

United States Postal Service®

INDUSTRY ALERT

April 14, 2020

COVID-19 CONTINUITY OF OPERATIONS UPDATE

Mail Delivery Return To Sender

Timeframe Extension

To assist our customers amid the Coronavirus Disease 2019 (COVID-19) pandemic, effective immediately the Postal Service™ is temporarily extending the timeframes when a mailpiece will be returned to sender.

The Postal Service temporarily will extend the current timeframe provided under DMM 508.1.1.7f of 15 days (5 days for Priority Mail Express, 10 days for COD) and under postal policy of 10 days generally for all other mail, to 30 days for all mailpieces, unless a customer has requested a return timeframe at the time of mailing. Perishable items will continue to be handled as indicated under current postal policy.

All customer notifications for items with an attempted delivery date of March 28, 2020, or later will be updated to reflect the extended 30-day timeframe. The Postal Service is also working on implementing additional notices to remind customers about missed delivery items and the extended 30-day timeframe.

When an item cannot be delivered on the first attempt, customers have several options for redelivery or pickup:

1. Schedule a redelivery online at [USPS.com/redelivery](https://usps.com/redelivery);
2. Complete the PS Form 3849, We ReDeliver For You!, and place the form in their mailbox;
3. Go to their local Post Office to pick up their items;
4. Manage redeliveries at informedelivery.com;
5. Send a representative to pick up mail at the local Post Office. The addressee must sign the PS Form 3849 and indicate the name of the representative; or
6. Call 800-ASK-USPS (800-275-8777) to schedule a redelivery

Extending the timeframe to 30 days for all mail classes will help customers navigate the challenges associated with Coronavirus. Additionally, USPS has also modified the procedures for carriers obtaining signatures upon delivery as provided on [USPS.com](https://usps.com) under Residential FAQs.

If you have questions please contact Ltisha Slagle or Garry Rodriguez.

This change will continue until further notice.

###

*Please visit us on the USPS [Industry Outreach](#) website.
Thank you for your support of the United States Postal Service.
Industry Engagement & Outreach/USPS Marketing
Please send questions regarding COVID-19 to Industryfeedback@usps.gov with COVID-19 in the subject line*

To subscribe or unsubscribe to Industry Alerts, please hit reply and send us your request.

Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy