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UNITED STATES POSTAL SERVICE
Labor Relations Department
475 L'Enfant Plaza, SW
Washington, DC 20260-4100

M-00779

February 6, 1987

Mr. Moe Biller
President
American Postal Workers
Union, AFL-CIO
1300 L Street, N.W.
Washington, DC 20005-4113

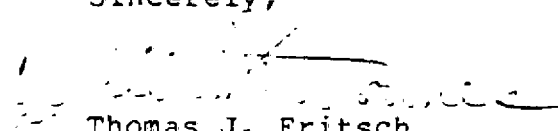
Mr. Vincent R. Sombrotto
President
National Association of Letter
Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, DC 20001-2197

Gentlemen:

As a matter of general information, enclosed is a copy of a forthcoming instruction to the field which provides postmasters with guidelines regarding the handling of merchandise samples.

Should there be any questions regarding the foregoing, please contact Andrew Masiello at 268-3833.

Sincerely,


Thomas J. Fritsch
Assistant Postmaster General

Enclosure

STANDARD OPERATING PROCEDURE
FOR HANDLING MERCHANDISE SAMPLES

Management Responsibilities:

The Postmaster is responsible for establishing a local procedure for monitoring the receipt, distribution, and delivery of detached address labels and merchandise samples and the disposal of excess items in those categories. The unit manager is responsible for supervising the prompt distribution and delivery of these items, as well as the handling and disposal of UAA and excess pieces.

Clerical Responsibilities:

Distribution clerks are responsible for the prompt distribution of detached address labels and samples to the proper carrier routes. In addition, they are also responsible for reviewing and disposing of undeliverable articles.

"Pre" Delivery Duties:

Upon receipt of the detached address labels in the delivery unit, the labels must be distributed by carrier routes.

Upon receipt of the samples in the delivery unit, distribute to each route the detached address labels and an equal number of samples. If space is not available at the carrier case, place the samples at a suitable location.

"Post" Delivery Duties:

Undeliverable detached address labels addressed to vacant homes or apartments and endorsed vacant in accordance with the prevailing instructions, must be disposed of as waste unless the mailer has requested an "address correction" or some other method of handling. See Domestic Mail Manual Exhibit 159.151 for valid customer endorsements.

Within five days after completing delivery, undeliverable or excess samples must be sent to the main office for handling as outlined in Domestic Mail Manual 159.528.

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Carrier Responsibilities:

Carriers are responsible for the prompt delivery of properly addressed articles and the handling of undeliverable-as-addressed articles.

Offices Duties:

Undeliverable detached address labels must be endorsed with the reason for nondelivery in accordance with prevailing instructions.

Delivery Duties:

All samples should be delivered within the normal standard for ordinary third-class mail. In all cases, delivery must be completed within five days of receipt of the detached labels and samples.

If a sample is too large for delivery into a customer's mailbox, it should be left outside of the box provided it is afforded adequate protection or delivered in accordance with instructions or known desires of the addressee:

- a. A sample too large for delivery into an approved apartment house receptacle will be deposited in the rack underneath the boxes or on a nearby table or other location provided by the building management.
- b. In all cases where a sample is left outside of the mailbox, use a rubber band to hold the sample and address card together.
- c. When delivery cannot be accomplished, complete and leave Form 3849-A, "Delivery Notice of Receipt," and return sample and card to the delivery unit.

Under no circumstances should a detached address label be delivered without a sample or a sample without a detached address label.