

Expected Service for Forwarded and Returned Mail

If it has an Intelligent Mail barcode (IMB), the Postal Service can track automation compatible letter or flat-shaped mail that is undeliverable as addressed (UAA) and must be either forwarded or returned. When there is an active forward on record, the expected service for forwarded or returned mail includes the appropriate number of days between mail acceptance and the point of interception, up to 2 days for redirection, and the appropriate number of days between the point of interception and the point of delivery.

For letter-shaped mail, the IMB will allow tracking through acceptance and automated outgoing and incoming processing operations. When UAA mail is identified and redirected by the PARS system during outgoing processing, the appropriate service standard from the point of interception to the point of delivery should apply. When UAA mail is identified and redirected by the PARS system during incoming processing, one additional day may be added to the appropriate service standard from the point of interception to the point of delivery. Mail that gets identified as UAA in a delivery operation may require an additional 2 days to be redirected in addition to the appropriate service standard from the point of interception to the point of delivery.

For flat-shaped mail, the IMB will allow tracking through the following operations: acceptance, outgoing processing on an AFSM flat sorter, incoming processing on an AFSM flat sorter and CFS processing. Flat-shaped mail is identified as UAA in a delivery operation and may require an additional 2 days to be redirected in addition to the appropriate service standard from the point of interception to the point of delivery.