

B

THIS SECTION MUST BE COMPLETED IN DETAIL BY POSTMASTER ONLY, BUT DO NOT ATTACH SLIPS.

1. If ordinary mail, how dispatched? Hour..... Date.....

Name of Railway Post Office and train number.....

If by Star or Rural Carrier, give number of route.....

State whether sent in direct package or sack, or in R. P. O. package or sack.....

2. If registered or insured mail, give number.....

3. If registered mail, state how dispatched, whether direct or to a distributing post office. If the latter, to what office?.....

4. If sent in a jacket, inner sack, or through pouch, describe same.....

5. Whose receipt is held for the article?.....

6. If the complaint is of loss of a registered article addressed to Austria-Hungary, France, Germany, Greece, Italy, Russia, or Turkey, postmasters must obtain from the sender the accurate foreign address used, clearly written in English, and in addition to this a facsimile address on an envelope or slip of paper.....

7. If a parcel-post package addressed to a foreign country, to what United States exchange office was it forwarded and by what route?.....

8. When a letter is stated to have contained a money order, the postmaster must add to his report the status of such order, if made or payment, and of application for duplicate or repayment, if made, and must advise the persons interested what steps must be taken by them to avoid loss or unnecessary delay in obtaining payment.....

C

Sec. 487. Postmasters and other postal officers shall report in the manner outlined every complaint made to them, or which comes to their knowledge, of the loss, rifling, delay, wrong delivery, or other improper treatment by postal employees or damage to any article of mail matter.

(a) The loss, rifling, wrong delivery, or damage to domestic registered mail shall be reported to the Chief Inspector. If the complaint is made at a first or second class office, it should be made on Form 563. If the complaint is made at a third or fourth class office, it should be made on Form 1510 or by letter.

(b) Inquiries concerning the disposition or delay of domestic registered mail and complaints of failure to receive return receipts therefor shall be reported to the Third Assistant Postmaster General, Division of Registered Mails. These reports should be made on Form 1510 or by letter, and in every instance of delay the envelope or wrapper should be submitted, if possible.

(c) A complaint of the loss of registered mail addressed to any foreign country, if made to a postmaster at a first or second class office, should be made on Form II (Form 642), described by the Universal Postal Convention, the answers to the questions on the form to be made in accordance with the instructions printed thereon. The particulars of dispatch within the United States should be inserted by the postmaster and the form forwarded to the exchange office to which the registered article was dispatched, if known, and if not known, the form should be forwarded directly to the Chief Inspector. The postmaster at the exchange office, when Form II is received, shall insert the particulars of dispatch of the registered article from that office and forward the form to the Chief Inspector. If the complaint is made to a postmaster at a third or fourth class office, it should be made on Form 1510 and the form forwarded directly to the Chief Inspector.

(d) Complaints of the loss of registered articles mailed in foreign countries and addressed to the United States, or in transit through the United States, shall be reported to the Chief Inspector on Form 1510 or by letter.

(e) Complaints of the rifling, wrong delivery of, delay or damage to foreign registered mail should be made in all instances on Form 1510 and the form forwarded directly to the Chief Inspector. With all complaints of the rifling, delay of, or damage to mail, the envelope or wrapper should be submitted, if it is in the possession of the complainant.

(f) Inquiries concerning the disposition of foreign registered mail and complaints of failure to receive return receipts therefor should be made on Form 1510 or by letter and forwarded to the Chief Inspector.

(g) Postmasters at exchange offices shall report to the Chief Inspector, with full particulars of the mail matter involved, where the exchange of bulletins of verification determine a loss of or damage to mail matter dispatched from the United States.

(h) Complaints of the loss or rifling of ordinary domestic mail including parcel post, insured and C. O. D., and special delivery mail should be made on Form 1510, and if the complaint is made to a postmaster at a first or second class office, the complaint shall be jacketed on Form 641 and forwarded to the inspector in charge of the division in which the post office where the article was mailed is located. If the complaint is made to a postmaster at a third or fourth class office, it should be made on Form 1510 and the form forwarded to the inspector in charge of the division in which the post office where the article was mailed is located. (See Sec. 488, pars. 16 to 19, as to indemnity.)

(i) Complaints of the wrong delivery of or tampering with ordinary domestic mail, including parcel post, insured or C. O. D., and special delivery mail, shall be reported by all postmasters or other postal employees to the Chief Inspector.

(j) Complaints of the missending or delay while in transit of ordinary and special-delivery domestic mail shall be reported to the division superintendent, Railway Mail Service, of the division in which the post office where the article was mailed is located. Complaints of delay at the office of address of ordinary and special-delivery domestic mail shall be reported to the First Assistant Postmaster General. These reports should be made on Form 1510 or by letter and the envelope or wrapper submitted with the report.

(k) The damage to mail sacks or pouches and contents in the exchange of mail by railway postal clerks shall be reported to the division superintendent, Railway Mail Service, of the division in which the damage occurred. The report shall contain a description (name and address of addressee, name of sender, and office of mailing) of any registered mail damaged or ordinary mail of the third or fourth class damaged. If any registered mail is damaged, report shall also be made to the Chief Inspector, with full description.

(l) Complaints of the damage to an individual piece of any class of domestic mail matter, except registered, shall be reported to the division superintendent, Railway Mail Service, of the division where the damage occurred. These reports may be made on Form 1510 or by letter, and the envelope or wrapper (except for fourth-class matter) should be submitted with the report, if possible.

D

REMARKS OR EXPLANATION BY POSTMASTER.

(Reporting any special features of the case or request of the complainant not indicated elsewhere; especially as to whether other losses in connection with that reported herein occurred on the same date or other dates; and if so, how many; and if they have been properly reported; also as to how the letter or parcel was delivered, and if by carrier, on what trip.)

(m) Complaints of the loss, rifling, wrong delivery, delay of or damage to ordinary foreign mail should be made on Form 1510 and the form forwarded directly to the Chief Inspector.

(n) Complaints of any improper treatment of mail matter, domestic or foreign, registered or ordinary, not covered by the preceding paragraphs, shall be reported on Form 1510 or by letter to the bureau of the department having jurisdiction of the subject involved. (See Secs. 9 to 16.)

(o) All cases of the rifling, robbery, or burning of mail or post offices or postal cars, or any extraordinary loss or destruction of mail matter, as well as any accident or depredation of consequence requiring the immediate attention of inspectors, shall be promptly reported by telegram, if practicable, to the Chief Inspector, and also to the inspector in charge of the proper division.

(p) Postmasters (except postmasters at United States exchange offices when specifically authorized) shall refrain from addressing inquiries to postmasters or other postal officers in the Philippine Islands regarding the alleged loss, rifling, delay, wrong delivery, or improper treatment by postal employees of or damage to any article of mail matter, registered or ordinary.

2. Postmasters and other postal employees shall not make nor attempt to make settlements directly with losers on account of the loss, depredation, delay, wrong delivery, or other mistreatment of mail matter, either before report is made to the Chief Inspector or after such report and pending the determination by the Chief Inspector of the responsibility for such loss or irregularity, nor conceal the facts of a depredation upon or loss of mail matter.

Postmaster.

After here impression of postmarking stamp, or write date of report by postmaster