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Signature Capture and Electronic Record Management

Reference

PO-610

Document Category

Procedure

Related Policy

PO-610, *Signature Capture and Electronic Record Management*

Content

This procedure document outlines daily procedures that optimize use of the electronic system for all domestic delivery records.

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Summary of Major Changes

The PO-610, *Signature Capture and Electronic Record Management* policy and its supporting materials, including this procedure document, supersede the November 2014 version of Handbook PO-610, *Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures*.

Summary of Major Changes:

- Replaced instructions for gopost lockers with USPS Smart Parcel Locker instructions.
- Updated scanning procedures throughout the document to reflect scanning steps using the current technology devices.
- Removed outdated services such as Return Receipt After Mailing to reflect current offerings.

Availability

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1 Purpose

This document provides the procedures for scanning activities in association with an electronic record management system for the United States Postal Service. It is intended for use by postmasters, managers, supervisors, and employees who deal with the handling and/or delivery of accountable, signature, and/or special services mail.

2 Scope

This procedure does not apply to Army Post Office, Fleet Post Office, or Diplomatic Post Office (APO/FPO/DPO) sites, or to any United States (U.S.) territories, possessions, or freely associated states (with the exception of Puerto Rico and the Virgin Islands).

3 Operational Process

Delivery employees must follow the basic procedures noted in this section when using the current technology device to record event information for Priority Mail Express services, Extra Services, or international accountable mail. Scanning instructions for the devices are provided on the [Retail and Post Office Operations](#) and [Retail and Delivery](#) websites. Instructions for scanning at/with retail terminals/scanners are available throughout this document and in the Procedure Guide, which is also available on the [Retail and Post Office Operations](#) website.

The Postal Service employee responsible for capturing signatures electronically must:

1. Identify any mailpiece that requires scanning and a customer signature at delivery.
 - a. All scanners determine the need for a customer signature based on the service type of the mailpiece.
 2. Scan/enter the barcode(s) from the mailpiece with the current technology device and have the customer sign and print their name. If customers cannot sign on the device, collect their signature and printed names in the delivery section on the barcoded side of PS Form 3849.
 - a. PS Form 3849 may also be used to capture a customer signature for Priority Mail Express, Priority Mail, Collection on Delivery (COD), and firm sheet items.
- Note:** Firm sheets are used to deliver six or more scannable and/or signature items to a single customer. The Postal Service has removed signature blocks from COD and firm sheet forms. If using an old form that has signature blocks, do not have the customer sign twice.
3. Ensure that the customer address is recorded on the current technology device or in the delivery section on the barcoded side of PS Form 3849.
 4. As prompted by the current technology device, enter the recipient's first initial and last name for the following services:
 - a. Adult Signature
 - b. Priority Mail Express
 - c. Signature Confirmation
 - d. Firm Sheet
 - e. Inbound International Accountable Mail

5. Scan/capture the image of the signature block on PS Form 3849 with the current technology device.
6. Turn in forms to clearance employee if not able to obtain on the current technology device.

The scanner creates an electronic image of the recipient's signature, name, and address, and transmits it to the Product Tracking and Reporting (PTR) database. After 7 days, the local office properly disposes of the PS Form 3849.

Refer to the following exhibits for examples of a completed PS Form 3849 card and signature capture on the device:

- [Exhibit 1](#) shows the front side of PS Form 3849. The current valid form edition can be found on <https://blue.usps.gov>. Use of older versions of PS Form 3849 may result in lost delivery records.
- [Exhibit 2](#) shows the reverse, barcoded side of PS Form 3849, including the delivery section.
- [Exhibit 3](#) shows the signature capture on the current technology device.

The recipient (or agent) must be present to accept a signature item. If the recipient (or agent) is not available to sign for the item, the delivery employee must leave a notice and complete the following actions:

1. Check the box on the front of the PS Form 3849 that states, "No authorized recipient available."
2. Record the appropriate scan event.

A signed PS Form 3849 left by a customer does not constitute a valid signature for delivery.

Exceptions for signature capture are allowed only for items that are endorsed with a Waiver of Signature. Refer to section [4.2.2](#) of this procedure for information on Signature Waiver.

Additional information on completion of PS Form 3849 is available in Handbook M-41, *City Delivery Carriers Duties and Responsibilities*, and Handbook PO-603, *Rural Carrier Duties and Responsibilities*.

3.1 Completing and Handling PS Form 3849

A complete and accurate delivery record is necessary to meet the Postal Service requirements and to protect the Postal Service from fraudulent claims. Delivery employees must follow the steps listed here, should the current technology device not be available, when completing PS Form 3849 for all deliveries requiring a signature:

1. Ensure the following three items of information are present in the Delivery Section on the barcoded PS Form 3849:
 - a. Recipient Signature
 - b. Printed Name
 - c. Delivery address
2. Use PS Form 3849 for all signature deliveries—Signature blocks (if present) cannot be used on the COD or firm sheet. Refer to section [4.9](#) for scanning international accountable mail.

3. Complete PS Form 3849 using the card in blue or black ink with the recipient. Pencil or red ink is not acceptable.
4. Fill in recipient's printed name if they do not enter their name.

Note: The Postal Service does not have control over the format of customer signatures and cannot guarantee legibility or readability, but the delivery employee must capture the recipient signature and printed name.

Note: The customer must *not* sign or print a company name in the delivery section. The mailer wants to know the name of the person who signed for it. However, in accordance with *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM), authorized companies and agencies may use hand stamps.

5. Record and link mailpieces for one delivery address on a single PS Form 3849.
6. Capture forwarding or return to sender information with the current technology device.
7. Record the delivery address on the barcoded side of the form in instances when the delivery record cannot be completed. If different sender information occurs for multiple items attempted, the employee must provide the sender information for each item on one PS Form 3849.
8. Submit all signed PS Forms 3849 for clearance upon return to the delivery unit or completion of delivery functions.
9. Place the current technology device into its appropriate cradle to transmit delivery information. If using a wireless device (which transmit the information in near-real-time), the employee must cradle the device at the end of the day for charging.

An accountable clerk will clear the employee and store each PS Form 3849 for the required 7-day period prior to destruction.

[Exhibit 4](#) shows a sample of a properly completed PS Form 3849 after delivery has been made.

It is critical that all offices include their Post Office identification information on PS Form 3849. Offices must either preprint this information on PS Forms 3849 or apply it with a hand stamp.

All employees must keep the signed PS Form 3849 intact and in good condition, free of folds, tape, and tears. The employee must not make extra marks on the barcoded side of PS Form 3849. Several preprinted marks on these forms serve as identification points for image capture processes.

4 Scanning Procedures

4.1 Overview

The Postal Service uses basic handheld scanning procedures for the following signature services:

- Certified Mail
- COD mail
- Inbound International accountable mail (including unrecognized barcoded mailpieces)
- Insured mail (for items insured for more than \$500)

Note: The Postal Service scans all insured mail (which is considered accountable mail), but the signature received during delivery is available only for items insured for more than \$500.

- Registered Mail
- Signature Confirmation
- Adult Signature
- Priority Mail Express

Some items require additional steps at scanning, or special scenarios may arise that are outside the general scanning techniques. Those items are explained in detail in the following sections of this document. The scanner software prompts the delivery employee for the correct entries.

Note: If label numbers on items such as insured mail (for items insured for more than \$500) or Certified Mail are not in compliance with the prescribed guidelines provided by the Postal Service, they are not accepted by the current technology device. Refer to section [4.9](#) for additional details.

4.2 Alternate Scanning Procedures

4.2.1 Manually Entered Name

Priority Mail Express, Signature Confirmation, Adult Signature, and firm sheet delivery items require the delivery employee to manually enter the recipient's first initial and last name. The employee is prompted to manually enter the recipient's name (not the business name) by the current technology device.

4.2.2 Signature Waived or Not Requested — Priority Mail Express Items

For Priority Mail Express items, the mailer may waive the recipient signature. If the mailer selects Waiver of Signature or does not request a signature, the delivery employee delivers the shipment without attempting to obtain the customer's signature, as long as the delivery employee can deliver the shipment to the addressee's mail receptacle or can leave it in another secure location. This applies to both street and Post Office Box deliveries.

4.3 Firm Sheet Scanning Procedures

4.3.1 Firm Sheet — Creation

PS Form 3849 can link up to five signature items for one delivery address. When delivering six or more signature articles to a single address, the Postal Service employee creates a firm sheet.

4.3.2 Scanning Procedures

In the signature capture process, there are two methods of collecting signature for Firm Sheet Delivery:

- a. PS Form 3849 - Customer signs the PS Form 3849 and employee scans 3849 with handheld device to record signature.

- b. Device screen - Using a capable device, customer may be able to sign directly on the handheld device to record signature.

Note: These instructions do not apply to manual record management sites. Those offices must continue to use the traditional manual method of creating and filing PS Form 3883-A, which is used for delivery of high-volume accountable mail. Delivery employees must capture all signatures on PS Form 3849.

4.3.3 Firm Sheet — Delivery

Delivery processes are the same for firm sheet and single mailpieces. Delivery employees simply scan the firm sheet barcode and follow the prompt on the current technology device. The employee also uses PS Form 3849 or device screen (if capable) to capture the customer signatures for firm sheet items. Employees must not rescan individual mailpieces at the time of delivery, nor should they have the customer sign PS Form 3883.

4.3.4 Important Notes Regarding Firm Sheet Creation and Delivery

Multiple systems and devices are available to create firm sheets (e.g., P&DC equipment such as SIPS and APBS, as well as Delivery Unit equipment such as SDUS, PASS, DSS, and MDD-IO/TR). More information on how to create a firm sheet using software can be found in the CRDO Resource Library at <http://blue.usps.gov> under “Retail and Delivery Operations.”

4.3.5 Firm Sheet Exceptions

On occasion, a customer will accept a large volume of accountable mail prior to verifying all mailpieces in the delivery. This practice creates unique scanning scenarios for modifying the delivery record. Information on the following processes can be found in the current technology device user guide:

- a. Adding one or more mailpieces to an existing firm sheet.
- b. Removing a mailpiece from a firm sheet.
- c. Editing the name of a firm sheet.

4.4 Collection on Delivery and Customs Clearance Procedures

4.4.1 Overview

Hardcopy COD and customs delivery receipts contain additional information that is needed in the electronic delivery record, including:

- a. The amount returned to the mailer.
- b. The customer's check or money order number(s).

4.4.2 Scanning Procedures

The employee responsible for submitting collected COD or customs funds to the mailer enters the information outlined in section [4.4.1](#) using the current technology device. The employee completes this procedure for all individual COD and customs items after delivery. This option is available only on the In-Office User function on the current technology device. When submitting

funds to the customer, the employee follows normal procedures. The following steps apply for the scanning process by the employee:

1. Select “COD/Customs Clearance” from the main options menu.
2. Scan/enter the COD or customs label ID.
3. Enter the check or money order number(s).
4. Enter the dollar amount of the check or money order(s) and press “Enter.”
5. At the prompt to add additional payments (“More COD/Customs payment to enter/review? 1 Yes 2 No”), perform one of the following:
 - a. If entry of all payments has been completed, select “No” and press “Enter.”
 - b. If there are additional payments to enter, select “Yes,” input the information, and press “Enter.”
 - c. Scan label 500 when COD STC label is scanned.
6. Wait for the handheld scanner to display the message “COD Payments List Saved Successfully.”

4.5 Undeliverable Accountable Mail

4.5.1 Overview

The Postal Service has developed scanning procedures for handling accountable/signature mail when a customer has moved so that this information is contained in the electronic record. The signature capture process eliminates the need to record forward or return information on PS Form 3849.

4.5.2 On-Street Users

If the delivery employee identifies the item on the street as a forward, or if the item is undeliverable for any reason, the delivery employee must:

1. Scan/enter the article barcode using the handheld scanner.
2. Select the appropriate event.
3. Return the article to the accountable clerk for forwarding procedures.

4.5.3 Scanning Procedures

4.5.3.1 In-Office Users

The procedures for handling all accountable/signature mail that is forwarded or returned include scanning the barcode and entering the appropriate event. Users may scan only one piece at a time for the Forwarded scan event.

4.5.3.2 Forwarding Priority Mail Express Items

For Priority Mail Express items scanned as “Forwarded” using the current technology device, in-office employees are prompted to enter the new destination ZIP Code. They must enter the ZIP Code—preferably the 9-digit destination ZIP Code, but if the last four digits are not available, the scanner allows a 5-digit ZIP Code.

4.5.3.3 Dead Mail

To process undeliverable items that cannot be forwarded or returned — and that meet the criteria for Mail Recovery Center (MRC) routing or Post Office disposal — delivery employees must follow this scanning procedure: From the scanning device, navigate to the “Dead Mail” menu and select one of the following options:

- Disposed by PO
- Sent to MRC
- Oversize/Overweight
- Damage

4.5.3.4 Scanner Malfunction or Scanner Not Available

If the delivery employee’s current technology device malfunctions or if the delivery employee does not have a device available, the employee must enter the appropriate manual entries on PS Form 3849 at the time of delivery. Later, when the device is functioning properly or another scanner is available, the employee must use the scanner to input the information using the manual input option on the device. The employee must complete all manually input data on the same day as the delivery event, if possible. The process is as follows:

1. Select “Manual Input” from the main options menu.
2. Enter the label ID.
3. If prompted, scan the PS Form 3849 (for delivered items only).
4. When prompted, enter the appropriate delivery date and time.

For a site that does not have a device, such as a contract Post Office, the process is similar. As in the first scenario, the employee makes the appropriate manual entries on PS Form 3849 at the time of delivery.

4.5.4 Forwarded Mail Inquiries

Postal Service customers who request to have their mail forwarded to a new address complete one of the following forms: PS Form 3575, *Change-of-Address Order*, or PS Form 3982, *Change of Address* (card). Postal Service employees handle inquiries and release of information on the disposition of a forwarded mailpiece per the guidance in the Postal Operations Manual (POM). Should a Postal Service carrier require specific information on mailpieces that have been designated to forwarded addresses, the information is available on the original customer completed PS Form 3575, *Change-of-Address Order*, or PS Form 3982, *Change of Address* (card), and is kept at the carrier’s case. Alternatively, a postmaster or station manager can make these inquiries directly to the Computerized Forwarding Systems (CFS) manager or supervisor.

4.6 Authorized Agent Event and Usage

For signature items, the employee must capture the authorized agent approval as a handheld scanner scan event. The process is as follows:

1. Scan/enter the mailpiece barcode.
2. Select the “Delivered to agent for final delivery” event on the current technology device:

- a. Record this scan as a separate event in addition to the delivery scan event. This scan is allowed only at the time of delivery, just prior to the delivery scan event. Scan the item and select the authorized agent event (event “G”). The scanner will return to the event screen for the next event selection.
3. Obtain the authorized agent’s signature and printed name on the same barcoded PS Form 3849 that has the addressee’s authorizing signature.
4. Verify that the customer’s address (or authorized agent’s address, if different) is recorded in the delivery section below the signature and printed name blocks. If it is not recorded, do so at the time of delivery.

For long-term authorized agent purposes, a customer uses PS Form 3801, *Standing Delivery Order*. In the absence of a completed PS Form 3801 form, the customer submits a letter to the local Post Office authorizing an agent (as described in DMM). When a PS Form 3801 or letter is on file locally, the delivery employee does not need to obtain an individual authorized agent scan for deliveries. However, if a PS Form 3801 or letter is not on file locally, the delivery employee completes an authorized agent scan event for every delivery using PS Form 3849. The Postal Service does not maintain a copy of the PS Form 3849 with the addressee’s signature authorizing an agent.

For a Restricted Delivery or Adult Signature Restricted Delivery item, only the addressee or the person authorized in writing on PS Form 3801 or a letter may sign for the item. If the Post Office has no standing delivery order or letter on file, the delivery employee must leave a PS Form 3849 for the authorization. On the back of the form, the addressee enters the name of the person designated as the authorized agent. Additional information on Restricted Delivery and Adult Signature Restricted Delivery service is available in the POM and DMM.

4.7 Visible Damage Events

The information for visible damage events must be recorded as follows:

- a. For an On-Street device, scan the mailpiece then select option “4 Other” on the scanner to record visible damage, and then select option “5 – Visible Damage.”
 - b. For an In-Office device, scan the mailpiece and select option “D – Visible Damage” event. Then proceed to the appropriate delivery scans.

4.8 Scanning Multiple Items at a Single Delivery Point

The signature capture software on the current technology device allows the delivery employee to link multiple mailpieces to a single signature at a delivery point. This means that the employee can deliver multiple pieces of signature mail and have the customer sign only one PS Form 3849. The scanning process for the Postal employee is as follows:

1. Scan each piece.
2. Press “Enter.”
3. Select the appropriate event for the current technology device.

4.9 Scanning International Accountable Mail

The process for scanning or entering international accountable mail is similar to domestic deliveries.

Note: Employees must indicate an item is international only as applicable.

The U.S. Customs and Border Protection agency of the Department of Homeland Security originates Customs Form 3419A. The delivery employee must take the following actions:

1. Have the customer sign both PS Form 3849 and Customs Form 3419A.
2. Scan only the ME# barcode (the left barcode) and then scans PS Form 3849 when prompted on Customs Form 3419A.
3. Submit forms as usual.

[Exhibit 5](#) shows a sample of Customs Form 3419A.

5 Waiver and Non-Waiver Items

5.1 Overview

This section presents special situations delivery employees might encounter during delivery of signature capture items and offers the most acceptable way of handling each.

5.2 Customer Not Available

The delivery employee may encounter a situation in which a customer is not available for a delivery of multiple items when at least one item allows a waiver of signature (endorsed by the mailer) and at least one item does not allow a waiver. For deliveries involving both a waiver item and a non-waiver item to the same address, the delivery employee must:

1. Scan/enter the barcode of the item that has the waiver endorsement and select “waived” at the signature capture screen on the handheld scanner.
2. Confirm that the label contains a waiver of signature.
3. Modify the Destination ZIP Code if necessary.
4. Leave the mailpiece with signature waiver in a secure location.
5. Fill out PS Form 3849 for the non-waiver item and leave the form for the customer as a notice-left.
6. Scan the non-waiver item.
7. Bring back the item back to the delivery unit until the item is re-delivered or picked up by the customer.

Note: The only service offerings that allow signature waiver is Priority Mail Express.

5.3 Customer Is Available

The delivery employee may encounter a situation in which a customer is available for a delivery of multiple items when at least one item allows a waiver of signature (endorsed by the mailer) and when at least one item does not allow a waiver. In such cases, the delivery employee must:

1. Scan/enter all mailpiece barcodes.
2. Have the customer sign PS Form 3849 and print their name; where a current technology device is being used, have the customer sign and print on the screen.
3. Manually enter the customer’s first initial and last name when prompted by the scanner.

4. Scan PS Form 3849.

5.4 Scanning Multiple Barcodes on a Single Package

On occasion, delivery employees might encounter a single package that has multiple labels (e.g., an item that is insured for less than \$500 combined with Signature Confirmation service). In these instances, the delivery employee must scan both labels at the time of delivery—similar to scanning two separate mailpieces. The employee must then capture a signature on PS Form 3849 for the Signature Confirmation service.

6 Handling PS Forms 3849 at Retail

6.1 Retail Systems Software and Non-Retail Systems Software Offices

6.1.1 Retail Systems Software Offices

Employees at Retail System Software (RSS) offices must use the procedures in the RSS User Guide: <https://blue.usps.gov/retail/pdf/reporting-systems-applications/RSS-Guides/RSS-FWS-SDA-Gov-Agency-Procedures-Guide.pdf>.

6.1.2 Non-Retail Systems Software Offices

Employees at non-RSS offices must use the current technology device to complete the process for all items delivered at the retail window.

6.2 Delivery Inquiries

6.2.1 Delivery Status Request

Customers can request delivery status information by accessing the USPS Tracking website at www.usps.com or by calling 800-222-1811.

6.3 Retrieving Delivery Records

6.3.1 Manual Record Management Sites

6.3.1.1 Requesting a Record from a Manual Record Management Site

When requesting a record from a manual record management (MRM) site, customers will receive their search result by mail. In Part D of Section 2 of PS Form 3811-A the customer must provide a mailing address (not an email address).

6.3.1.2 Retrieving a Delivery Record from a Manual Record Management Site

To retrieve a delivery record from an MRM site, the Postal Service employee must place the PS Form 3811-A in an envelope addressed to the delivery unit. Once received, the office or delivery unit generates the response manually and sends it directly to the customer using Section 3 of PS Form 3811-A.

6.3.2 Electronic Record Management Sites

6.3.2.1 Requesting a Record from an Electronic Record Management Site

When requesting a record from an electronic record management (ERM) site, customers will receive their search result by email. In Part D of Section 2 of PS Form 3811-A, the customer must provide an email address.

6.3.2.2 Retrieving a Delivery Record from an Electronic Record Management Site

A Postal Service employee can retrieve a delivery record from an ERM site whether or not the employee's office has access to the Postal Service intranet.

6.3.2.3 Offices With Intranet Access

A Postal Service employee whose office has access to the Postal Service intranet must do the following:

1. Access the USPS Tracking website (refer to [Appendix B](#)) and input the article number from PS Form 3811-A.
 - a. If the database finds the record, the database generates the response and sends it directly to the customer by email using PS Form 3819, Electronic Delivery Record. (Refer to [Exhibit 6](#) for a sample of a computer-generated PS Form 3819.)
 - i. Discard the PS Form 3811-A.

Note: Postal Service employees must not provide screenshots to customers — screenshots do not serve as verification or proof of delivery.

- b. If the database does not find the record, complete Section 3 of PS Form 3811-A and send the form back to the customer.

6.3.2.4 Offices Without Intranet Access

For offices without intranet access, employees must:

1. Send PS Form 3811-A to the designated location within the district.
2. At the designated location:
 - a. Access the USPS Tracking website (Refer to [Appendix C](#)).
 - b. Enter the article number from PS Form 3811-A.
 - i. If the record is found:
 1. The system automatically emails the customer a computer-generated PS Form 3819.
 2. Discard the PS Form 3811-A.3. Do not provide screenshots to customers; they are not valid proof of delivery.
 - ii. If the record is not found:
 1. Complete Section 3 of PS Form 3811-A.
 2. Return the completed form to the customer.

6.4 Responding to Delivery Record Requests

6.4.1 Information Available — Automatically Generated Response (PS Form 3819)

The USPS Tracking application provides the majority of customer responses from the centralized database by automatically generating a letter — PS Form 3819, Electronic Delivery Record — and sending it to the customer by email.

Electronic record searches result in five possible responses:

- a. Item Found — Delivery w/ Signature Appended
- b. Item Found — Delivery, Signature Missing
- c. Item Found — Delivery, Waiver of Signature Option Exercised (no signature included)
- d. Item Found — No Delivery Event
- e. Duplicate — Unable to Resolve

[Exhibit 6](#) shows a sample response letter for an item found with a signature appended.

Offices with Postal Service intranet access are able to print PS Form 3819 locally; however, such offices should use this option only when necessary.

For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because the signature record has not yet been posted to the PTR), the database will not generate a record until the signature arrives. In the meantime, the USPS Tracking application indicates that the delivery has been made.

6.4.2 Information Not Available — Manual Response PS Form 3811-A

If the database does not find a record of the mailpiece, the USPS Tracking application cannot provide an electronically generated response. In such a case, the Postal Service employee must complete the customer response manually using PS Form 3811-A and then send the form back to the customer.

6.4.2.1 Disposition of Forms

PS Form 3849 - as stated previously, after successful image capture, the employee files PS Form 3849 by delivery date in the local office—after 7 days, the local office properly disposes the PS Form 3849.

Employees in ERM sites should handle these remaining forms as follows:

- a. *Priority Mail Express Labels.* Postal Service employees are not required to record delivery information (date and time) on the Priority Mail Express label, nor are they required to remove the delivery copy of the Priority Mail Express label. The only exception to this scenario is if the postmaster has received a written request from the Postal Inspection Service to retain the delivery copy for investigative purposes. Unless these alternative instructions are received, the delivery copy should remain

affixed to the package. This will enable the customer who receives the mailpiece to have a legible copy of the label.

- b. *COD Labels*. Postal Service employees must continue to use the appropriate COD label for sending payment to the mailer. Because of electronic COD clearance, employees do not need to retain COD labels for filing purposes. Continue to use the appropriate COD label for sending payment to the mailer.
- c. *Firm Sheet Receipts (PS Form 3883)*. Postal Service employees can continue to use copies of the firm sheet for clearance and customer receipts. The Postal Service does not need to retain firm sheet receipts for filing purposes.

6.4.3 Manual Record Management Sites

MRM sites use PS Form 3849 to capture signatures for all items, including Priority Mail Express, COD, and firm items.

An employee in an MRM site may not record multiple items on a single PS Form 3849; instead, the delivery employee must use a single PS Form 3849 for each mailpiece.

6.5 Claims and Inquiry Process

Basic processes for handling indemnity claims have not changed and are located in the documents: DMM and POM. Postal Service employees can research domestic items delivered/filed electronically.

7 Retail

7.1 Entering Customer Name

When entering the customer's name into the current technology device, the employee must review the customer's identification card (e.g., driver's license, passport, etc.) or the signed PS Form 3849 to avoid having the customer verbally state their name.

7.2 Verifying Address on PS Form 3849

For each delivery made, the retail employee must verify that the delivery address is recorded on the barcoded side (delivery section) of PS Form 3849. If the address is not present, the employee is responsible for recording this information on the PS Form 3849. The address on the PS Form 3849 must reflect the address of the customer picking up the mailpiece.

8 Alternative Signature Capture Programs

8.1 Signature on File Service for PO Boxes (Competitive Post Office Box Locations)

8.1.1 Customer Agreement

To participate in the Signature on File service, the customer completes a Customer Agreement Form and signs two PS Forms 3849—one remains in the PO Box, and the other remains with the Customer Agreement form for the office's records.

For additional information on setting up the Signature on File service, visit the internal PO Box Website at <http://blue.usps.gov/retail/prod-svcs/prod-poboxes.htm>.

8.1.2 Handling a Piece That Is Eligible for Signature on File Service

An employee who receives an eligible signature-required item for a customer who has a signed Customer Agreement must:

1. Ensure the item is eligible for Signature on File service.
2. Ensure the item will fit in the customer's PO Box or in an available parcel locker.
3. Perform the "Delivered" scan event by scanning the item's barcode and the signed PS Form 3849 located in the customer's PO Box.
4. Deliver the item to the customer's PO Box if it fits. If it does not fit, assign the article to an available parcel locker and place the parcel locker key in the customer's PO Box.

8.1.3 When the Eligible Item Does Not Fit in the PO Box or Parcel Locker

If an eligible item does not fit in the customer's PO Box or a parcel locker, the employee does not scan the Signature on File signature. The employee will scan the item as "Attempted," complete a PS Form 3849, and handle the item as for a customer without the Signature on File service.

For questions, feedback, or the latest information regarding Signature on File service, visit the internal PO Box website at <https://blue.usps.gov/retail/prod-svcs/prod-poboxes.htm> and review the Premium PO Box Field Guide.

8.2 Self-Service Signature — Smart Parcel Lockers

When the customer visits the Smart Parcel Locker to pick up the package, they follow the steps below:

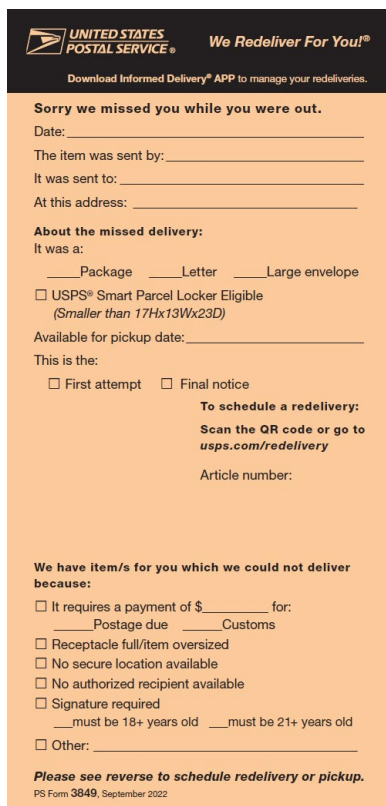
1. Enter the pickup code on the user screen.
2. Enter their signature when prompted and submit it to the Smart Locker System to unlock the locker (Refer to [Exhibit 7](#)).
3. Stand back while the locker door where the package was delivered is opening.

9 Related Documents

- M-41, *City Delivery Carriers Duties and Responsibilities*
- *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM)
- PO-603, *Rural Carrier Duties and Responsibilities*
- PO-610, *Signature Capture and Electronic Record Management* policy
- *Postal Operations Manual* (POM)

10 Appendix A: Exhibits

Exhibit 1. PS Form 3849, Delivery Notice/Reminder/Receipt — Front Side



UNITED STATES POSTAL SERVICE® *We Redeliver For You!®*

Download Informed Delivery® APP to manage your redeliveries.

Sorry we missed you while you were out.
 Date: _____
 The item was sent by: _____
 It was sent to: _____
 At this address: _____

About the missed delivery:
 It was a:
 _____ Package _____ Letter _____ Large envelope
☐ USPS® Smart Parcel Locker Eligible
 (Smaller than 17Hx13Wx23D)
 Available for pickup date: _____

This is the:
☐ First attempt ☐ Final notice

To schedule a redelivery:
 Scan the QR code or go to
usps.com/redelivery
 Article number: _____

We have item/s for you which we could not deliver because:
☐ It requires a payment of \$_____ for:
 _____ Postage due _____ Customs
☐ Receptacle full/item oversized
☐ No secure location available
☐ No authorized recipient available
☐ Signature required
 _____ must be 18+ years old _____ must be 21+ years old
☐ Other: _____

Please see reverse to schedule redelivery or pickup.
 PS Form 3849, September 2022

Exhibit 2. PS Form 3849, Delivery Notice/Reminder/Receipt — Reverse Side



Adhesive

DO NOT PRINT

Choose one option for redelivery or pickup.
 1. Go online to usps.com/redelivery.
 2. Let your carrier know when and where you'd like them to leave the item, then leave this form in your mailbox. (Not an option for Restricted Delivery or Adult Signature Items.)
 Please redeliver on this date: _____
 and leave at (check one):
☐ Front door ☐ Back door ☐ Porch ☐ Garage
☐ Other: _____
 3. Go to your local Post Office®, located at: _____

4. Sign up to manage your redeliveries at informedelivery.com.
 5. Send someone to serve as your representative: Sign below and provide the name of the person you want to pick up your item at your local Post Office® listed in item 3. See item 2 for restrictions.
 Addressee signature: _____
 Name of representative: _____
 6. Call us at 800-ASK-USPS (800-275-8777).

Delivery Section

Signature	
Printed Name	
Delivery Address	

FOR POSITION ONLY
 USPS
 VARIABLE DATA
 1A2B 3C1A 2B3C 1A2B

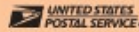
We Redeliver For You!®
 PS Form 3849, September 2022 (prev. ed.) 

Exhibit 3. PS Form 3849 Signature Capture on the Current Technology Device



Exhibit 4. Properly Completed PS Form 3849 — After Delivery

UNITED STATES POSTAL SERVICE® We Redeliver For You!®
Download Informed Delivery® APP to manage your redeliveries.

Sorry we missed you while you were out.
Date: 1/1/2025

The item was sent by: Jones
It was sent to: John Doe
At this address: 100 Any Street #A

About the missed delivery:
It was a:
☒ Package ☐ Letter ☐ Large envelope
☐ USPS® Smart Parcel Locker Eligible
(Smaller than 17Hx13Wx23D)
Available for pickup date: 1/2/2025 at 9:00 am
This is the:
☒ First attempt ☐ Final notice

To schedule a redelivery:
Scan the QR code or go to
usps.com/redelivery
Article number:

We have item/s for you which we could not deliver because:
☐ It requires a payment of \$_____ for:
_____ Postage due _____ Customs
☐ Receptacle full/item oversized
☐ No secure location available
☐ No authorized recipient available
☒ Signature required
_____ must be 18+ years old _____ must be 21+ years old
☐ Other: _____

Please see reverse to schedule redelivery or pickup.
PS Form 3849, September 2022

Adhesive
DO NOT PRINT

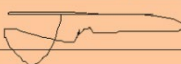
Choose one option for redelivery or pickup.
1. Go online to usps.com/redelivery.
2. Let your carrier know when and where you'd like them to leave the item, then leave this form in your mailbox. (Not an option for Restricted Delivery or Adult Signature Items.)

Please redeliver on this date: _____
and leave at (check one):
☐ Front door ☐ Back door ☐ Porch ☐ Garage
☐ Other _____

3. Go to your local Post Office™, located at: _____

4. Sign up to manage your redeliveries at informedelivery.com.
5. Send someone to serve as your representative: Sign below and provide the name of the person you want to pick up your item at your local Post Office™ listed in item 3. See item 2 for restrictions.
Addressee signature: _____
Name of representative: _____
6. Call us at 800-ASK-USPS (800-275-8777).

Delivery Section

Signature X 
Printed Name John Doe
Delivery Address 100 Any Street #A

USPS FOR POSITION ONLY
VARIABLE DATA
1A2B 3C1A 2B3C 1A2B

We Redeliver For You!®
PS Form 3849, September 2022 (Reverse)

UNITED STATES POSTAL SERVICE®

Exhibit 5. Sample of Customs Form 3419A

READ INSTRUCTIONS TO POSTMASTER ON ENCLOSED ENTRY FORM BEFORE COMPLETING DELIVERY

POSTMASTER COLLECT DUTIES AND POSTAL FEE

PORT 2720	PARCELS 1	Customs Processing Fee (Pub L 99-272) (Does not include Postal handling fee)	POSTAL FEE	\$6.00
DATE INSPECTED 2016-03-01				\$5.50
MAIL ENTRY # 000000000000	USPS TRACKING # XX0000000000XX	POSTMASTER COLLECT	→\$	\$111.13
ORIGIN JP	John Smith 111 Main Street Anytown, State 00000			
SENDER Miduno				
ADDRESSEE RECEIVED ARTICLES	SIGNATURE X	DATE	POSTMASTER RECEIVED PAYMENT	SIGNATURE X
POSTMASTER: SUBMIT THIS FORM AT THE END OF EACH MONTH TO THE ADDRESS SHOWN ON THE BACK OF THE ORIGINAL		SEND PROTEST TO THE ADDRESS BELOW (IMPORTANT - SEE REVERSE) U.S. CUSTOMS MAIL FACILITY P.O. BOX 5124 Torrance, CA 90501		

15 CFR 145.4 (a) 12

U.S. CUSTOMS AND BORDER PROTECTION
DEPARTMENT OF HOMELAND SECURITY

Exhibit 6. Sample of Computer-Generated PS Form 3819


January 23, 2025
Dear Postal Customer:
The following is in response to your request for proof of delivery on your item with the tracking number:
0000 0000 0000 0000 00.
Item Details
Status: Delivered, Left with Individual
Status Date / Time: January 13, 2025, 12:33 pm
Location: PANAMA CITY BEACH, FL 32407
Postal Product: Parcel Select
Extra Services: Signature Confirmation™
USPS Tracking®
Recipient Name:
Actual Recipient Name:
Note: Actual Recipient Name may vary if the intended recipient is not available at the time of delivery.
Destination Delivery Address
Street Address:
City, State ZIP Code:
Recipient Signature

Signature of Recipient: 

Address of Recipient:

Note: Scanned image may reflect a different destination address due to Intended Recipient's delivery instructions on file.

Thank you for selecting the United States Postal Service® for your mailing needs. If you require additional assistance, please contact your local Post Office™ or a Postal representative at 1-800-222-1811.

Sincerely,
United States Postal Service®
475 L'Enfant Plaza SW
Washington, D.C. 20260-0004

Exhibit 7. Sample Signature Image on a Smart Locker

Signature Required
Your package requires a signature, please sign below.



By signing, I confirm that I received my package.

11 Appendix B: Product Tracking System Events

To learn more about USPS scan events, please visit the following site: [USPS Tracking Scan Event Codes](#).

12 Appendix C: Retrieving Electronic Delivery Record Information from the National Database

12.1 Postal Service Intranet Retrieval

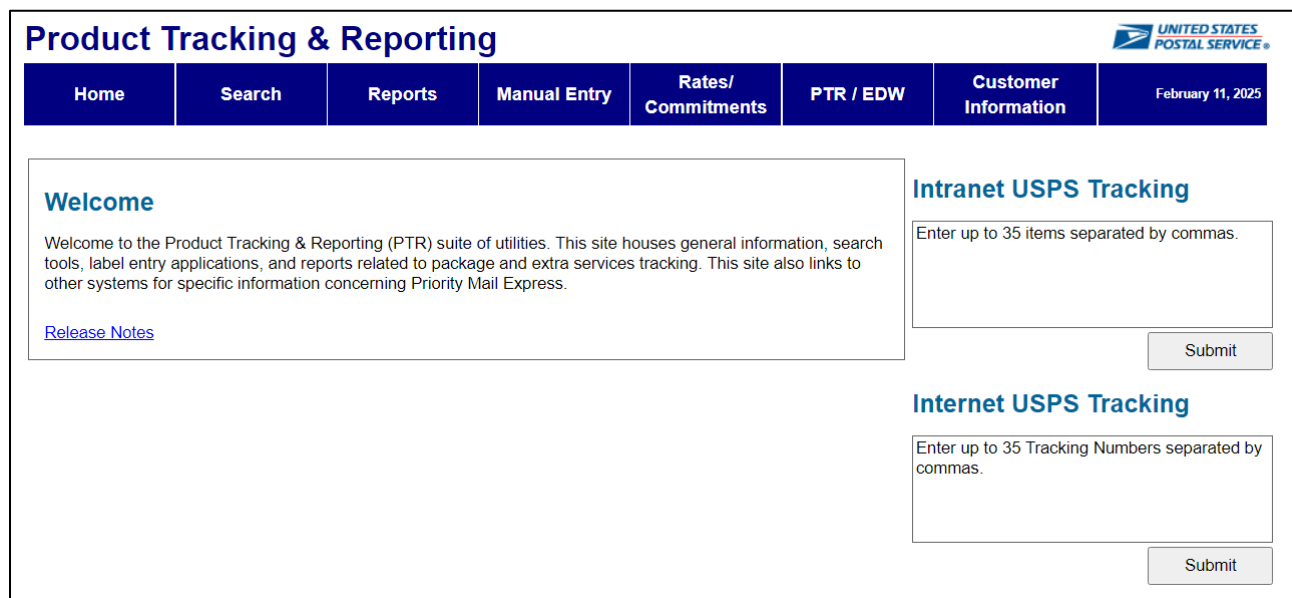
Retrieving delivery record information from the Postal Service intranet is fast and efficient. This appendix shows the screens that appear for record inquiry. Use PS Form 3811-A (Refer to [Exhibit 6](#)) to gather customer information to make a query.

12.2 Access Screen

To gain access to the delivery record database, go to the Postal Service intranet home page at <http://blue.usps.gov> and click on the “My Work” tab at the top of the page.

Exhibit C-1 shows this page and highlights the USPS Tracking section of the page.

Exhibit C-1. Link to USPS Tracking on the USPS Intranet Website



Product Tracking & Reporting							UNITED STATES POSTAL SERVICE®
Home	Search	Reports	Manual Entry	Rates/ Commitments	PTR / EDW	Customer Information	February 11, 2025

Welcome

Welcome to the Product Tracking & Reporting (PTR) suite of utilities. This site houses general information, search tools, label entry applications, and reports related to package and extra services tracking. This site also links to other systems for specific information concerning Priority Mail Express.

[Release Notes](#)

Intranet USPS Tracking

Enter up to 35 items separated by commas.

Submit

Internet USPS Tracking

Enter up to 35 Tracking Numbers separated by commas.

Submit

12.3 Inquiry Pages

Exhibit C-2 shows the inquiry page. Users can choose from a quick search or an extensive search, as follows:

- A quick search is for items that are not more than 45 days old (with the exception of non-standard international items such as R123).
- An extensive search is for items that are more than 45 days old (up to full retention period).

A user can search for a single or multiple items from the same screen.

Exhibit C-2. Inquiry Page

Product Tracking & Reporting


[Home](#)
[Search](#)
[Reports](#)
[Manual Entry](#)
[Rates/Commitments](#)
[PTR / EDW](#)
[Customer Information](#)
March 07, 2025

USPS Tracking Intranet Item Inquiry

USPS Tracking inquiries may be performed for any items that have an Intelligent Mail® Package Barcode or a legacy "confirmation services" type barcode. The products that provide tracking include (but are not limited to) Priority Mail Express®, USPS Tracking®, Signature Confirmation™, Global Express Guaranteed®, Certified Mail™, Customs Declaration and Dispatch Note (PS Form 2976A), COD, Insured Mail, Registered Mail™, Return Receipt for Merchandise, Parcel Return Service, Merchandise Return Service, and Priority Mail® Open and Distribute.



The USPS Tracking page provides information not displayed on the external USPS Tracking page. It is intended for USPS employee access only.

Item Inquiry

Select Search Type:

Item Number *

Quick Search

Quick Search

Extensive Search

separated by commas.

Submit

NOTE: Required fields are indicated with an asterisk (*).

Instructions

Enter at least one and no more than 35 item numbers into the Item Number search box. Separate each item by a comma. You may search on tracking numbers, shipping services file numbers, firm label IDs, form label IDs, container IDs, 3849 IDs, and / or Registered Dispatch logs.

Helpful Links

[What is the difference between quick search and extensive search?](#)

[USPS Tracking Scan Event Codes](#)

12.4 Delivery Record Request Page

Exhibit C-3 shows the page allowing users to request a delivery record.

Exhibit C-3. Delivery Record Request Page (Single Item)

USPS Tracking Intranet Tracking Number Result

Result for Domestic Tracking Number 9400 1111 0801 4426 6574 99
Tracking Expires On
May 18, 2025

Destination and Origin

Destination

ZIP Code	City	State
17046	LEBANON	PA

Origin

ZIP Code	City	State
14692	ROCHESTER	NY

Tracking Number Classification

Class/Service	
Class/Service:	USPS Ground Advantage™
Class of Mail Code/Description:	FC / First Class

Note: In some cases, a delivery event may be present although the “View Delivery Signature and Address” button may not be present. In such cases, the item might have been delivered only recently, and the signature record might not yet be posted. Allow up to 24 hours after delivery for signature records to be posted to the PTR.

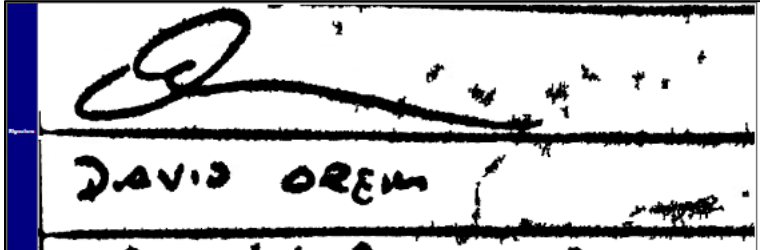
In some cases, users can request delivery records on items when a delivery event is not present. In such cases, the system generates a response letter stating that a delivery record was not found. This type of request is allowed when the last non-delivery event on the mailpiece is at least 8 days for Priority Mail Express service, at least 16 days for First-Class Mail service or Priority Mail service, and at least 31 days for Media Mail, Library Mail, and Bound Printed Matter items (Package Services) or undetermined mail classes.

Exhibit C-4 and Exhibit C-5 show record result pages for single and multiple items.

12.5 Delivery Signature Page

Exhibit C-6 shows the delivery signature page. For items with a delivery signature appended, users can view the recipient signature and address. If there is no signature image, the “View Delivery Signature and Address” button is not enabled.

Exhibit C-6. Delivery Signature



12.6 Validation and Notification Pages

Exhibit C-7 shows the validation dialog box and the page for requesting a notification.

The system prompts users to validate Delivery Record/Proof of Delivery requests. The USPS Tracking application sends the recipient a delivery record request by email. Alternately, users can print an available record locally by clicking the “Show Delivery Record” link.

Note: Postal Service employees must not provide screenshots to customers.

Note: The USPS Tracking application provides records requested through the intranet as soon as they are requested. Employees need to ensure that they allow enough time for completion of the proof of delivery letter.

Exhibit C-7. Validation Dialog Box and Notification Request Page

Product Tracking & Reporting							UNITED STATES POSTAL SERVICE®
Home	Search	Reports	Manual Entry	Rates/ Commitments	PTR / EDW	Customer Information	March 07, 2025
USPS Statement of Tracking Activity Report Internal This statement of tracking activity report is for internal use only, please confirm the request is appropriate.							
Statement of Tracking Activity for 9405 5112 0810 4417 0412 14 < Return to Tracking Number View First Name * Last Name * Enter Delivery Method Email Address * Submit Reset NOTE: Required fields are indicated with an asterisk ("*").							
Product Tracking & Reporting, All Rights Reserved Version: 25.2.1-215f010a							

12.7 Internet Retrieval

12.7.1 General Information

Postal Service customers can retrieve delivery status information (date and time) and delivery record information (date, time, and signature) from the Postal Service Internet USPS Tracking website. This is a convenient way to get immediate access to delivery status information. Customers can access the USPS Tracking website by going to www.usps.com — under “Quick Tools,” click on *Tracking*.

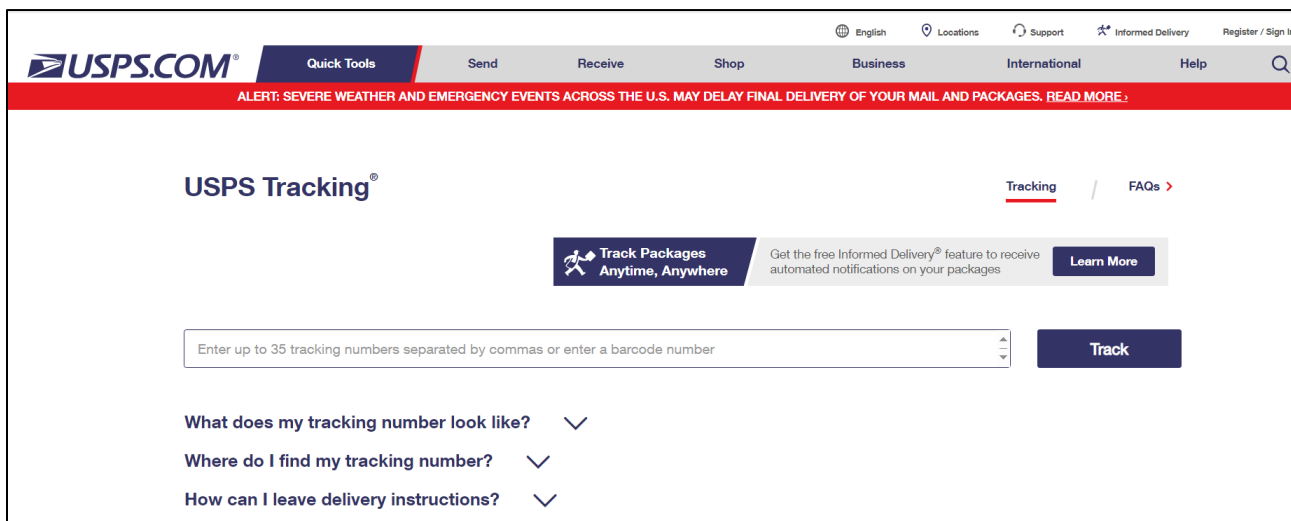
12.7.2 Main USPS Tracking Page

Exhibit C-8 shows the main page for the Postal Service’s Internet USPS Tracking website. Through this site, customers can determine delivery status of their mailings that use the following services:

- a. Priority Mail Express
- b. Inbound International Express Mail Service (EMS) (and other accountable mail)
- c. Priority Mail Express International
- d. Global Express Guaranteed (GXG)
- e. USPS Tracking
- f. Signature Confirmation
- g. Adult Signature
- h. Certified Mail
- i. Registered Mail

Customers can also request email notification, which provides an email on the current status of the mailpiece or provides future emails with the updated status of the mailpiece.

Exhibit C-8. Main USPS Tracking Page



The screenshot displays the USPS Tracking website. At the top, the USPS.COM logo is on the left, and navigation links for English, Locations, Support, Informed Delivery, and Register / Sign In are on the right. Below this is a horizontal menu with 'Quick Tools', 'Send', 'Receive', 'Shop', 'Business', 'International', and 'Help'. A red banner below the menu contains an alert about severe weather and emergency events. The main heading is 'USPS Tracking®'. To the right of the heading are links for 'Tracking' and 'FAQs >'. Below the heading is a 'Track Packages Anytime, Anywhere' button. To its right is a promotional message about the free Informed Delivery feature with a 'Learn More' button. A large text input field prompts users to 'Enter up to 35 tracking numbers separated by commas or enter a barcode number'. To the right of the input field is a 'Track' button. At the bottom, there are three expandable sections: 'What does my tracking number look like?', 'Where do I find my tracking number?', and 'How can I leave delivery instructions?'. Each section has a downward-pointing chevron icon.

12.7.3 Proof of Delivery Request Page

Exhibit C-9 shows the Postal Service Internet USPS Tracking screen that customers can use to request a proof of delivery record. Customers can request that the USPS Tracking application send them an email with a proof of delivery record for Priority Mail Express and Signature Confirmation items.

For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because the signature record has not yet been posted to the PTR), the database will not generate a record until the signature arrives. However, in the meantime, the USPS Tracking application indicates that the delivery has been made.

For complete details on processing delivery records requests, please contact the program office listed in the transmittal letter of this handbook.

Exhibit C-9. Proof of Delivery Request Page

Proof of Delivery 

To request a Proof of Delivery email with full details including a delivery address, **sign in to your USPS.com® account.** 

For a Proof of Delivery email without a delivery address, provide your name and email address below.

*Indicates a required field

*First Name	M.I.	*Last Name
First		Last

*Email Proof of Delivery to up to three addresses

Add Another Email 

Request Email