

Ya Gotta Knock On The Door

As our package volume has grown over the years our carriers have felt more and more pressured to drop an important service to our customers and instead drop packages at doorsteps in places that are unsecured. In most cases this is encouraged by management, or even instructed by management all in the name of "Making The Numbers". Not only does this do a disservice to customers whose packages go missing, but also this places dereliction of duty at the carrier's risk, and will factor negatively into calculating your routes time, possibly causing management to add on you the next evaluation.

Regulations for parcel delivery can be found in section 32 of the M-41:

"...If a parcel does not fit completely within the mail receptacle or parcel locker (when available), determine if someone is available at the address by ringing the doorbell or knocking on the door. If no one is available to receive the parcel, follow the procedures in 322.311 and 322.312."

These instructions make it clear that if a parcel is too large to fit in the mailbox, delivery must be attempted at the customer's door. Only when no one is available to receive the parcel are carriers authorized to leave the parcel in a protected location or leave a notice. Section 322.311 states:

"Parcels must not be left in an unprotected location such as a porch unless the mailer participates in the carrier release program by endorsing the package "Carrier leave if no response" or the addressee has given written directions for an alternate delivery location."

Section 322.12 contains instructions for completing PS form 3849 Delivery Notice/Reminder/Receipt

There are only two circumstances that this allows for us to scan and drop. This is if the package is endorsed as above indicated or if the customer has given written instructions for an alternate delivery location. Otherwise we should always fill out a PS form 3849 and bring the package back to the office if it is too large to fit in the customers mailbox. In either case, carriers cannot leave parcels where they may be exposed to inclement weather as well.

Until management rewrites the M-41 this becomes a fixed practice, and for the better. Carriers with overburdened routes may see this as an inconvenience but it is part of your route, and if you go over 8 because of it you should get your route adjusted. Not only is it right for the customer, but also just remember that you could put your own job on the line. Article 28 of the National Agreement reads:

"An employee is responsible for the protection of the mails entrusted to the employee. Such employee shall not be financially responsible for any loss, rifling, damage, wrong delivery.....unless the employee failed to exercise reasonable care"

Since postal regulations prohibit leaving packages that cannot fit in the mailbox that do not fit into the two above exceptions this can be seen as failure to exercise reasonable care and the carrier could be held liable if the parcel is stole or damaged. Do not take that chance. Take the extra time on the route, we all know we need more routes anyway. Be professional, and if you are on the overtime enjoy the overtime, if you are not, ensure to fill out a 3996 to take this into account. Lets make this craft one of service again.



-As always, in solidarity,

The Roseville Wrecking Ball