

# 6 Delivery Services

## 61 Conditions of Delivery

617

Postal Operations Manual

### 617 Other Delivery Procedures

#### 617.1 Delivery in Multiple-Floor Buildings

Accountable mail pieces and/or items that do not fit into the mailbox or parcel locker are attempted in person to the addressee or authorized agent, without regard to the floor on which his or her office or apartment is located.

**Exception:** If there is no working elevator in buildings with more than three (3) floors, delivery of accountable mail pieces and/or items that do not fit into the mailbox or parcel locker (if available) will be delivered to one (1) authorized, designated location on the first floor, or PS Form 3849 will be completed and left in the customer's mailbox.

Cooperation of customers is requested, however, in making arrangements for mail to be delivered on the first floor.

#### 617.2 Delivery of Parcels

##### 617.21 Heavy or Bulky Items

A heavy or bulky item of any class is delivered as addressed, if facilities are available.

##### 617.22 Delivery to Other Than the Addressee or Mail Receptacle

Unless the addressee has filed a written order asking that parcels not be left outside the authorized delivery receptacle, uninsured parcels or parcels that do not require a signature may be left in an unprotected location, such as a stairway or uncovered porch, if:

- a. The addressee has filed a written order to leave parcels.
- b. The mailer has endorsed the item "Carrier — Leave If No Response." The endorsement must appear directly to the left of the postage area (preferred) or be placed directly below the return address. A minimum 1/4 inch clear space must appear between any other printing and the carrier release endorsement. If an ancillary service endorsement is used, the carrier release endorsement must be separated from the ancillary service endorsement by the equivalent of one blank line of the type size used.

#### 617.3 Additional Attempts to Deliver

##### 617.31 Someone Normally Available to Receive Parcel

When someone is normally available to receive parcels, and an uninsured parcel (a parcel not requiring a signature or a parcel that is not part of the Carrier Release Program) cannot be delivered on the carrier's first attempt, a second delivery attempt is made the next working day and no PS Form 3849 is left on the initial attempt. If the parcel cannot be delivered on the second attempt, a PS Form 3849 is left at the address to indicate that the parcel is being held.

617.32 **No One Usually Available to Receive Parcels**

If no one is available to receive the parcel, the carrier knows that someone at the address is not usually available to receive parcels, and the parcel is insured, requires a signature, or is not part of the Carrier Release Program, a

PS Form 3849 is completed and left after the first attempt. When it is not known if someone is usually available to receive parcels, a PS Form 3849 is left after the first attempt if the parcel is insured, requires a signature, or is not part of the Carrier Release Program. Additional attempts are made only at the customer's request.

617.33 **Parcel Not Called For**

A second notice is sent if the parcel is not called for after 5 days. If there is no response within 15 days after the first notice and no retention period is specified by the sender, the parcel is treated as undeliverable according to POM [68](#), Undeliverable Mail. When a retention period is specified, it is observed up to 30 days after the first notice. An additional attempt to deliver is made only if requested by the addressee.

617.34 **Perishable Parcel**

If a parcel is endorsed "Postmaster: Perishable. If not delivered within 5 days, call 1-800-XXX-XXXX." A Postal Service employee must call the telephone number printed by the mailer in the endorsement. The Postal Service employee gives the mailer the customer's name, address, and, if necessary, keyline information. A second attempt to deliver is made only if requested by the addressee. A second notice is sent if the parcel is not called for after 5 days. If the parcel remains unclaimed 10 days after the first delivery attempt or the retention period specified by the mailer, the parcel is handled according to POM 68, Undeliverable Mail. Mailers of perishable items who want to use this endorsement must place the endorsement along the left or bottom edge of the address label. The lettering of the endorsement must be in boldface type and as large as, or larger than, the lettering of the addressee's name and address but never smaller than 8-point type.