmitted to the other office involved for completion. Form 1510 shall also be started and treated in accordance with the instructions in chapter XIII, article 21. When Form 1510 covering the alleged rifling of an insured or c. o. d. parcel is received at the office of address, the office records need not be consulted but inquiry shall be made of the addressee on Form 1572 to determine the extent of rifling and to permit recovery of the envelope or wrapper, if available. If the Form 1510 is accompanied with Form 3812, the addressee shall be requested to call at the office to complete the required declaration on Form 3812.

(b) When complaint is made of damage to an insured or c. o. d. parcel, Form 1510 shall not be instituted but an application for indemnity may be started forthwith and transmitted to the other office involved for completion. A record shall be made of each such claim on Form 381-P or 3819 in accordance with the instructions in articles 33 and 34 of this chapter.

Parcels Addressed to Hawaii, Guam, and Samoa

23. (a) Inquiries in connection with insured and c. o. d. mail addressed to Hawaii, Guam, and Samoa should not ordinarily be sent sooner than 60 days from the dates of mailing to Hawaii, and 4 months from the dates of mailing to Guam and Samoa.

(b) When there is sufficient knowledge to justify the making of inquiries sooner than stated above, the inquiries should be endorsed to show the basis for their being made prior to the prescribed period.

(c) When advice has been received by the sender that an insured or c. o. d. parcel was received rifled or damaged, an application for indemnity may be filed forthwith.

(d) Claims for indemnity on parcels mailed in or addressed to Hawaii must be made within 6 months from the dates of mailing and 10 months from the dates of mailing for those mailed in or addressed to Guam and Samoa.

Record of First Complaint or Inquiry

24. Any inquiry or complaint, formal or informal (written or oral), made or received at any post office concerning an insured or c. o. d. parcel, regardless of whether mailed from or addressed to that office, is considered as constituting an informal claim for indemnity.

Postmasters at all offices shall keep an appropriate record of such inquiries or complaints. In the event formal claim for indemnity on Form 3812 is filed or received, notation of the date of such complaint or inquiry shall be made on the record of indemnity claims and entered on the application for indemnity. Such record should be made on the date the complaint or inquiry is made or received.

DISCOUNT AGREEMENTS

25. Postmasters should endeavor to have claims for indemnity in connection with insured and c. o. d. mail filed by firms at cost price of the contents, or at least at a discount from the selling price to the addressee. Many firms agree to accept adjustment of their claims on the basis of cost plus overhead charges. These discount agreements must be voluntary on the part of the firms. The aim and purpose of the Department, namely, the conservation of public moneys, should be pointed out to the firms; and it is intended that the cooperation of firms to this end, by entering into agreements to accept adjustment of their claims on a discount basis, will not result in loss to them, but on the contrary will cover the actual loss sustained. The original of any agreements obtained should be sent to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, and a copy thereof to the designated paying office.

CLAIMS TO BE EXPEDITED

26. Immediate attention must be given to claims for indemnity and to all correspondence received from the Department, other postmasters, and the public in regard thereto. Each application for indemnity shall be acted upon promptly, and shall be carefully examined before the sender, addressee, or other person from whom a statement has been obtained has left the post office, in order to make sure that all desired evidence has been secured. Under no circumstances shall claims be permitted to leave the custody of the Postal Service except upon special authorization. The

claims shall receive continuous attention at all times and not be allowed to remain in post offices without action.

Postmasters shall, within 10 days from the date claim papers are received, notify the office from which received as to the disposition made thereof, or of any anticipated delay (not in excess of 30 days) in obtaining the necessary evidence, using Form 3819 for the purpose. However, such notification need not be furnished covering claims received by designated paying offices for adjustment, and Forms 3819 must not be attached to such claims for the purpose of obtaining particulars of payment or acknowledgment of receipt. If the required evidence has not been obtained after the lapse of 30 days, the claim papers, together with an appropriate statement of the facts in the case, shall be submitted to the designated paying office, or to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, as may be appropriate.

DUPLICATE CLAIMS

27. Under no circumstances should a duplicate application for indemnity be executed unless it is clearly established by inquiry at the office or offices concerned that the original has been lost or destroyed. In the latter event, a duplicate Form 3812 may be started, marked "Duplicate" and showing last-known disposition of original form and date of such action, and each postmaster handling the claim shall endorse his previous record accordingly. The installation and proper maintenance of the sender and addressee files at first- and second-class offices and a suitable record on improvised Form 3819 at offices of the third and fourth classes will prevent duplicate claims. (See arts. 33 and 34 of this chapter.)

DAMAGED ARTICLES TO BE RETAINED

28. Postmasters must not dispose of alleged irreparably damaged articles involved in claims for indemnity where there is any doubt as to salvage value or reparability, until claims therefor have been adjusted.

EXECUTION OF STATEMENT OF SENDER OR ADDRESSEE

29. *Affidavits not required.*—Senders or addressees of insured or c. o. d. parcels on which claims for indemnity have been filed may have any statements in connection therewith executed before an authorized representative of the post office without charge. As far as possible statements in connection with claims for indemnity should be obtained by the superintendent or clerk in charge of the branch or station nearest to the place of business or residence of the

person from whom the statement is desired, after proper notice to call at such station or branch has been issued.

When Postmasters Are Senders or Addressees

30. Postmasters who are senders or addressees should execute their statements before their assistants, or such other employees of their offices as may be designated by them for the purpose.

Executed Before Rural Carrier

31. Statements may be executed before rural carriers in those cases where delay would otherwise result because of the distance the person resides from the post office, provided that the person whose statement is required does not live more than one-half mile from the carrier's route.

Statements by Telephone

32. In exceptional cases the declaration may be signed and sent to the post office, acknowledgment of the statements made therein being made by telephone, provided the postmaster makes a certification to that effect and adds to his statement that because of unusual circumstances it is impracticable for the person whose statement is required to appear personally.

RECORD OF INQUIRIES AND CLAIMS

First- and Second-Class Offices

33. (a) At first- and second-class offices a typewritten record of every claim filed or handled shall be made in triplicate, by carbon process, on Form 3841-P, except as provided in article 20, paragraph (b) (3), and paragraph (c), of this chapter. This record should be used for both insured and c. o. d. claims.

(b) Three separate files shall be maintained: (1) A "sender" file, alphabetically, under office of mailing; (2) an "addressee" file, alphabetically, under office of address; and (3) a "follow-up" file. The first two files will serve to prevent duplicate claims, the one being a check against the other in case a card is misplaced in either. Each action taken or advice received in connection with a claim shall be recorded on the reverse side of the "sender" file, unless a supplemental numerical jacket system, or card record system, is used, as is the case at some of the larger offices where it is the practice to make the entries on the jacket or the supplemental card.

(c) The "follow-up" file shall be arranged by dates and shall be checked daily for pending claims in connection with which advice of disposition has not been received within the time specified as follows:

(1) When a postmaster to whom claim papers have been transmitted has failed to advise the disposition made thereof, a reminder shall be sent after the lapse of a reasonable time from the date the claim

papers were mailed to the delinquent postmaster, allowing time for the papers to reach the postmaster, 10 days for obtaining the necessary evidence, and time for the return of the papers or advice as to their disposition. Not more than 20 days shall be allowed for the return of the papers or advice as to their disposition, except in the case of claims involving parcels mailed at or addressed to APO's overseas, naval vessels, Alaska, and island possessions and Territories of the United States.

(2) If the first reminder remains unanswered at the expiration of 20 days (except in the case of naval vessels, APO's, Alaska, and the island possessions and Territories of the United States), a second reminder shall be sent. If reply is not made thereto at the expiration of 20 days from the date the second reminder was sent, report shall be made promptly to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail. Each such report shall embody all essential particulars, including the date Form 3812 was sent to the post office involved and the dates of the two reminders.

(d) When replies to Forms 1510 or 3815 indicate loss or rifling, postmasters at both the mailing and address offices shall record the complaints on Form 3841-P (in triplicate) at the time the Forms 1510 are handled by them. The record of inquiries, Forms 3841-P, should be placed in the "follow-up" file without separation of the three parts unless the volume or conditions warrant use of a separate file for such records. If any inquiries develop into claims for indemnity, the Forms 3841-P should then be separated and placed in the "sender," "addressee" and "follow-up" files. The typewritten record of each inquiry which developed loss or rifling shall be used as a record of any related claims for indemnity filed or handled. If claims for indemnity are not instituted within 6 months from the dates the senders are notified of loss or rifling, all three copies of Form 3841-P shall be withdrawn from the "follow-up" file and disposed of as waste paper.

Third- and Fourth-Class Offices

34. Postmasters at third- and fourth-class offices shall keep an office record on Form 3819, suitably altered for the purpose, of each claim filed or handled at their offices, except as provided in article 20, paragraph (b) (3), and paragraph (c), of this chapter. When inquiries on Form 1510 or 3815 develop loss or rifling and Form 3812 has not been started in connection with such inquiries, record of the inquiries shall be made on Form 3819 at the mailing and address offices and filed separately from those covering actual claims. If the inquiries subsequently develop into claims, Form 3819 shall be filed in the claims file. If claims for indemnity are not instituted

within 6 months from the dates the senders are notified of loss or rifling, the Forms 3819 shall be withdrawn from the file and disposed of as waste paper.

The office records shall be checked at least once each week against outstanding claims, and when a notice of disposition of a claim is received, the records shall be endorsed accordingly and placed in the permanent files. Reminders shall be sent and reports rendered to the Department under the conditions prescribed for first- and second-class offices in the event notice of disposition (Form 3819) is not received within the 20-day period specified in connection with claim papers transmitted to another post office for completion.

Abnormal Number of Claims

35. The record of indemnity claims shall be checked carefully in order that prompt report of any abnormal number of claims involving any sender or addressee may be made as prescribed by article 102 of this chapter.

MAILING OFFICE PORTION OF FORM 3812

Character of Claim

36. When claim for indemnity is made covering insured or c. o. d. parcels, postmasters shall indicate in the space provided at the top of Form 3812, whether the claim is on account of the total loss (disappearance), rifling, damage, or nonreceipt of c. o. d. charges.

Information Required Under Various Items

37. *Item 1.*—The parcel number shall be shown correctly (except when insured at "Minimum Fee," in which case the letters "M. F." should be entered in the space provided for the insured parcel number) on the proper line to indicate whether it was insured or c. o. d.

38. *Item 2.*—The insurance or c. o. d. fee exclusive of postage and the amount of postage paid shall be shown separately. If postage was not fully prepaid, an explanation shall be furnished.

39. *Item 3.*—If sent "special delivery" or "special handling," amount of fee shall be entered. If a return receipt was requested, appropriate entry to that effect should be made immediately above.

40. *Item 4.*—The correct date of mailing shall be given, including the year.

41. *Item 5.*—The correct amount due sender if parcel was sent c. o. d. shall be entered.

42. *Item 6.*—If formal claim was not made within 6 months from the date of mailing, the date, including the year, of the first complaint, either oral or written, regarding the parcel shall be indicated. In every case where inquiry concerning an insured or c. o. d. parcel or formal claim for

indemnity is not made within 6 months from the date of mailing, an explanation by the sender giving any known reasons for the delay, should accompany the application.

43. *Item 7.*—In claims for damage or spoiling it shall be shown whether any special endorsement, such as "Fragile," "Fragile, Liquid," "Fragile, Liquid, This Side Up," "Perishable," "Eggs," etc., appeared on the parcel; and if so, what it was.

If the claim is for spoiled or decayed articles, the postmaster should state as near as practicable the date and hour the parcel was accepted for mailing; the date and hour of dispatch; the time ordinarily required for the article to reach the office of address, if known; and the cause of any delay or improper handling known to him.

44. *Item 8.*—The name and address of the sender of record shall be entered correctly and completely. If an insured parcel, such information should be obtained from the claimant at the time claim is filed.

45. *Item 9.*—The name and address of the addressee shall be entered correctly and completely as it appears upon the required post office record; otherwise, from the senders receipt or the wrapper of the parcel if available. The address given should be that to which the parcel was originally addressed, and not that to which an addressee may have removed after the parcel was mailed. If it was addressed in care of a person, firm, hotel, etc., that fact should be shown, in addition to the complete name and address of the "care."

Indicate whether the required report on Form 1510 has been sent to the inspector in charge.

The postmaster's certificate shall be signed in person, or, by a designated employee. If signed by a designated employee, the postmaster's name should be followed by the initials or signature of the designated employee. The name of the post office and State shall be entered in the proper spaces.

46. *Item 10.*—(a) *General.*—Except in the case of business concerns, received bills covering the mail for which claim is made should be submitted, if available. If not, each article for which claim is made should be sufficiently described under item 10 to enable the adjusting office to determine whether the amount claimed is reasonable. General statements such as "One watch—\$50." or "One radio—\$35." are not acceptable.

When practicable, postmasters should avail themselves of the information contained in catalogs and descriptive price lists of merchandise and other articles of trade. These will prove of great assistance in determining the correctness of amounts claimed.

(b) *Commercial insurance.*—If the parcel was also insured by a commercial insurance company or other insuring agency,

the sender should state by whom, amount of insurance, and amount paid, if any.

(c) *Special-discount claims.*—If the sender is a firm which has agreed to accept adjustment of claims on a special-discount basis, it should in addition to showing the selling price of the contents of the parcel also state the amount claimed in accordance with the agreement.

In order to make it reasonably certain that adjustments by the designated paying office will be made on the basis of special-discount terms, postmasters at offices where special-discount firms are located shall in connection with claims filed by such firms attach to each Form 3812 a separate memorandum reading: "The amount claimed in this case, in accordance with a special discount agreement with the Post Office Department is \$_____," and fill in the figures representing the amount of the firm's claim.

(d) *Discrepancy between value and c. o. d. charges to be explained.*—When there is a discrepancy between the amount of the c. o. d. charges called for on the parcel and the value of the contents, the sender should make appropriate statement showing what the difference represents.

(e) *Deposit by the addressee—amount thereof to be shown.*—When a deposit on the contents of the parcel was made in advance by the addressee direct with the sender, the amount of such deposit should be shown, and the sender should state whether the deposit has been refunded to the addressee or the shipment duplicated and the amount applied on the duplicate shipment. If the sender is claiming indemnity for the amount of his equity, the value less the deposit, he should so state. These claims arise particularly with c. o. d. parcels mailed by mail order tailoring companies.

(f) *Failure to receive full amount of c. o. d. charges.*—When claim is filed on account of failure to receive the full amount of c. o. d. charges shown on the mailing office record, the sender should state that fact, and the postmaster at the mailing office shall state whether the figures on the c. o. d. tag and within the c. o. d. indicia on the parcel were entered by the sender or by the accepting postal employee.

(g) *Home-made articles.*—If the article was not purchased by the sender, the manner in which the valuation was placed upon it by him must be shown. If the article was home-made, a full description thereof should be furnished by the sender. However, if the amount claimed is fair and reasonable and in accordance with the value of similar articles, the sender need not be required to submit an itemized statement showing the material used, time, etc. In every instance where the amount claimed appears to be excessive and more than the value of similar articles, the sender should be required to itemize and describe in a

sworn statement the materials used, quantity, price, the actual (or at least the approximate) number of hours of labor expended thereon, and the amount claimed for labor per hour. In no case shall the amount allowed for labor exceed that paid for similar work in the locality of the office of mailing, nor should the total value claimed on account of the labor charge bring the total claimed value for the article to an amount in excess of the ordinary commercial selling price of a similar article. If similar articles had been previously sold by the sender, he should state the price realized therefor. If the article was being sold to the addressee, the sender should so state, naming the price to have been received.

(h) *Postage.*—The items of postage (exclusive of insurance or c. o. d. fee), special delivery fee, special handling charge, and return receipt fee may be included in the amount of indemnity claimed. (See art. 121 of this chapter relative to the conditions under which these items are allowable.) Some firms include postage and the insurance or c. o. d. fees in the value of the goods sold by them, fixing the selling price so as to include such items. Others determine the cost and selling price of goods to be mailed and include postage and insurance or c. o. d. fees separately in the cost of the merchandise to the addressee. Postmasters should familiarize themselves with the practice of mailers at their respective offices and see that indemnity is not claimed for postage a second time in any manner.

(i) *Sentimental values, gifts, family heirlooms, antiques, etc.*—If the article was a gift or a family heirloom, a sworn statement must be furnished describing it in the most minute detail possible, and showing the basis of valuation, that is, exactly why the value is fixed at the amount claimed. If a gift, the statement must also show the date the article was presented, the name of the donor, and his present address. If ever appraised by a reliable dealer in similar articles, or by an expert in the craft to which it relates, the name and address of such person, his qualifications (i. e., whether a dealer, a professional appraiser, an expert in the particular craft involved, etc.), the date of appraisal and the amount in which appraised should be stated. Claims for sentimental values arising from the association of articles are not allowable. The value of an article as an antique may be claimed if it is shown clearly that the value stated is not in excess of the ordinary market value for similar antiques.

(j) *Goods sold, discounts, or cost.*—Where the sender is a business concern, copies of invoices should be attached to Form 3812; otherwise, the answer to item 10 should describe the articles for which

claim is made and the selling price to customer, less any discounts allowed.

(k) *Watches.*—The description of watches must show the size, style (hunting or open-face), kind of case, i. e., whether silver, gold, gold filled, gold plated, etc., karat, if solid gold, name of works, and number of jewels. It shall also be stated whether the watch was being sent for repairs or adjustment, and if so, the nature and estimated cost of such repairs or adjustment, date of original purchase, and price paid.

(l) *Jewelry.*—Jewelry should be minutely described, showing the kind of each article, metal of which made (karat, if gold), size, relative purity, and number of each kind of stone therein, if any; also whether being sent for repairs, and, if so, nature and estimated cost of such repairs, date of original purchase, and price paid.

(m) *Articles in need of repairs.*—If the sender was mailing the article to be repaired, a statement must be furnished describing exactly what repairs were needed, and, if known, the cost thereof.

(n) *Articles repaired by sender.*—When the contents of the parcel were the property of the addressee and the sender had performed service thereon, such as repairs, etc., the sender should show the amount of his charges for the work performed by him, exclusive of postage and fee, and whether the work restored the article to a serviceable condition less than its original value, which should be stated, or to its original value, or actually enhanced its value over that which it originally possessed when new. The sender should also state in answer to item 12 whether he desires that the full value be paid to him, or whether he is claiming only his charges, the difference between such amount and the actual value to be paid to the addressee in adjusting the claim.

(o) *Unordered insured or c. o. d. parcels.*—Indemnity will not be paid for the loss or rifling of, or damage to, insured or c. o. d. parcels containing matter offered for sale and addressed to prospective purchasers who have not ordered same or authorized their sending. When the postmaster at the office of mailing is aware that an insured or c. o. d. parcel for which claim has been filed, contained matter that was not ordered by the addressee, or sent on authorization from the addressee, an appropriate statement to that effect should be attached to the claim papers.

(p) *Duplication of damaged or rifled articles.*—If the sender makes claim for the cost of duplicating irreparably damaged articles or rifled articles representing a part of the contents of an insured or c. o. d. parcel, he should state the cost of duplicating the irreparably damaged or rifled article or articles, including separately the postage

(but not the insurance fee) or other transportation charges if claimed.

47. *Item 11.*—In claims for damage to fragile articles, or damage to (not spoiling) perishable matter, the description of packing or wrapping must be in such detail as to enable the Department, or the paying postmaster, to determine whether reasonable care and effort were exercised by the sender in packing and wrapping the parcel to assure its safe transmission in the mails. Where the container used was made of pasteboard, it should be stated whether it was made of heavy corrugated pasteboard, heavy ordinary pasteboard, or merely light pasteboard. Where cushioning material was used, the statement should show in a general way the kind, quantity, and manner in which the cushioning material was used.

If the parcel was improperly packed or not endorsed, in the case of fragile articles, and was sent by an individual mailer, special care must be exercised to see that items 7 and 11 on Form 3812 are fully answered. If the parcel was sent by a firm and the post office records show that the firm had been furnished with written or printed instructions relative to packing and endorsement, the date such instructions were furnished shall be shown in item 7 on Form 3812. A letter shall be addressed to the firm, citing the date on which the instructions were furnished, and calling attention to its failure to comply therewith. Corrective instructions shall be issued in the letter and a copy of the letter shall be attached to Form 3812 for the information of the paying office.

48. *Item 12.*—In accordance with the law, indemnity is payable to the rightful claimant. Indemnity may be paid to the sender, the addressee, or to the owner of the parcel, to a repairman, or to a private insurance company under certain conditions. Extreme care must be exercised to show clearly and legibly the name and complete address of the person to whom indemnity is to be paid.

49. *Item 13.*—The declaration of sender must be legibly signed in person by the one whose name appeared on the parcel as the sender, and must agree with the name of the sender as given in the declaration of postmaster at the mailing office. If illegible or likely to be misread because of failure, for instance, to distinguish between "n's" and "u's" and "a's" and "o's," etc., the postmaster shall either print or type the correct initials and spelling of the name immediately below the signature. The address given must be that of the sender of record. If the sender is a business concern, the name and address of the concern should be entered on the line reserved for signature and address of sender, followed by the name of the representative executing the form, as:

John Doe Merchandise Co.,
416 Front St., St. Louis 7, Mo.
by Richard Roe, Treas.

50. Item 24.—If the article was owned at the time of mailing by someone other than the sender or addressee, his address and signature shall be obtained in the space provided therefor.

51. Item 25.—Legibly postmark showing the date on which the postmaster signed the certificate.

Supplemental Declaration for Parcel Returned to Sender

52. (a) A "Declaration of Addressee" is required to be executed by the sender in claims involving the loss or rifling of, or damage to, insured or c. o. d. mail returned from the office of address as undelivered matter. The postmaster at the mailing office is required to execute a "Declaration of Postmaster—Office of Address" only in connection with claims involving the loss of numbered insured mail or c. o. d. mail on its return to the sender.

(b) When the supplemental declaration of the sender is required in any claim for rifling or damage involving an insured or c. o. d. parcel returned as undelivered matter, and there is record at the mailing office of the return of the parcel, or the sender submits the wrapper or container bearing the return endorsement showing that the parcel had not been delivered at the office of address, the claim papers shall not be sent to the post office of address unless it is necessary to obtain evidence from the addressee as to value. At designated paying offices which are also the mailing offices, such claims shall be placed in line for adjustment, and at other offices the claims shall be transmitted to the proper designated paying offices.

Record of Returned Parcels To Be Searched in All Loss Claims

53. Except as provided in article 52 of this chapter the mailing office records of returned parcels need not be searched for possible record of return of parcels involved in claims for loss of numbered insured parcels or c. o. d. parcels, unless experience indicates that such a search would be in the best interest of the service. (See art. 102 of this chapter.)

Form 3812 Returned Without Declaration of Addressee

54. When the claim papers involving insured parcels are returned by the office of address with the information that the declaration of addressee cannot be obtained, it is the duty of the sender to prove that loss, rifling, or damage was sustained. The mailing postmaster should ascertain whether the sender can furnish a communication

from the addressee showing the nonreceipt of the parcel dated a reasonable time after the parcel should have been delivered in the ordinary course of mails, or a communication from the addressee showing the extent of rifling or damage sustained, or any other acceptable evidence of loss, rifling, or damage. If such evidence is furnished, it should be attached to Form 3812 and forwarded, together with related papers, to the designated paying office.

DELIVERY OFFICE PORTION OF FORM 3812

Recording and Examination

55. Upon the receipt of claim Form 3812 from another office, or if started at the office of address, record thereof shall be made on Form 3841-P or Form 3819, provided the required record had not previously been made in connection with an inquiry on Form 1510 or 3815. Each application should be carefully examined after having been filled out by and before the departure from the post office of the addressee or other interested party, to make sure that all questions thereon have been completely and correctly answered, and that any required supporting evidence has been obtained. When the required evidence cannot be obtained promptly, the office from which received should be advised as to the reason for the delay. (See arts. 26, 33, and 34 of this chapter.)

Declaration of Postmaster

56. In each claim involving the loss of insured or c. o. d. mail, the postmaster shall fully complete the declaration of postmaster, office of address. Such declaration need not be executed in a claim involving the damage to, or rifling of, insured or c. o. d. mail, except the item which calls for the date on which the first complaint was made, when formal claim was not made within 6 months from the date of mailing. (See art. 60 of this chapter.)

57. Record of receipt.—If the parcel was sent special delivery, the special delivery records of the office of address must be carefully searched for possible record of delivery. If delivered, the date of delivery and name of person to whom delivered shall be shown.

If the parcel was c. o. d. and a record of delivery is on hand, the postmaster's statement must show in addition to the other required particulars the number, date, and amount of the money order by which remittance was made.

If the post office record shows that the parcel had been returned to the sender, the Form 3812, after being endorsed to show that fact, shall be returned to the mailing postmaster in order that supplemental

declarations may be executed as required by article 52 of this chapter. If the post office record shows that the parcel had been forwarded to another post office, the Form 3812, appropriately endorsed, shall be transmitted to the postmaster at that office.

58. First complaint.—If formal claim was not made within 6 months from the date of mailing, the date, including the year, of the first complaint, either oral or written, shall be indicated.

In case inquiry concerning an insured or c. o. d. parcel or formal claim for indemnity is not made within 6 months from the date of mailing of the parcel, an explanation by the addressee giving any known reason for the delay should accompany the application, provided the addressee is the claimant.

Any inquiry or complaint, formal or informal (written or oral), made or received at a post office concerning an insured or c. o. d. parcel, whether mailed from or addressed to that office, is considered as constituting an informal claim for indemnity, and a notation of the date of such complaint or inquiry shall be made on the record of indemnity claims and entered on the application for indemnity. Such record should be made on the date the complaint or inquiry is made or received.

59. Statement as to endorsement.—When a claim is for damage to a fragile article or for spoilage of a perishable article, and the statement of the mailing postmaster indicates that the parcel was not endorsed but it is ascertained that the parcel was actually endorsed, a statement to that effect should be attached to the claim papers for the information of the paying postmaster.

When there is any question as to sufficiency of the packing or when the parcel contained either fragile or perishable matter but was not appropriately endorsed, the postmaster should endeavor to obtain and hold the wrapper and packing of any parcel received damaged.

60. Signature and postmark.—Except in cases where the declaration of postmaster, office of address, need not be completed as provided in article 56 of this chapter, the postmaster's declaration shall be signed in person or by a designated employee, the Form 3812 postmarked to show the date on which it was signed and the name of the post office and State entered in the proper space. If signed by a designated employee, the postmaster's name shall be followed by the initials or signature of the designated employee.

Declaration of Addressee

61. Postmasters shall exert every reasonable effort to secure the declaration of addressee. A notice to call at the post office or a branch or station thereof shall be sent to the addressee. If the addressee fails to

respond within 5 days, a second notice should be sent.

If the claim is for loss and there is no record of return to sender or of the issuance of a money order in payment of c. o. d. charges, the addressee must not be permitted to complete the claim until at least 10 days after the lapse of time ordinarily required for transmission and delivery of the parcel in question. If the parcel has been returned to sender or a money order issued in payment of c. o. d. charges, the declaration of the addressee need not be obtained.

62. Addressee moved.—When the claim is for the loss of an insured or c. o. d. parcel for which there is no record of return to sender or of the issuance of a money order, and the addressee cannot be located at the office of address and his forwarding address is known, the papers should be sent to the postmaster at the known address for the purpose of obtaining the declaration of the addressee and transmitting all papers to the designated paying office.

63. Location of addressee unknown.—When the addressee cannot be located at the office of address and his present whereabouts is unknown, the claim papers should be forwarded to the postmaster at the office of mailing, with request that the sender furnish the present address of the addressee. If the sender cannot furnish the present address of the addressee, the postmaster at the mailing office shall forward all papers with that information to the postmaster at the designated paying office. If the addressee's present address is obtained, the claim papers shall be transmitted to the postmaster at that address for the necessary statement from the addressee, after which they shall be sent to the designated paying office for adjustment.

64. Declaration not obtainable.—In claims involving insured mail, when it is impossible to obtain addressee's declaration after proper attempts or where the addressee is deceased, the claim papers should be returned to the postmaster at the office of mailing, with a statement showing why declaration cannot be procured.

When the declaration of addressee cannot be obtained in a claim involving a c. o. d. parcel, the claim papers shall be sent to the designated paying office with a statement showing why the declaration was not procured.

65. Declaration of "in care of."—In a claim for loss of an insured parcel addressed "in care of" a person, firm, apartment house, hotel, club, lodging house, or the like, or even though the parcel may not have actually been addressed "in care of," the declaration of the person or persons who would ordinarily receive the parcel for the addressee, certifying to whether the parcel was or was not received, should be obtained,

in addition to the declaration of the actual addressee.

66. Contents property of addressee.—When all or a portion of the contents are property of the addressee, the addressee should show the original purchase price, date of purchase, and the amount allowed for depreciation, if any, as of the date of mailing.

67. Commercial insurance.—If the parcel was also insured by a commercial insurance company or other insuring agency, the addressee should state by whom, amount of insurance and amount paid, if any.

68. C. o. d. parcel delivered without collection of charges.—If the claim involves a c. o. d. parcel which has been delivered improperly without collection of the charges, the postmaster shall make every possible effort to collect the charges plus money order fee from the addressee, and, if successful, should make remittance in the regular manner to the sender. The claim papers in such cases should be transmitted to the designated paying office with appropriate statement. If collection cannot be made from the addressee after proper effort has been made, a report of the facts shall be made to the inspector-in-charge showing the c. o. d. number, date of mailing, amount of charges, names and addresses of sender and addressee, the reply, if any, made by the addressee in answer to questions on Form 3812 relative to payment of the charges, and what record, if any, is had of the parcel. A copy of the report shall be attached to the Form 3812 and the claim papers sent to the designated paying office for adjustment.

69. Addressee claims parcel received and paid for.—If the claim involves nonreceipt of c. o. d. charges and the records of the office of address fail to show a record of the parcel, but the addressee states that the parcel was received and the charges paid to delivering postal employee, the addressee's statement should show that the charges were paid. A report shall be made to the inspector in charge showing the c. o. d. number, date of mailing, amount of charges, names and addresses of sender and addressee, the reply made by the addressee in answer to questions on Form 3812 relative to payment of the charges, and what record, if any, is had of the parcel. The report should also give information regarding the size, weight, and contents of the parcel (if obtainable from the claim papers), as well as the names of employees who may have made delivery, together with comment on the results of any effort made to collect the charges. A copy of the report shall be attached to the Form 3812 and the claim papers sent to the designated paying office for adjustment.

70. Shortage in amount of remittance.—If the claim involves a shortage in the amount of c. o. d. charges received, the postmaster

at the office of address shall endeavor to collect the difference from the addressee plus the money order fee for the amount involved, explaining the reason for the collection. If collected, the amount should be transmitted by a second money order in the usual manner with an explanatory statement. If the addressee pays the difference in the c. o. d. charges but refuses to pay the fee for the additional money order, the additional c. o. d. charges collected should be sent by official registered mail to the sender with an appropriate statement showing what the amount represents. The claim papers should be transmitted to the designated paying office showing the action taken. If no amount can be collected from the addressee, the postmaster at the office of address shall attach the delivery office portion of the c. o. d. tag to the claim papers and forward them by official registered mail to the designated paying office for adjustment and subsequent return of the tag by official registered mail.

71. Rifting, extent of.—In a rifting case the answers to item 20 must be made in such manner as to indicate clearly the extent of loss, so that the proper amount of indemnity can be determined. For instance, if a parcel contained 12 dozen pairs of hose each of a different kind and price, and arrived at destination short 1 dozen pairs of hose, the statement of the addressee should indicate separately the kind and the price of the missing articles, as "1 dozen pairs hose, stock No. 777, at \$12 per dozen, total \$12, missing from parcel." If the missing articles were of several kinds and prices, the number of each kind and separate unit price thereof with total value of missing articles should be shown.

72. Designation of payee.—If the addressee names as payee a person or firm other than the one named by the sender in answer to item 12 of Form 3812, the addressee should be required to submit a written statement showing the reasons for his action.

73. Signature of addressee.—The instructions in articles 49 and 50 of this chapter concerning the signature of sender apply also to the signature of the addressee.

74. Address of addressee.—The address given must be that of the person or firm whose name appears on the parcel. When a representative of a business concern signs an application for indemnity, the address of the concern and not that of the representative must be entered.

Treatment of Damage Claims

75. In damage claims the answer to item 21 should definitely specify the kind and price of the damaged articles. In case doubt exists as to the extent of damage, the addressee should be required to bring the damaged article to the post office for examination, in order that the postmaster may

determine definitely whether the article can or cannot be satisfactorily repaired and, when repairable, to obtain the most reasonable estimate and proceed with repairs, if agreeable to claimant. In such instance suitable receipt shall be given to the person who surrenders a damaged article.

76. Certain articles usually repairable.—Vacuum bottles, casseroles, umbrellas, and other articles consisting of two or more parts are usually repairable, and when practicable postmasters should take steps to have repairs made.

77. Repairs made by addressee.—When an article is repairable, the addressee should have the repairs made, if agreeable to him and provided the work can be performed at a material saving to the Department, and should submit a receipted bill for the repairs, but should be informed that under any circumstances the indemnity payable for the total cost of repairs, including transportation charges and any other allowable items of expense, must not exceed the value of the article or the limit fixed by law for the fee paid at the time of mailing. If the postmaster at the office of address or the addressee ascertains from a dealer that a damaged article cannot be repaired, or if there is no dealer where the article is held who can make repairs, a statement to that effect should accompany the claim papers when sent to the designated paying postmaster. A damaged article must not be transmitted to the designated paying office unless the postmaster holding it is specially requested to do so, but should be held at his office pending instructions as to its disposition.

78. Repairs authorized by claimant.—Repairs to a damaged article should not be authorized by the postmaster unless the claimant has agreed thereto in writing. If the claimant desires to accept the amount of estimated cost of repairs and keep the damaged article, he shall file a statement to that effect. This statement shall be attached to the claim papers when they are forwarded to the designated paying office.

79. Articles not repairable at office where held.—(a) If the article is repairable but there are no facilities available at the office where held for making repairs, and if in the best judgment of the postmaster at that office the cost of preparing, transporting the article to the nearest large office for repairs, etc., would be greater than the possible amount saved, the postmaster should obtain from the sender or addressee a written statement showing the amount which he will allow if permitted to retain the article. Such statement should be attached to the Form 3812 and related papers, and be forwarded to the designated paying office.

(b) If in the best judgment of the postmaster at the office where a partially damaged article is held, a material saving to

the postal service can be effected, he should ascertain from the payee whether it will be satisfactory to have the article forwarded for estimate of repairs, and whether he desires repairs made and indemnity paid to repairman, or a cash settlement covering the cost of repairs, as ascertained. If agreeable to the payee, the postmaster at the office where the article is held shall transmit the damaged article by official registered mail, after packing and wrapping it most securely to prevent further damage, to the postmaster at the nearest large office where repairs can be made, provided that the insurance or c. o. d. fee was sufficient to cover the full value of the article.

NOTE.—If a fee sufficient to cover the full value of the article was not paid by the sender, the postmaster at the office where the article is held shall advise the sender or addressee that if the article is sent by official registered mail the indemnity will be restricted to the limit fixed by law for the original fee paid and suggest to the sender or addressee that he pay sufficient insurance fee and postage to send the partially damaged article by insured mail. The fee should be sufficient to cover the value of the article plus the transportation charges.

(c) The postmaster to whom the damaged article is sent should be requested to submit it to a reliable repairman and ascertain the cost of repairs and whether the article will thereby be restored to as good a condition as at the time of mailing. If the article can be repaired and restored to as good a condition as it was at the time of mailing for less than the value of the article, and within the limit for the insurance or c. o. d. fee paid, the postmaster shall either have repairs made and submit the bill therefor or merely secure an estimate of the repairs, whichever the claimant desires.

(d) If the article is repaired, the postmaster shall have the repairman securely pack and send the article by insured mail to the postmaster for delivery to the person designated by the claimant to receive it, the repairman prepaying the postage and fee and including such amounts in his bill of repairs if he so desires. Sufficient insurance fee should be paid to cover the actual value of the repaired article and not merely to cover the cost of repairs. If the article is not repaired, the postmaster shall securely pack it, make necessary endorsements, and forward it, by official registered mail, in accordance with directions of the claimant. The bill or estimate shall be attached to the claims papers.

(e) If there is any doubt as to whether the article can be satisfactorily repaired for less than the value of the article and within the limit for the insurance or c. o. d. fee paid, the postmaster at the office where the article is held shall send to the postmaster where the repairman is located a statement fully descriptive of the article and showing the nature of the damage, and shall request him to ascertain from the repairman

whether, in his opinion, the article can be restored to as good a condition as at the time of mailing for less than the value of the article and within the limit for the insurance or c. o. d. fee paid and to advise him accordingly.

80. Salvage values.—Frequently irreparably damaged articles possess considerable salvage value, and postmasters should endeavor to secure reasonable allowances for them from claimants, thereby reducing amounts of claims accordingly. Very often the amounts thus saved the postal service far exceed the amounts realized by dead parcel post branches from the sale of such matter. Care should be also exercised to see that allowances fair to the Postal Service are made by claimants in claims involving partial damage. Undamaged parts or portions of articles are frequently of more than nominal value. Sometimes indemnity in full has been paid and upon examination at dead parcel post branches it is found that comparatively slight damage was sustained. Had the postmaster made examination of the articles involved and brought the matter properly to the attention of the claimants, the partially damaged articles would doubtless have been accepted and claim filed only for the actual damage sustained.

DISPOSITION OF FORMS 3812

To Designated Paying Offices

81. Postmasters at all offices should exercise extreme care to see that completed claims for indemnity involving insured and c. o. d. parcels are transmitted to the postmasters at the designated paying offices. The claims papers should be likewise disposed of, even though the senders, addressees, or other persons interested in the claims have requested that the claims be canceled. Central accounting offices are designated as paying offices, except as follows:

Alaska.—Completed claims involving both insured and c. o. d. parcels mailed at post offices in Alaska shall be forwarded to the postmaster at Seattle, Washington.

Hawaii.—Completed claims involving parcels mailed at or addressed to post offices in Hawaii should be sent to the postmaster at Honolulu, if the payee is located in Hawaii. If the payee is located elsewhere in the United States, the claim papers should be transmitted to the postmaster at San Francisco, Calif.

Puerto Rico.—Completed claims involving parcels mailed at or addressed to post offices in Puerto Rico should be sent to the postmaster in San Juan, P. R., if payment is to be made in Puerto Rico. If payment is to be made elsewhere in the United States or its possessions, the claim papers should be transmitted to the postmaster at New York, N. Y.

Virgin Islands.—Completed claims involving parcels mailed at or addressed to post offices in the Virgin Islands should be sent to the postmaster at San Juan, P. R., if the payees are located in the Virgin Islands or Puerto Rico. If payment is to be made elsewhere in the United States or its possessions, the claim papers should be transmitted to the postmaster at New York, N. Y.

Washington, D. C.—Completed claims involving parcels mailed at Washington, D. C., should be sent to the postmaster at Washington, D. C.

To Department

82. Claims involving registered c. o. d. articles.—Claims involving the loss or rifling of, or damage to domestic registered c. o. d. mail shall be sent to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

83. Claims involving the Canal Zone, naval vessels, etc.—Claims for indemnity covering insured mail exchanged with the Canal Zone, Guam, Tutuila, Manua, and other islands of the Samoan Group, shall be sent to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for adjustment. Claims covering insured parcels mailed on or to United States naval vessels (except receiving ships permanently located at continental ports), shall be similarly disposed of.

TREATMENT AT PAYING OFFICE

Claims To Be Paid for Actual Loss

84. Claims for indemnity involving loss or rifling of, or damage to, insured or c. o. d. parcels shall be paid for the actual amount of loss, rifling, or damage within the limits allowable for the fees paid, and not necessarily for the limits of indemnity prescribed for the fees paid, regardless of the value of the articles lost, rifled, or damaged.

Discounts

85. When a trade discount has been allowed the addressee by sender, such discount should be deducted. Likewise when a time discount has been allowed and payment of indemnity is made before the expiration of the time limit specified in the discount, such time discount should be deducted. When a cash discount has been allowed, the cash discount must not be deducted unless the evidence clearly shows the sender also allows the postal service the amount of such cash discount.

Discount Claims

86. Particular care should be taken to see that indemnity in connection with claims filed by firms which have agreed to accept adjustment on a discount basis is paid in accordance with the terms of their agree-

ments and not on the figures representing the selling price. Failure on the part of postmasters to comply with article 25 of this chapter should be called to the attention of the postmasters at fault. However, continued failure to observe the article mentioned should be reported to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

Where claims are received showing that firms have agreed to accept adjustment on a discount basis and a copy of the agreement has not been received the postmasters at the offices where such firms are located should be requested to furnish copies as provided by article 25 of this chapter.

Claims To Be Scrutinized

87. Paying postmasters are cautioned to scrutinize carefully each claim Form 3812, to see that all necessary answers to questions are made, and if the descriptions evidencing values and extent of loss, rifling, and damage are clear and complete, they shall issue check in payment.

Excessive Payment

88. In the event of payment in excess of the amount properly allowable, the amount of excess payment will be disallowed.

Claim Not Filed Within Time Limit

89. If the evidence shows that the claim or first complaint was not filed within 6 months from the date of mailing, and no explanation is submitted showing the cause of the delay the claimant should be requested to submit a statement showing why the claim was not filed within 6 months from the date of mailing. If no excuse for delay is offered the claim should be disallowed. If an excuse for delay is submitted, the claim should be sent to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for decision.

Commercial Insurance Claims

90. Under the law all claims for indemnity involving insured or c. o. d. mail which is also insured with commercial insurance companies or other insuring agencies, will be adjusted by the Post Office Department on a pro rata basis as a co-insurer with the commercial insurance companies or other insuring agencies. For instance, if a claim is received on account of the loss of an insured or c. o. d. parcel which contained articles valued at \$100 and the parcel was insured for \$100 by a commercial insurance company or other insuring agency and by the Post Office Department for \$50, a total insurance of \$150, the liability of the Post Office Department would be limited to \$33.33, one-third of the value of the articles. Claims for rifling of, or damage to, domestic

insured and c. o. d. parcels will be adjusted on the same basis.

Some commercial insurance companies claim that their policies limit their liability for loss of mail matter to the value in excess of that covered by postal insurance. Postmasters should submit such claims, furnishing, if practicable, the terms of the insurance policies involved, to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for decision, as well as any other claims for domestic insured or c. o. d. parcels covered by commercial insurance in which any doubt arises as to the procedure to be followed, the proper amount payable the proper payee, etc.

Protests

91. When the paying postmaster receives a protest against the amount allowed in a particular claim which has been paid, the following procedure shall be complied with:

(a) If the papers in the claim have not been transmitted to the regional accounting office, the paying postmaster may consider the protest on its merits in connection with the facts indicated in the papers upon which adjustment was originally made. When payment of an additional amount is justifiable, a second check should be issued for the additional amount. All papers in the claim, including Form 3812 and any supplemental papers, must be transmitted to the regional accounting office. If the postmaster is unable to satisfy the claimant as to the correctness of the amount allowed, the claim papers should be submitted to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, together with detailed statements of both claimant and postmaster.

(b) When protest is received in a claim in which the papers have been sent to the regional accounting office, the letter of protest should be acknowledged promptly and transmitted to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, with such comment as may be deemed appropriate and a statement showing the claim number of the paying office, the amount of indemnity originally paid, the name of the payee, the month in which reported to the regional accounting office, and the sheet and column numbers on the schedule of payments.

(c) When protest is received in any claim which has been disapproved, and additional evidence is submitted, the paying postmaster may consider the protest and the additional evidence in connection with the facts indicated in the original papers and pay indemnity if payment is justifiable. If no additional evidence is submitted, or if additional evidence, together with the original evidence, is not considered sufficient to justify payment, the postmaster shall transmit the protest, together with all papers in the claim to the Bureau of

Finance, Division of Registered, Insured, and C. O. D. Mail, and advise the claimant to that effect.

Duplication or Replacement Through Postmaster

92. When a postmaster is in a position to duplicate or replace at a material saving a lost, rifled, or damaged article, that is, when the duplicate article or replacement may be obtained at a lesser cost than would otherwise be paid out in indemnity, such duplication or replacement should be made, provided that the claimant is willing to have the claim so adjusted and that the postmaster is certain that the duplicate article or replacement will be entirely satisfactory to the claimant. If and when an article is duplicated or replaced, the article should be adequately packed, appropriately endorsed, and sent by insured mail to the postmaster at the office where the person who is to receive it is located for delivery to that person. The person or firm by whom the article is duplicated or replaced may include the insurance fee and postage in the bill as a part of the cost of duplication or replacement.

Evidence of Loss

93. The failure of a sender to receive a return receipt requested for an insured parcel, or to receive payment from the addressee for the goods contained in an insured parcel, shall not be considered as evidence of loss of the parcel where it is impossible to obtain the declaration of the addressee. (See art. 115 of this chapter.)

Unordered Insured Parcels

94. Indemnity may not be paid for the loss or rifling of, or damage to, matter offered for sale contained in insured parcels addressed to prospective purchasers who have not ordered same or authorized their sending. Claims for indemnity involving the question as to whether the contents of insured parcels were ordered by or sent in accordance with the authorization of the addressees shall be transmitted to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for attention.

Unordered C. O. D. Parcels

95. Indemnity may not be paid for the loss or rifling of, or damage to, the contents of c. o. d. parcels which have not been ordered by the addressees or sent in conformity with agreements between senders and addressees. Claims for indemnity involving the question as to whether the contents of c. o. d. shipments were ordered by the addressees or sent in conformity with agreements between senders and addressees, should be sent to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for attention.

Claimants Advised of Approval or of Disapproval

96. Particular care should be exercised to see that claims are paid in the proper amounts. In every instance where the amount claimed is not allowed, or the claim is disallowed, the claimant should be appropriately advised of the reason or reasons for the amount allowed or the rejection of the claim.

Disapproval—Filing of Claim Papers

97. When a claim involving an insured or c. o. d. parcel is disapproved for any reason, all the papers connected with the claim should be carefully filed for future reference.

Notice of Payment

98. Paying postmasters are not required to notify the postmaster at the office of mailing or the postmaster at the office of address of the payment or disapproval of claims for indemnity. Postmasters at offices of mailing will close their records on receipt of notice from postmasters at offices of address that the claim papers have been sent to the proper paying office, and postmasters at offices of address will close their records when the claim papers are sent to the proper paying office. Postmasters should refrain from asking paying postmasters to furnish the disposition made of claim papers, unless inquiry regarding the status of the claim is made by the claimant or other interested party, in which cases the postmaster should so state.

Disposition of Irreparably Damaged Articles

99. When approving a claim for indemnity on account of irreparable damage to an article possessing probable salvage value, for which a claimant is to be paid the full value, the paying postmaster shall request the postmaster at the office where the article is held to transmit it to the proper dead parcel post branch for disposition, together with a statement of the facts in the case showing that the article is now the property of the United States. In such cases the article should be registered only when in the judgment of the postmaster the safeguards of the registry service should be accorded the damaged articles. Postmasters paying claims of this character shall complete the statement on the reverse side of Form 3812, showing that the damaged article has been disposed of as the property of the United States. Judgment should be exercised in the disposition of irreparably damaged articles for which indemnity is paid in full, and where any doubt arises as to salvage value, the articles should be transmitted to the proper dead parcel post branch. When such articles obviously have no salvage value they should be disposed of as waste.

Recovery of Article After Indemnity Is Paid

100. When an article on which indemnity has been paid is recovered, the paying postmaster shall recover the amount paid and charge himself with such amount in the spaces provided for that purpose on Form 3841-R, "Summary of Payments," sending therewith all correspondence in the case, together with a description of the article.

File Record of Claims

101. Three separate files shall be maintained: (1) A "sender" file, arranged alphabetically under offices of mailing; (2) an "addressee" file, arranged alphabetically under offices of address; and (3), a "follow-up" file. The first two files mentioned will serve as final records and prevent payment of duplicate claims, the one being a check against the other in case a card is misplaced in either. Each action taken or advice received in connection with a claim shall be recorded on one of the cards in the "sender" file. When a claim is paid, this card shall be endorsed with the amount, name of payee, and date of payment.

Abnormal Number of Claims

102. The sender and addressee files will serve to point out any undue accumulation of claims of loss, or rifling from any particular person, firm, or office. Where any abnormal accumulation is indicated involving loss or rifling, the facts should be reported to the inspector in charge of the division in which the person, firm, or office is located for investigation. The necessity for promptly making these reports to the inspector in charge for investigation in order to determine whether the claims are fraudulent cannot be too strongly emphasized. No hard and fast rules can be laid down as to the number of claims that must accumulate on one claimant before the facts should be reported. This is a matter that will have to be decided between the various postmasters and the employees of their offices engaged in the preparation or payment of indemnity claims. Clerks charged with filing index cards Form 3841-P should watch for claimants whose claims appear too numerous and report such instances to their supervisors. This will permit inquiry to be made as to the total number of insured or c. o. d. parcels mailed by the claimants and consideration of the question as to whether the ratio of claims to total mailings is abnormal. An abnormal number of damage claims may indicate that the sender is not packing his parcels properly, and the postmaster should take due corrective action. Instances of an undue number of claims based upon damage bearing on a particular post office or route should be reported to the general superintendent of the proper division of the Postal Transpor-

tation Service for investigation and preventive measures. Such reports should include details as to the number of parcels damaged, origin, dates of mailing, nature of contents, method of packing, and character and extent of damage to each. Special report should not be made of cases other than those which appear to be out of the ordinary, as distinguished from minor instances of damage liable to occur in the mails. Payments should be made in the usual manner without delay. When reporting the filing of an apparently abnormal number of claims for indemnity involving the loss or rifling of, or damage to, insured or c. o. d. parcels mailed by a particular individual or firm, the total number of parcels mailed by such individual or firm during a given period should be indicated in the report. Copies of postmasters' reports to inspectors in charge and general superintendents required by this article shall be furnished the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

Financial Losses—Made-to-Order and Seasonable Goods

103. Financial losses resulting to claimants in consequence of the nondelivery, wrong delivery, or delay in dispatch, transmission, delivery or return of, or damage to, an article, as distinguished from cases where the contents of a parcel have been totally or partly lost or damaged, are consequential in their nature and claims therefor are not allowable. However, there are some articles, such as made-to-order garments, seasonable goods, eyeglasses made from an oculist's prescription, keys made for special purposes, etc., that may actually depreciate in value if unduly delayed. Postmasters at designated paying offices shall transmit all claims for indemnity of this character to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for attention.

Claims Involving Baby Chicks

104. Indemnity is payable on account of the outright loss of the whole or part of the contents of insured or c. o. d. shipments of baby chicks, or in case of death when the evidence shows that death is attributable to the fault of the Postal Service. However, a deduction may be made from the amount otherwise payable to cover what may be considered a reasonable death rate. Five percent of the contents of the parcel at the time of mailing is considered a reasonable deduction. For example, if claim is instituted on account of the loss of an insured or c. o. d. parcel which contained 100 baby chicks at the time of mailing, a deduction of 5 percent should be made and indemnity paid for the value of only 95 chicks. Claims for indemnity on account of the death of

baby chicks sent as insured or c. o. d. mail should be referred to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mails, for attention. It sometimes happens that chicks die in transit and the bodies are removed by postal employees, notation to that effect being made on the parcel. In every claim involving alleged rifling of such shipments, postmasters at paying offices should ascertain whether or not the parcel bore evidence showing that the bodies of dead chicks were removed by postal employees, and if such is the case the claim papers should be referred to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for attention.

Eggs for Hatching

105. When eggs for hatching are properly packed and endorsed as prescribed by chapter IV, article 38, indemnity is payable on account of the loss, rifling, or breakage thereof. When claims are made in connection with eggs for hatching received in a cracked or smeared condition, or on account of failure of the eggs to hatch as the result of alleged mistreatment in the postal service, the claim papers shall, upon completion, be transmitted to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for attention.

Parcel Received by "In Care"

106. When the person, firm, or institution in whose care a supposedly lost insured parcel was addressed, or a person to whom the addressee's mail is customarily delivered, acknowledges receipt of the parcel, the claim should ordinarily be disapproved and the claimant advised that the matter is not one for adjustment by the Post Office Department. In case of doubt as to whether an insured parcel addressed "in care" of another was correctly delivered, the claim papers should be sent to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail for attention.

Nursery Stock C. O. D. Shipments

107. Claims involving c. o. d. shipments of nursery stock which cover outright loss, rifling, or physical damage (not due to deterioration) should be adjusted by paying postmasters in the regular manner. Other claims for indemnity arising in connection with such c. o. d. shipments, upon completion, shall be transmitted by the designated paying offices to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for adjustment.

Improperly Packed or Not Endorsed

108. Except as provided in article 110 of this chapter, claims may not be approved in connection with parcels which contained eggs, or fragile and easily breakable articles

damaged in transit, or parcels which contained perishable articles spoiled before delivery, not stamped or endorsed "Fragile," "Eggs," or "Perishable," when the sender, after proper inquiry by the accepting postal employee, failed to state that the contents of the parcels were of a fragile or perishable nature.

109. Failure of shippers to pack properly or endorse appropriately.—Indemnity should not be paid for parcels containing articles received in damaged condition which were mailed by firms or other patrons customarily mailing a quantity of parcels, if such parties failed to endorse or pack the parcels properly after they had been furnished Form 5395, or other specific instructions, and it is apparent that the failure to comply with the instructions mentioned was the cause, or probable cause, of the damage sustained.

110. Failure to endorse not direct cause of damage or spoiling.—If a paying postmaster is satisfied in any case that the failure to endorse a parcel was not the direct or immediate cause of spoiling of, or damage to, its contents, he may pay indemnity, provided that the claim is otherwise regular in every respect.

Claims for Loss of Liquid and for Damage by Liquid

111. Indemnity may not be paid for loss of liquid enclosed in unsecured friction-top cans unless it is established that the loss was due to the fault of the postal service. Indemnity may be paid for damage to other matter enclosed with liquid, provided that the liquid was adequately packed and the outside container showed evidence of unusually rough treatment of the parcel, such as crushing, denting, piercing, or the like while it was in the custody of the postal service.

The same procedure should be followed in connection with similar claims involving powders, pastes, salves, etc.

Packing Misrepresented

112. Claims for indemnity involving damage to fragile articles or damage to (not spoiling) perishable articles should not be paid where the packing was inadequate and the sender deliberately or otherwise misrepresented the description of the packing of the contents.

Spoiling

113. Liability is not assumed by the department for the spoiling of perishable matter because of delays beyond the control of the postal service.

Indemnity may be paid on account of the spoiling of perishable matter, however, if all the requirements as to packing and endorsement were met and the matter spoiled as the result of a delay of more than 24 hours

directly chargeable to the fault of the postal service. For instance, if the evidence shows that a parcel containing perishable matter was missent or otherwise mistreated by a postal employee and such missending or other mistreatment was the actual cause of a delay in delivery of more than 24 hours, and the perishable matter was spoiled when delivered to the addressee, consideration may be given the claim with a view to the payment of indemnity.

Freezing, Melting, Etc.

114. Indemnity is not ordinarily paid on account of the freezing or melting of the contents of insured or c. o. d. mail, nor for any spoiling or deterioration directly due to the temperature to which such matter was subjected while in the custody of the postal service. However, any claims for indemnity of this character in which the evidence indicates that the spoiling or deterioration was due to the fault of the postal service should be referred to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

Addressee's Declaration Not Obtained

115. Ordinarily postmasters are not authorized to pay indemnity claims on account of the alleged loss or rifling of, or damage to, insured parcels when the declaration of the addressee has not been obtained. However, if the evidence in a claim shows that proper efforts have been made to obtain the declaration of addressee but without result, the postmaster at the designated paying office may accept as equivalent evidence of loss, rifling, or damage a communication from the addressee reporting the loss, rifling, or damage; but when loss is involved the communication must be dated a reasonable time after the parcel should have been delivered in the ordinary course of mails. If such equivalent evidence cannot be promptly submitted, the Form 3812 and related papers should be transmitted to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail. (See art. 93 of this chapter.)

Damage Before Dispatch

116. The designated paying office is authorized to adjust claims resulting from damage to parcels which become so damaged before dispatch as to require withdrawal from the mails and restoration to the sender, without reference of the claim papers to the postmaster at the office of address.

Evidence To Be Complete

117. The evidence of value and extent of loss, rifling, or damage is of the utmost importance. Before approving claims, design-

nated paying postmasters must assure themselves that the evidence meets the requirements of these instructions, that the amounts claimed are reasonable, and in line with current market prices, and that the fees paid cover such values. When doubt exists as to the correctness of amounts claimed, the postmaster should call upon one or more reliable dealers for counsel.

Watches

118. In considering claims involving watches, particularly used watches, and the determination of the amount of indemnity to be paid, paying postmasters should, when necessary, consult reliable jewelers and be guided by the information obtained. If and when it is considered advisable, the papers covering such claims should be sent to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

Values, Precedent File

119. Postmasters should obtain, whenever practicable, catalogs, booklets, etc., which show price lists of standard articles, such as watches, jewelry, furs, firearms, machine parts, automobile accessories, etc. Information obtained from time to time from local dealers should also be recorded. Such information will serve as a guide in enabling designated paying offices to determine whether the values claimed are reasonable, and frequently will permit adjustment of claims without the necessity of returning the claim papers to other offices involved for additional information substantiating the values claimed.

Deductions for Depreciation and Repairs

120. Deductions from the market values at the time of mailing should be made:

(a) For the estimated cost of any repairs that an article needed at the time it was mailed.

(b) For the amount of depreciation from market value at the time of mailing, in case the article had depreciated in value on account of use or wear previous to being mailed.

(c) For both needed repairs and depreciation on account of use or wear, when a used article needed repairing and had depreciated on account of use or wear previous to being mailed.

Postage

121. (a) Claims for indemnity for postage paid on lost parcels, or on parcels the contents of which were totally damaged or entirely missing, will be allowed, in addition to the proved claimed value of the article or articles, provided the combined amount does not exceed the total amount payable for the fee paid on the parcel at the time of mailing. Indemnity will not be

paid for postage if not claimed. If the amount claimed for postage exceeds that stated in the declaration of the mailing office, claim for postage should be allowed for the amount stated in the declaration of the mailing office. Claim for special-delivery fee, the special-handling charge, or the fee paid for a return receipt may also be allowed in cases of outright loss (disappearance of the parcel). The insurance or c. o. d. fees must not be included.

(b) Claim for refund of the return postage paid on a parcel which was refused because of its damaged condition and returned after examination by the postmaster had disclosed only partial damage to the contents may be allowed. Claim may also be allowed for refund of the postage paid on a duplicate shipment made in such a case. In either instance the insurance or c. o. d. fee must not be included. (See ch. XXII, art. 74 (a), as to method of refunding postage.)

Sales Tax

122. The Federal or State sales tax on merchandise lost or irreparably damaged may be allowed, when claimed, within the limit prescribed for the fee paid, in all claims involving insured mail, and those involving c. o. d. mail which was delivered to the addressee. In claims involving c. o. d. mail which was lost or not delivered to the addressee for any reason, the Federal or State sales tax on articles lost or irreparably damaged is not allowable, and claimants should be so informed. Claimants should also be advised that they may take up with the Bureau of Internal Revenue, Treasury Department, Washington 25, D. C., or the proper State official, the matter of recovering the amounts of Federal or State sales taxes paid by them on the contents of c. o. d. parcels when such taxes cannot be allowed as indemnity. In any claim for partial loss of, or partial damage to, either insured or c. o. d. parcels, where it is necessary to replace or repair the articles lost or damaged, any Federal or State sales tax paid on such replaced or repaired articles may be allowed within the limit of indemnity fixed for the fee paid.

Money Order Fee

123. Where senders deduct the money order fee from the usual sale price of an article sent c. o. d., the sale price to the addressee shall be considered as the actual value. Money order fees paid for the return of c. o. d. changes are not part of the market value of the merchandise involved.

Transportation Charges on Articles Duplicated or Repaired

124. (a) When an insured or c. o. d. parcel is received with a part of the articles

irreparably damaged or rifled, or when partial damage has been sustained, the actual and necessary transportation charges involved in making a duplicate shipment of the irreparably damaged or rifled article or articles or in transporting the partially damaged article or articles to be repaired and after repairs have been made, may be allowed; provided that the total amount allowed does not exceed that covered by the fee paid. The amount of insurance fee or fees involved in transporting partially damaged articles for repairs and after repairs have been made, when claimed, may be allowed as a part of the cost of repairs, and, when claimed, such item or items should be listed separately and included in the bill for repairs. The amount of insurance fee involved in duplicating irreparably damaged or rifled articles is not allowable, except where a special discount has been made from the selling price to addressee and the total amount claimed does not exceed that which would otherwise be payable.

(b) If the article is so constructed that it becomes necessary to return it to the sender, or to send it to some other person or firm for the purpose of having it repaired, the charges for transporting the article for that purpose and return after repairs have been made, including the insurance fee or fees, may be allowed as a part of the indemnity, when claimed.

(c) If the lost or damaged article or articles were a part of a set and replacement is made in order to restore the set to as good a condition as at the time of mailing, claim for both the postage and insurance fee paid on the article or articles replaced may be allowed.

(d) If an article is replaced by a person or firm other than the sender at a saving to the Department, claim for both postage and insurance fee may be allowed.

Fraudulent Claims

125. Postmasters at designated paying offices shall transmit claims involving insured and c. o. d. mail thought to be of a false or fraudulent nature, together with all papers and a full statement of the facts, without action, to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail.

Duplicate Payments

126. If a postmaster makes a duplicate payment which cannot be recovered, he will be held responsible and the amount will be charged back in his postal account.

Payment To Be Expedited

127. Paying postmasters should not delay payments by returning claim papers to other offices on account of minor omissions which do not affect the validity of the claims. In such cases payment should be made and

proper notice of the omission sent to the postmaster at fault.

Agent's Commission

128. The amount of agent's commission, as distinguished from the amount of deposit by the addressee on the contents of a c. o. d. parcel, included as a part of the charges thereon, usually involved in shipments by mail order companies, is not allowable.

Deposit by Addressee on Contents of Parcel

129. (a) When a deposit has been made in advance by the addressee with the sender on the contents of a parcel, and the declaration of addressee has been obtained, the amount of such deposit should not be deducted. However, in claims for indemnity of this kind, where the addressee cannot be located, and the sender has not made adjustment with the addressee for the amount of deposit, either by refunding the amount or making a duplicate shipment, the amount of deposit should be deducted. Claims of this character should not be paid until it has been definitely ascertained from the senders through the mailing postmasters that adjustment has not been made with the addressees for the amount of deposit paid.

(b) When a deposit has been made by the addressee with an agent of the sender, which amount is not transmitted to the sender but accrues to the agent as his commission for obtaining the order, the amount of such deposit should not be allowed to sender. In instances of this kind, when the original shipment is lost and a duplicate shipment is not made, and the addressee claims the amount of his deposit, such claims should be adjusted by allowing the addressee the amount of his deposit and the sender the difference between the selling price to addressee and the amount of deposit paid by the addressee to, and retained by, the sender's agent. Before paying claims of this kind, however, effort should be made to have the addressee accept duplicate shipment, in which event the amount of the deposit should not be allowed to either the sender or addressee.

(c) When a deposit has been made by the addressee direct to the sender and the original shipment is lost, and a duplicate shipment is not made, and the addressee claims the amount of his deposit which has not been refunded, the claim should be adjusted by allowing the addressee the amount of his deposit, and the sender the difference between the total amount of indemnity allowable and the amount of deposit paid by the addressee.

Articles Repaired by Senders

130. When the contents of a parcel are the property of the addressee and had been repaired, cleaned, or laundered, by the sender, care must be exercised not to allow

indemnity in excess of the actual value of the contents of the parcel at the time of mailing. Indemnity is not payable for the value of the contents plus the cost of the services performed by the sender, unless by reason of such services the contents were actually enhanced in value. Claims of this kind must show whether the sender is claiming indemnity only for the cost of his services, the difference between such amount and the actual value of the contents to be paid to the addressee, or whether the sender is claiming the full amount allowable, settlement having been made by him with the addressee. For example, the contents of the parcel consisted of a gold watch, which had been repaired by sender at a cost of \$7.50. The value of the watch in repaired condition when mailed was \$35. In the event of loss, indemnity would be payable in the sum of \$35; and if the sender was claiming only the amount of his repair work, the addressee would be entitled to \$27.50 representing the value of the watch when originally mailed by him to the sender for repairs.

Value, Not C. O. D. Charges, Payable

131. Frequently the amount of c. o. d. charges called for on a parcel is greater or less than the actual value of the contents. In case of the loss or rifling of, or damage to, such shipments, the senders are entitled to the actual value of the contents of the lost article or of such portion as was rifled or damaged within the limit fixed for the fee paid, instead of the amount of the c. o. d. charges.

Money Order Issued

132. When the claim papers show that a money order was issued for the correct amount in payment of the charges on a c. o. d. parcel and no loss was sustained, the sender should be advised of the particulars of the money order, the case closed, and the papers filed. If the money order was lost the issuing postmaster should execute an application for duplicate.

Shortage in Remittance

133. When a claim for indemnity involves failure of sender to receive full amount of charges and the postmaster at the office of address collected and remitted the amount of charges shown, the sender having entered a wrong amount on the c. o. d. tag, the claim should be disapproved and the sender so advised. If the postmaster at the office of address collected the proper amount of charges as called for on the parcel but through error entered an erroneous amount on the money order, the matter should be referred to the Bureau of Finance, Division of Money Orders, for adjustment.

Delivery Without Collection

134. When a claim involves a c. o. d. parcel which has been delivered without collection of the charges and the postmaster at the office of address is unable to make collection from the addressee, or the parcel was delivered and the addressee states the charges were paid to the delivering postal employee but the postmaster at office of address has no record of payment, the claim should be approved for the amount of c. o. d. charges, regardless of the value. Claims for indemnity of this character should be paid, whether or not they are instituted within 6 months from the dates of mailing of the parcels.

Failure To Obtain Declaration of Addressee in Loss Claims Involving C. O. D. Parcels

135. When the "Declaration of Addressee" has not been executed in a claim for a lost c. o. d. parcel, and the postmaster at the office of address has no record of its receipt and has reported he cannot locate the addressee, and the addressee's present address is unknown, and the sender is unable to furnish the addressee's present address, the claim for indemnity should be treated as one involving loss and approved for the value of the contents, plus postage if claimed, and the certificate on the reverse side of Form 3812 executed to show that the "Declaration of Addressee" is waived.

Failure To Obtain Declaration of Addressee in Rifling and Damage Claims Involving C. O. D. Parcels

136. When the declaration of addressee cannot be obtained in a claim involving alleged rifling of, or damage to, the contents of a c. o. d. parcel, and the sender submits a communication from the addressee showing the amount of rifling or damage sustained, such evidence may be accepted and the claim approved, and the certificate on the reverse side of Form 3812 executed to show that the "Declaration of Addressee" is waived.

Wrong Delivery of Insured or C. O. D. Mail

137. When claims are received indicating that the parcels had been delivered in violation of existing postal instructions, the claim papers should be transmitted to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for appropriate attention.

Unadjusted Claims

138. Claims for indemnity involving the loss or rifling of, or damage to, insured and c. o. d. parcels which remain unadjusted at the expiration of 6 months from the dates of institution, should be transmitted to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, provided there is no immediate prospect of adjustment.

Method of Payment

139. Payment of indemnity shall be made by means of checks drawn on the Treasurer of the United States. As no provision has been made on such checks for the insertion of the particulars of the insured or c. o. d. parcels involved, it will be necessary in certain cases to transmit with the checks identification slips (Form 3841-T), showing the names and addresses of addressees or names and addresses of senders, as the case may be, in order to enable the payee to properly credit the amount. Form 3841-T should be completed and enclosed with the checks in those cases where claimants have filed a number of claims and have not assigned claim numbers thereto. Where claimants have assigned numbers to their indemnity claims no identification slips are necessary, but such claim numbers should be entered in the lower left corner of the checks in the space provided for that purpose. Where the claimant has filed but one claim, an identification slip should be enclosed with the check, but need not be completed to show by whom or to whom the parcel was mailed.

Claiming Credit for Disbursements

140. Paying postmasters shall take credit for disbursements on account of indemnity in their postal accounts. Form 3812 and all other papers in the claim must accompany the account to the regional accounting office in support of the disbursements indicated. (See art. 142 of this chapter.)

UNDELIVERABLE TREASURY CHECKS

141. When a check drawn on the Treasurer of the United States is returned to a disbursing postmaster because it is undeliverable, every effort should be made to locate the payee by inquiry of the postmasters at the offices of mailing and address of the article covered by the claim for which the check was issued. If delivery cannot be made within 6 full months after the last day of the month of issue, the check should be transmitted to the General Accounting Office, Claims Division, for safekeeping and lawful disposition. When Treasury checks are returned because of no payment due, error in amount or name of payee, etc., during the month in which drawn and before sending to the regional accounting office the "Monthly statement of depository checking account" (Form 1855) and the "List of Treasury Checks Issued" (Form 1854), they should be marked "Void," no credit being taken therefor. If returned to the postmaster in any succeeding month and after Forms 1855 and 1854 have been sent to the regional accounting office, the check should be marked "Canceled," and listed on Form 1855 under the head of "Canceled checks." Void, canceled, and spoiled

checks should be forwarded to the regional accounting office with the "Monthly statement of depository checking account" (Form 1855).

REPORTS

To the Regional Accounting Office

142. The original and one copy of the "List of Treasury Checks Issued" for indemnity payments on Form 1854 shall be sent to the regional accounting office promptly at the close of each month.

At the close of each quarter a recapitulation of the indemnities paid for insured and c. o. d. parcels shall be separately stated on Form 3841-R in triplicate; the original and one copy of this recapitulation together with Forms 3812 and other supporting papers on claims paid shall be submitted in support of A/C 421 of the quarterly account.

To the Bureau of Finance

143. The postmaster at each designated paying office, at the close of each month, shall forward a report on Form 3848-T (which is furnished without requisition) to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, furnishing certain information concerning the receipt and disposition of claims for indemnity for insured and c. o. d. articles called for on the form.

WHEN IN DOUBT AS TO PROCEDURE

144. When in reasonable doubt as to the procedure to be followed in connection with the treatment of either insurance or c. o. d. claims, the matter should be submitted, together with all evidence, to the Bureau of Finance, Division of Registered, Insured, and C. O. D. Mail, for instructions.