6 Delivery Services

61 Conditions of Delivery

611 Delivery, Refusal, and Return

611.1 Conditions

The following conditions govern delivery, refusal, and return:

- a. Delivery to Addressee. The addressee may control delivery of his or her mail. In the absence of a contrary order, the mail is delivered as addressed. Mail addressed to several persons may be delivered to any one of them.
- b. Mail Refused When Offered for Delivery. The addressee may refuse to accept a piece of mail at the time it is offered for delivery. The addressee should endorse the piece "Refused."
- c. Mail Refused After Delivery. After delivery, an addressee may mark a piece of mail "Refused" and return it within a reasonable time if the mail or any attachment is not opened, except for mail listed in 611.1c(1) and 611.1c(2). Mail that may not be refused and returned unopened under this provision may be returned to the sender only if enclosed in a new envelope or wrapper with a correct address and new postage. The following may not be returned postage free:
 - (1) Pieces sent as Registered Mail', Insured Mail, Certified Mail', COD, Return Receipt for Merchandise Mail, or other signature mail may not be refused and returned postage free after delivery.
 - (2) Mail sent to an addressee in response to the addressee's sales promotion, solicitation, announcement, or other advertisement, and that is not refused when offered to the addressee, may not be refused and returned postage free after delivery.
- d. Mail Withheld From Delivery. An addressee may request his or her postmaster, in writing, to withhold from delivery for a period not exceeding 2 years any foreign letter or printed matter bearing a specified name or address appearing on the outside. Such mail is marked "Refused" by the Post Office™ and treated as undeliverable.
- e. *Mail of Unknown Addressee.* When a person claiming to be the addressee of certain mail is unknown to the delivery employee, the mail may be withheld, pending identification of the claimant.
- f. Refused Mail as Undeliverable. Matter refused by the addressee under 611.1b and 611.1c is treated as undeliverable (see 681.5).

- g. Remailing of Matter Returned to Sender. The mailer must not remail undelivered or refused mail returned to him or her unless it is enclosed in a new envelope or wrapper with a correct address and new postage. Returned shortpaid mail does not have to be placed in a new envelope. The necessary additional postage may be affixed to the original mail piece.
- h. Mail Bearing Exceptional Address Format. Mail with an exceptional form of address is always delivered as addressed and may not be forwarded. Only if the address is incorrect or incomplete, or if the mail cannot be delivered for another reason, is it treated as undeliverable (see 68). First-Class Mail® that is undeliverable as addressed is returned to the sender.

611.2 Delivery to Persons With Similar Names

Unless persons with similar names adopt some means to distinguish their mail, a postmaster must use judgment in making delivery.

611.3 Mail Delivered to Wrong Person

A person receiving mail not intended for him or her must promptly return it to the Post Office, endorsed "Opened by Mistake" with his or her signature if the letter is opened; otherwise, it should be endorsed "Not for..., Not at this address," or words to the same effect.

611.4 Checks Issued by Federal Government

611.41 Recipient

Federal government checks are delivered to the addressees, to persons who customarily receive their mail, or to other persons authorized in writing to receive their mail. Delivery must not be made to an attorney, claim agent, or broker even though the addressee requests such delivery unless the check is addressed in care of the attorney, claim agent, or broker.

611.42 **Delivery Alert**

If convenient, the addressee can be alerted by ringing the bell or knocking on the door. The carrier is not required to await a response.

611.43 Immediate Return of Check

Delivery is withheld and the check returned to the sender immediately if it is known that the addressee:

- a. Is deceased or both parties of a jointly addressed check are deceased.
- b. Has moved without filing a change of address, even though the new address may be known.
- c. Has enlisted in the military service.
- d. Is under guardianship.

611.44 Treasury Checks Without Delivery Dates

Treasury checks enclosed in envelopes that do not show a date of delivery are delivered on the first scheduled delivery after receipt.

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611.45 Treasury Checks With Delivery Dates

Treasury checks enclosed in envelopes that show a date of delivery are delivered on that date or the first scheduled delivery after that date. In emergency or other infrequent situations, customers receiving delivery service may request redelivery of their mail at the office of delivery if withdrawal of the mail does not interfere with carriers' delivery schedules or the efficiency of other postal operations.

611.5 Checks Issued by State and Local Governments

State and local government checks are handled in accordance with instructions printed on the envelopes. Certain checks have instructions not to transfer or forward. If undeliverable as addressed, such checks must be returned to the sender immediately.

611.6 Mail Marked "In Care Of" Another

Mail marked "In Care Of" another is delivered to the first of the two persons named who may call for it, or to the address of the person in whose care it is directed in the absence of instructions from the addressee.

611.7 Restricted Delivery

Registered Mail, Certified Mail, numbered Insured Mail, and COD Mail that the sender has restricted delivery to the addressee only may not be delivered to any other person, except under DMM[®] S916.

611.8 Mail Marked "Personal"

Mail bearing the word "Personal" is delivered in the same way as other mail for the addressee.

611.9 Holding Mail at Addressee's Request

611.91 Ordinary Mail

Ordinary mail, except First-Class Mail bearing return address of sender specifying a holding period, is held at the office of address at the request of the addressee for up to 30 days. Under unusual conditions, mail may be held longer if the postmaster considers it practical and customers arrange for periodic pickup of the accumulated mail. Customers may authorize the holding of their mail by signing PS Form 8076, *Authorization to Hold Mail*.

611.92 Express Mail®

Express Mail shipments are held at the office of address at the addressee's written request for a specified day or days, for example, Saturdays, Sundays, or holidays (see DMM F030.4.4).