

## THIRD-CLASS BULK BUSINESS MAIL PROCEDURES

M-01026

The following procedures for handling third-class Bulk Business Mail (BBM) should facilitate reference by delivery unit personnel and ensure BBM proper and consistent treatment.

### Color Coding Bulk Business Mail

BBM received from mail processing units that perform secondary distribution must retain the color code assigned by the processing unit. BBM received by associate offices performing their own secondary distribution should be color-coded based on the date and time of receipt at the associate office. Mail processing units or associate offices will color code BBM for stations or branches that perform secondary distribution based on date of receipt at the mail processing unit or associate office.

*Report the mail as delayed if not delivered on the coded day or on the last day of any mailer-requested delivery dates, whichever is later. The Postal Service will attempt to meet mailers' requested delivery dates; however, offices should not disrupt normal processing operations or delay other mail solely to meet these requests.*

### Delivery of Simplified Address Bulk Business Mail

Deliver BBM with a simplified address format (occupant, resident, postal customer, with no specific street address or box number) as follows:

**1. Rural and Highway Contract Routes.** Deliver one piece per box beginning with the first box on the route. If the mailer provides sufficient pieces and no instructions to the contrary, deliver one per family. Carriers must bundle excess pieces and endorse a facing slip with "excess of requirements," their initials, and route number, then place the bundle(s) in a location designated by management. Redirect such excess mail until providing full rural and/or highway contract route coverage, or exhausting supplies.

**2. City Routes.** Deliver all pieces. If there are fewer mail pieces than deliveries, deliver one piece to each delivery along the prescribed line of travel until all pieces are delivered. If there are more mail pieces than deliveries, the delivery employee or supervisor must determine how many deliveries should receive more than one piece of the mailing. Make the determination concerning the number of deliveries and the number of pieces of mail before the actual delivery.

**Example:** Six bundles of 50 pieces each of BBM are addressed to resident or occupant with no specific street address on a route with 250 deliveries. One bundle of 50 requires duplicate delivery. Deliver two pieces to each of the first 50 customers along the line of travel and one to each of the remaining 200 deliveries. By determining the number of duplicate pieces in advance, the carrier can deliver the mail properly without covering the territory twice.

**Note: Simplified Address Format BBM** (John Doe or Current Resident/Occupant). If this type of mail is received for an apartment building, the duplicate pieces do not have to be determined in advance. The delivery employee can deliver them by simply placing the pieces into the appropriate receptacles, beginning with the first delivery, continuing through all the deliveries, and repeating the process until exhausting the building's supply.

**Post Office Box and General Delivery.** Deliver one piece per box (or general delivery customer) beginning with the first and repeating until supplies are exhausted.

### Delivery of BBM to Apartments

Compare all mail, including BBM, intended for apartment dwellings addressed to customers without an apartment number, to a directory (where a directory is posted) or to the names on mail receptacles before determining them undeliverable. Deliver BBM to the apartment number appearing on the article. Place all mail in the appropriate compartment for each apartment or in an approved mail receptacle (only if it will not fit in the appropriate compartment). On city routes, deliver BBM addressed to "occupant" and having a building number but no apartment number to each customer, beginning with the first and repeating as necessary until exhausting supplies for the building.

### Delivery of Mail With Exceptional Address Format

Deliver mail bearing the exceptional address format (example: Mr. John Doe or current resident/occupant) on the mailing label as addressed. This mail is undeliverable only if the house, apartment, office, or building is not occupied (in the case of post office boxes, not rented), or nonexistent. The delivery employee must endorse each piece "vacant" and place it with other UBBM mail that is bundled and left on the carrier's case (see section 9 for additional information).

### Local Knowledge

Mail sometimes enters the postal system with an incomplete or incorrect address. At other times, mail is addressed to a physical location that is not a delivery point. Although processes exist to improve address quality, all postal employees must also remember that if the customer and delivery point are known, they must deliver the mail locally, regardless of class, unless other delivery instructions are specified on the mailpiece. Directory service, however, will only be provided in accordance with DOMESTIC MAIL MANUAL (DMM) 159.24. Do not return or dispose of mail unless absolutely necessary.

### Noncity Delivery Offices

Noncity delivery offices must make every attempt to deliver mail if the intended customer is known.

The endorsement "Nondelivery office . . . street address insufficient for delivery" (or similar statements) is *not* authorized.

#### **Treatment of Unendorsed Bulk Business Mail With Incorrect ZIP Codes**

When an incorrect ZIP Code (not conforming with the Carrier Route Information System (CRIS) as required and not due to a Postal Service adjustment) results in unendorsed Bulk Business Mail arriving for delivery in the wrong unit, redirect the mail for delivery only when the delivery unit is within the building. Do not provide further transportation or handling.

**Note:** If mail was submitted in accordance with required CRIS schemes, redirect and deliver it in all cases. Make appropriate maintenance to Address Management System files. If errors were due to Postal Service adjustments, handle the mail in accordance with DMM 159.13.

DMM 661.2 requires that each piece of BBM include the correct ZIP + 4 code or the correct five-digit ZIP Code. The only exceptions are pieces bearing a simplified address in accordance with DMM 122.41 (applicable to rural and highway contract route boxholders, boxholders at offices without city or village carrier service, and, for city routes and post office boxholders, official matter mailed by governmental agencies); third-class mailings at the single piece rate; or keys and identification devices.

**Example:** Unendorsed BBM is incorrectly addressed for delivery in Annandale, VA 22030. The correct ZIP Code for Annandale is 22003. The BBM, distributed by ZIP Code, arrives in Fairfax, VA 22030 for delivery. The BBM is treated as undeliverable as addressed. It is not redirected to the Annandale post office or the central mail processing facility. If a #3 sack or more of BBM is involved, report the specific information about the error and the mailing to the National Zero Defects Reporting System before the BBM is treated as undeliverable-as-addressed.

**Example:** Unendorsed BBM is received with street names and the city/state/ZIP line of Fairfax, VA 22030. The streets are actually deliverable on carrier routes in Fairfax, VA 22033 and are accurately recorded in CRIS. The carrier routes for both zones are in the same building, and the mail is redirected and delivered. For volumes equivalent to a #3 sack or more, report the addressing error to the National Zero Defects System.

**Note:** This section does not apply to third-class matter mailed at the single piece rate. Single piece rate third-class mail that bears an incorrect ZIP Code should be redirected and delivered whenever possible.

#### **National Zero Defects Reporting System**

The National Zero Defects Reporting System identifies and complies deficiencies in mail prepa-

ration, makeup, and addressing for followup corrective action. The national system identifies areas of concern for large mailings, even though incidents are widely dispersed.

Reporting worksheets are available in standard size and as convenient pocket-sized reminder cards. Each includes the toll-free reporting number and brief, easy to follow instructions for reporting. Contact the Division Zero Defects Coordinator for information and reporting forms.

**Note:** Handle single piece third-class mail in accordance with DMM 690.

#### **Undeliverable BBM**

1. The term Unendorsed Bulk Business Mail replaced the term No Obvious Value Mail.

2. Carriers must bundle all undeliverable Unendorsed Bulk Business Mail (UBBM), endorse the top piece of each bundle with UBBM, the route number, and their initials, and leave the bundles at their cases.

3. A designated employee must review all bundles daily to ensure that only Unendorsed Bulk Business Mail is in the bundles. Employees must remove all bundles from carriers' cases before carriers return to the office.

4. Supervisors must make daily checks of the Unendorsed Bulk Business Mail bundles. They should check a sufficient number of routes to ensure that they review every route in the unit at least once each accounting period.

After the supervisor completes the reviews, a designated employee must remove the bundles from the carriers' cases before the carriers return to the office. Mail must not be disposed of at the carriers' cases.

5. The supervisors' review of this mail validates that the mail in the bundle is Undeliverable-as-Addressed. Supervisors should use all change of address information available (3982, 3575, 3546, 1564, 4232-A, carrier case labels, etc.). It is not necessary to examine each piece. A representative sample, approximately 10 percent, from throughout the bundle is sufficient.

6. Supervisors must share the results of reviews with employees. If reviews indicate that employees are placing deliverable mail in Undeliverable Unendorsed Bulk Business Mail bundles, make more frequent reviews until identifying and correcting the cause of the mishandling. Supervisors should encourage employee ideas and suggestions concerning solutions for recurring problems. When management identifies a specific mailing as a problem, report the appropriate information about the mailing to the Zero Defects Reporting System.

#### **Address Correction Service**

The Service provides address correction service only when a current *Change of Address Orders, Form 3575*, or *Forwarding Order Change Notice, Form 3546*, is on file. Addressing errors such as incorrect or

missing ZIP Codes, misspelled parts of the address, incorrect route designations on presorted mail pieces, etc., do not generate address correction service. If the intended addressee is known, such mail—all classes equally—is delivered. However, unendorsed BBM bearing incorrect ZIP Codes will only be redirected as provided in item 7 of this article.

#### Obvious Value

The obvious value concept is no longer applicable in the treatment of undeliverable-as-addressed third-class mail or Bulk Business Mail. The addressee may not request the forwarding of third-class mail or BBM. No forwarding or return service is available for unendorsed BBM.

The Postal Service will properly dispose of all unendorsed Undeliverable Bulk Business Mail. All unendorsed third-class mail paid at the single piece rate is returned to the sender.

#### Merchandise Samples

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.

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.

#### Duties

**"Pre"-Delivery Duties.** Upon receipt of the detached address labels in the delivery unit, distribute the labels 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 DMM Exhibit 159.151 for valid customer endorsements.

Within 5 days after completing delivery, undeliverable or excess samples must be sent to the main office for handling as outlined in DMM Exhibit 159.438c.1&2.

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

**Office Duties.** Endorse undeliverable detached address labels with the reason for nondelivery in accordance with prevailing instructions.

**Delivery Duties.** Deliver all samples within the normal standard for ordinary third-class mail, after receipt of the detached labels and samples.

If a *sample*\* is too large for delivery into a customer's mailbox, leave it outside the box, provided it has adequate protection or is delivered in accordance with the instructions or known wishes of the addressee:

a. Deposit a sample too large for delivery into an approved apartment house receptacle in the rack underneath the boxes or on a nearby table or other location provided by the building management.

b. Whenever a sample is left outside 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 or Receipt*, and return sample and card to the delivery unit.

\*These instructions apply to samples only: place all other mail in the mail receptacle.

#### Detached Labels

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

—Delivery Services Dept., 12-31-87.