

[PPC MEMORANDUM CIRCULAR NO. 09-05, March 20, 2009]

TREATMENT AND RETURN OF REGISTRY RETURN RECEIPTS (RRR)

Improperly filled out and non-return of Registry Return Receipts (RRR) are one of the common complaints and reason for inquiry by regular mailers/customers of Registered Mails not only in the Central Office but also at post offices. Everyone is reminded that Registered Mail is considered as the safest and most reliable service that the Corporation offers. The service is enhanced through the RRR wherein the mailers are made to pay for additional fee and therefore expect that the same will be returned on time with all the required information on it.

It has been observed also that mailers go back and inquire about the RRR at the post office where they mailed. To regain the trust of these mailers on the reliability of Registered Mails, henceforth, RRR shall be returned immediately after delivery via DEMS as follows:

- a. To the Postmaster of the post office of mailing/posting - when sender is a government agency, law firm/lawyer or company.

The post of mailing/origin shall be responsible for the return/delivery of RRR to the sender. As such, the mailer shall be informed that the RRRs shall be checked/ claimed at that post office.

A notice to the mailer shall be displayed at the Registry Counter to remind the mailer as follows:

NOTICE

(For Government agencies, law firms/lawyers, & companies)

" Please check for/claim your Registry Return Receipts/Cards at Window No. _____ "

- b. To the Postmaster of the post office of delivery that has delivery jurisdiction at the sender's address - for individuals/personal mailers

For easy distinction, we shall now be using two colors of RRRs:

- a. PINK Colored RRR - for business mailers
- b. BLUE Colored RRR - for individual mailers

In this connection, the treatment and delivery of RRR is hereby prescribed as follows:

I. At Acceptance Office

The Post Office of Mailing of a Registered Mail with RRR shall maintain a daily control/record of all Registered Mails posted in its office. Mailers like law firms, lawyers, government agencies and companies or regular bulk mailers of Registered Mails shall be informed to claim the RRR at their post office.

Every post office shall endeavor to get the contact number of its regular mailers to be able to call them up in case of non-pick-up of RRRs. Mailers/senders that requested to have their RRRs delivered at their address shall be entertained but their RRRs shall still be monitored. As such, the post office of mailing shall enclose all RRRs of that sender in an envelope/wrapper and mail them through Registered Mail.

The following shall be observed:

a) Make sure that the Registered Mail contains the complete name and address of both the sender and addressee. The RRR should contain the return address of sender and the Registered Number should be written on the space provided for it.

b) The name of the Post Office of Mailing shall be clearly written/rubber stamped on the upper portion of RRR for immediate distinction by the Office of Destination/Delivery.

c) The Registry Receiving Clerk or the one issuing the Registry Receipt shall make sure that Registered Mails with RRR are properly **noted/marked in the Registration Book**.

The Postmaster shall designate an incharge who shall monitor the return of RRR and deliver/return them to sender/mailer. A Record of all Registered Mail with RRR shall be maintained (filed in chronological order) as basis for the monitoring and control of the returned RRRs, which may be as follows:

1. Prepare a separate Sheet/Monitoring List of Returned RRRs with this format:

Date	Registered No.	Sender	Destination	Date of return/receipt At PO of Mailing	Signature of Sender (A/Receipt)
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2. To avoid double recording, the Post Office may use for monitoring the transmittal slip/mailing list provided by mailer posting bulk registered mails, or

3. Extra copy of the Registration Bill Book Inner Bill which clearly marked Registered Mails with RRR.

Returned RRRs shall be checked/marked in the Monitoring List. When the RRR has not been returned after 30 days from