Packaging Improvement Notice

(See Instructions on Reverse)

The following describes a parcel:

- ☐ which was repaired because of *packaging failure* before delivery; or
- ☐ which was a *potential source of loss or damage* because of deficient packaging

The cooperation of the customer in correcting packaging deficiencies will expedite acceptance and delivery of parcels in good condition.

Publication 2, *Packaging for Mailing,* is available free of charge for postal customers.

Mailer's Name and Address *(Include ZIP Code)*

Accepting Post Office, Station or Branch

Mailing Date

Parcel Description
☐ Ordinary ☐ Insured ☐ C.O.D. ☐ Special Handling ☐ Other:

Postage Meter No.

General Description of Contents *(Clothing, books, records, hardware, paint, etc.)*

Mailer's Catalog or Part No.

Package Weight

Package Dimensions

Container Type
☐ Box ☐ Bag or Wrap ☐ Envelope ☐ Tube ☐ Can

Container Material
☐ Cloth ☐ Paper ☐ Fiberboard ☐ Other:
☐ Plastic ☐ Metal ☐ Paperboard

Fiberboard boxes are either corrugated or solid and the color of kraft paper (light brown). *Paperboard* boxes are solif and usually light grey in color. Folding paperboard boxes are commonly used for suit boxes, etc..

Contents
☐ Liquid
☐ No absorbent material
☐ Heavy *(More than 60 lbs. per cu. ft.)*
☐ Soft *(Clothing or other textiles)*

Marking
☐ Label or Envelope not Firmly Attached
☐ Obsolete Markings not Obliterated
☐ Can Be Easily Smeared or Erased
☐ Not Readable at 30 Inches

REASON FOR DAMAGE

Interior Packaging
☐ Inadequate Cushioning or Dunnage ☐ Shifting *(Books, etc.)*

Container
☐ Punctured by Outside Object ☐ Burst by Contents
☐ Length More than 10 Time Girth ☐ Poor Closure
☐ Lack of Reinforcement *(Tape, nonmetallic banding)*

Adhesive
☐ Covers Less than 50% of Box Flaps

Tape
☐ Cellophane or Masking ☐ Gummed
☐ Did not Adhere to Container ☐ Pressure Sensitive

Staples
☐ More than 2½ Inches Apart
☐ More than 1¾ from Flap

Twine or Cord
☐ Used for Closure or Reinforcement

Remarks *(Number of packages reported, etc.)*

Post Office of Mailing Name and Address *(State and ZIP Code)*

TO:

POSTMASTER

Reporting Post Office Name and Address *(Include ZIP Code)*

Reporting Postmaster's Signature *(By)*

Date of Report

PS Form **3823,** July 1993

ORIGINAL TO OFFICE OF MAILING

Instructions

RECEIVING EMPLOYEE: Complete this form when you notice packaging deficiencies on a parcel in the mail-stream not serious enough to require refusal for dispatch or removal from the mails. Note the potential source of loss or damage. Also complete this form when damage occurs as a result if inadequate packaging.

TO USE THIS FORM EFFECTIVELY:

1. All offices complete this form when repeated incidents of deficient packaging are observed from the same source.
2. The reporting office sends the original copy to the office of mailing and files the second copy pending a final report of action taken form the office of mailing.
3. The office of mailing reviews and analyzes basis for identifying customers who demonstrate a history of packaging deficiencies.
4. The postmaster or customer service representative of the mailing office contacts customers with a pattern of deficient packaging to help resolve these deficiencies.
5. Postmasters and customer service representatives at the office of mailing will note final action taken in the remarks section and return the form to the reporting office.

Packaging Improvement Notice

(See Instructions on Reverse)

The following describes a parcel:

- ☐ which was repaired because of *packaging failure* before delivery; or
- ☐ which was a *potential source of loss or damage* because of deficient packaging

The cooperation of the customer in correcting packaging deficiencies will expedite acceptance and delivery of parcels in good condition.

Publication 2, *Packaging for Mailing,* is available free of charge for postal customers.

Mailer's Name and Address *(Include ZIP Code)*

Accepting Post Office, Station or Branch

Mailing Date

Parcel Description
☐ Ordinary ☐ Insured ☐ C.O.D. ☐ Special Handling ☐ Other:

Postage Meter No.

General Description of Contents *(Clothing, books, records, hardware, paint, etc.)*

Mailer's Catalog or Part No.

Package Weight

Package Dimensions

Container Type
☐ Box ☐ Bag or Wrap ☐ Envelope ☐ Tube ☐ Can

Container Material
☐ Cloth ☐ Paper ☐ Fiberboard ☐ Other:
☐ Plastic ☐ Metal ☐ Paperboard

Fiberboard boxes are either corrugated or solid and the color of kraft paper (light brown). *Paperboard* boxes are solif and usually light grey in color. Folding paperboard boxes are commonly used for suit boxes, etc..

Contents
☐ Liquid
☐ No absorbent material
☐ Heavy *(More than 60 lbs. per cu. ft.)*
☐ Soft *(Clothing or other textiles)*

Marking
☐ Label or Envelope not Firmly Attached
☐ Obsolete Markings not Obliterated
☐ Can Be Easily Smeared or Erased
☐ Not Readable at 30 Inches

REASON FOR DAMAGE

Interior Packaging
☐ Inadequate Cushioning or Dunnage ☐ Shifting *(Books, etc.)*

Container
☐ Punctured by Outside Object ☐ Burst by Contents
☐ Length More than 10 Time Girth ☐ Poor Closure
☐ Lack of Reinforcement *(Tape, nonmetallic banding)*

Adhesive
☐ Covers Less than 50% of Box Flaps

Tape
☐ Cellophane or Masking ☐ Gummed
☐ Did not Adhere to Container ☐ Pressure Sensitive

Staples
☐ More than 2½ Inches Apart
☐ More than 1¾ from Flap

Twine or Cord
☐ Used for Closure or Reinforcement

Remarks *(Number of packages reported, etc.)*

Post Office of Mailing Name and Address *(State and ZIP Code)*

TO: •

POSTMASTER

•

Reporting Post Office Name and Address *(Include ZIP Code)*

Reporting Postmaster's Signature *(By)*

Date of Report

PS Form **3823,** July 1993

REPORTING OFFICE FILE COPY

RECEIVING EMPLOYEE: Complete this form when you notice packaging deficiencies on a parcel in the mail-stream not serious enough to require refusal for dispatch or removal from the mails. Note the potential source of loss or damage. Also complete this form when damage occurs as a result if inadequate packaging.

TO USE THIS FORM EFFECTIVELY:

1. All offices complete this form when repeated incidents of deficient packaging are observed from the same source.
2. The reporting office sends the original copy to the office of mailing and files the second copy pending a final report of action taken form the office of mailing.
3. The office of mailing reviews and analyzes basis for identifying customers who demonstrate a history of packaging deficiencies.
4. The postmaster or customer service representative of the mailing office contacts customers with a pattern of deficient packaging to help resolve these deficiencies.
5. Postmasters and customer service representatives at the office of mailing will note final action taken in the remarks section and return the form to the reporting office.