

United States Postal Service®

# INDUSTRYALERT

## USPS Seeks Feedback on New Redelivery Notice

The U.S. Postal Service (USPS) is planning to update PS Form 3849, *Redelivery Notice*, to ensure that it is simpler and more user-friendly.

**TO HELP ACCOMPLISH THIS PLEASE RESPOND WITH YOUR COMMENTS BY WEDNESDAY, APRIL 20<sup>TH</sup> TO [ShippingServices@usps.com](mailto:ShippingServices@usps.com).**

The following notice outlines the purpose of the form and provides information about how USPS intends to update it.

### **Purpose of PS Form 3849**

A USPS carrier leaves PS Form 3849 at a business or residential delivery location when unable to complete delivery of the item, in order to provide notice that delivery was attempted but not completed — and when.

There may be several reasons for this, including:

- The item requires a customer signature, adult or otherwise, and the customer is not available; or
- The item is too large for the receptacle and no secure location exists to leave it; or
- Money may be due from the customer (e.g., Collect on Delivery).

The form serves as a reminder to the customer that he or she should take action, either to request that the item be redelivered, or to pick up the item at the local Post Office, and provides instructions on how to do so. If redelivery is not scheduled before the item's designated hold time expires (which varies by class of mail and/or extra service), USPS policy is to return the item to the sender.

### **Short-term Modifications to PS Form 3849**

Based on customer feedback, USPS intends to make modifications to the form. These include the following:

#### ***Form too small to read / complete***

Customers have communicated that the current horizontally oriented form, which measures 3.5" x 2.5", is hard to read and often leaves little room to enter package information. The new form designs are vertically oriented, measuring approximately 2.5" x 4".

#### ***Form unable to remain in place***

The current form can be left in a mail receptacle fairly easily. However, the new form will be self-adhesive, so that it may easily be applied to the customer's door.

#### ***Ease of use***

The new form introduces a Quick Response (QR) code, which can be read with a QR reader app. A scan of the code will automatically open the USPS Mobile® app, where customers will be able to schedule redelivery or order expedited packaging supplies.

### **Future Enhancements**

USPS is also in the process of redesigning the mobile Redelivery feature. To help us improve the experience, please try it and provide your comments by April 20, 2016 to [ShippingServices@usps.com](mailto:ShippingServices@usps.com).

There are two ways to access the app:

- Download the USPS Mobile® or My USPS® apps from the Apple App Store® or Google Play Store® and then use the scan feature (your mobile device's camera) to scan the DEMO PS 3849 QR Code and try the proof-of-concept Redelivery page; or
- Download the non-postal QR Code apps to scan the DEMO PS 3849 QR Code to try the proof-of-concept Redelivery page.

Note: these pages are for demonstration purposes only and use staged data to depict future functionality. Users will not be able to schedule an actual redelivery with the demo application.

Old PS Form 3849, *Redelivery Notice*:

UNITED STATES POSTAL SERVICE® <b>Sorry We Missed You! We Re Deliver for You</b>		Today's Date	Sender's Name
Item is at: ___ Post Office™ (See back)		Available for Pick-up After	
Date:		Time:	
___ Letter		<b>For Redelivery</b> Go to <a href="http://usps.com/redelivery">usps.com/redelivery</a> or see reverse	
___ Large envelope, magazine, catalog, etc.		<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item.	
___ Parcel		USPS Tracking # or Article Number(s)	
___ Perishable Item		___ Insured Mail	
___ Other:		Return Receipt for Merchandise	
___ Certified Mail™ (Must claim within 15 days or article will be returned)		___ Adult Signature	
___ Priority Mail Express™		___ Signature Confirmation™	
___ Restricted Delivery		<b>Notice Left Section</b> Customer Name and Address	
___ Registered Mail™		Delivered By and Date	
Article Requiring Payment		Amount Due	
<input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs		\$	
<input type="checkbox"/> Final Notice: Article will be returned to sender on			
PS Form 3849, July 2013		<a href="http://usps.com">usps.com</a> Delivery Notice/Reminder/Receipt	

New PS Form 3849, *Redelivery Notice*:

**UNITED STATES POSTAL SERVICE®** **Redelivery Notice**  
\*Comments/Suggestions: ShippingServices@usps.gov

www.usps.com/redelivery Date: \_\_\_\_\_

Recipient: \_\_\_\_\_ Sender: \_\_\_\_\_

**Items Not Delivered**

This is the:  First Attempt  Final Notice

We will hold item(s) until: \_\_\_\_\_

See reasons not delivered below:

Requires payment: \$ \_\_\_\_\_  Postage due  COD  Customs

Requires signature:

Certified Mail™  Priority Mail Express®  Signature Confirmation™

Insured Mail  Registered Mail™  Adult Signature™

Firm Bill  Restricted Delivery™

Other reasons:

Perishable item  Recyclable full item over-sized  Hazardous/unsafe delivery conditions

Recyclable blocked  No secure location available

No authorized recipient available

\*The person who signs for the package must be at the time of delivery that they are 21 or older.  
 \*\*The recipient must be the one to sign for the package.

**Options for Redelivery or Pick-Up**

1. Go to website: [www.usps.com/redelivery](http://www.usps.com/redelivery)

2. Call 800-ASK-USPS (800-325-6777)

3. Complete information below and leave notice in mailbox for carrier\*\*:

Leave item on this date \_\_\_\_\_ at the location below:

Front Door  Back Door  Porch  Mailbox  Garage

\*\*Not available if restricted delivery or Adult Signature

4. Number of items:

Package \_\_\_\_\_ Letter \_\_\_\_\_ Large Envelope \_\_\_\_\_

Other: \_\_\_\_\_

5. Send representative to local Post Office:

My signature authorizes the listed representative to pick-up my item:

Recipient's Signature: \_\_\_\_\_

Name of Representative: \_\_\_\_\_

PS Form 3849, April 2015

**Information About Items Not Delivered**

Tracking Number(s): \_\_\_\_\_

\_\_\_\_\_

Go to local Post Office™ (Bring this form and photo ID)

\_\_\_\_\_

**Notice Left**

Recipient Address: \_\_\_\_\_

Delivered by: \_\_\_\_\_ Date: \_\_\_\_\_

**Recipient Signature Box**

Signature: \_\_\_\_\_

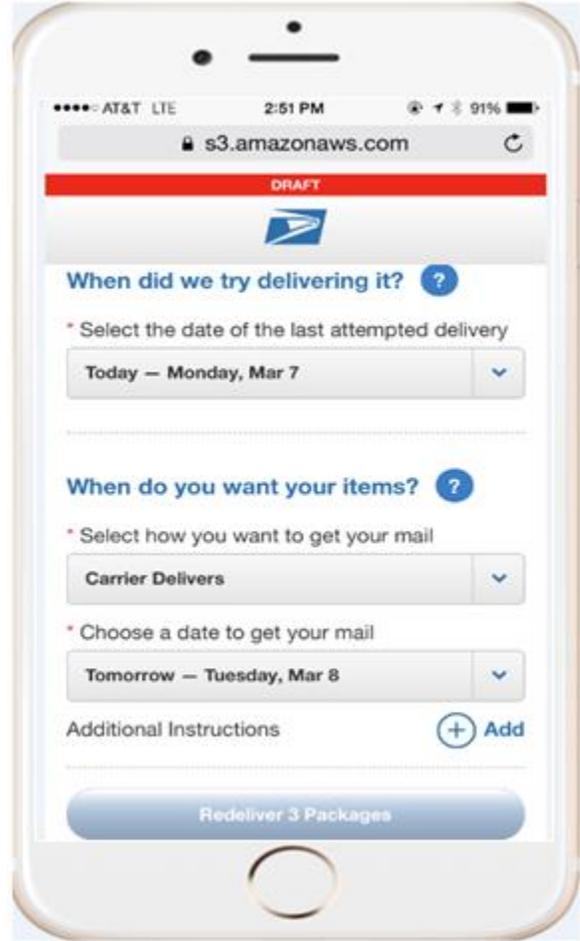
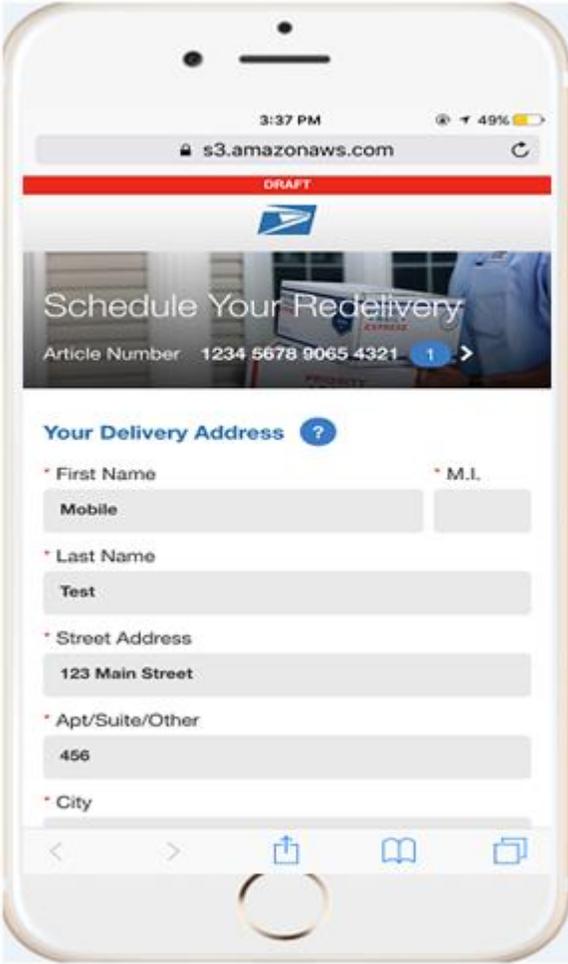
Printed Name: \_\_\_\_\_

Delivery Address: \_\_\_\_\_

USPS Redelivery ID  0000 0000 0000 0000

PS Form 3849, January 2016 (Reverse)

USPS Mobile® Proof-of-Concept redelivery page:



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--Consumer and Industry Affairs

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