
GENERAL DELIVERY SERVICE AD-PRO

USPS Arizona / New Mexico District
OPS 1-12 Date: January 5, 2012

Page 4 of 8

ADMINISTRATION OF GENERAL DELIVERY SERVICE

The following instructions apply to all Arizona / New Mexico District facilities that offer General Delivery service.

1. All required documentation (as described in this AD-PRO) must be maintained locally. This documentation must be made available for review upon request.
2. General Delivery service in the Arizona / New Mexico District is limited to 30 days, unless the service has been extended by the facility postmaster due to "good and sufficient reasons satisfactory to the postmaster". The process for consideration of such requests is detailed on page 5 of this AD-PRO.
3. In Post Offices with more than one facility, General Delivery service is normally to be offered in only one facility. Postmasters may authorize General Delivery in additional facilities under their control by following the procedures for doing so as described on page 5 of this AD-PRO, and upon concurrence of the Manager, Operations Programs Support.
4. Postmasters may only authorize "indefinite" General Delivery service upon receipt of notification from the Manager, Operations Programs Support that special circumstances warrant such an action. Such notification will contain both the beginning and anticipated end date of the authorized temporary deviation from the normal 30-day limit on this service, and would only be issued in the event that there are circumstances significantly hampering the Postal Service's ability to meet the needs of the impacted community or area (i.e. natural disaster or other catastrophic event).
5. Consistent with DMM § 508.6.3, General Delivery customers must present suitable identification before their mail is given to them. Postmasters may refuse or restrict General Delivery service to a customer who is unable or refuses to provide suitable identification.
6. Postmasters are responsible for ensuring that all required documentation associated with General Delivery service in facilities under their control is properly completed and maintained.
 - a. Facilities offering General Delivery are required to maintain current logs of their customers utilizing this service; this AD-PRO contains a copy of the authorized log in the Arizona / New Mexico District.
 - b. Customers requesting General Delivery service must do so in writing; this AD-PRO contains a copy of the authorized request form in the Arizona / New Mexico District.