

# All Carrier Standup Talk

Subject: AMS Edit Book entry – DNA Door Not Accessible

Intended Audience: All Delivery Routes with an AMS Edit Book

Completion Date: 6/5/2015

To improve customer service and provide accurate expectations to all customers, we need to record all update data related to addresses to ensure accurate data is provided to customers. Current effort is to also identify where we cannot deliver a package to the customer's door.

Customers prefer to have packages left at their address and not have to come to a postal facility to pick it up. Typically carriers will always deliver into a mail box or parcel locker. When a package does not fit, a carrier will attempt delivery with a knock at the door to leave the package or at the address in another location (front porch, etc.).

For some addresses carriers can only access the mail box and are unable to get to the door to attempt delivery. These are called DNA (Door Not Accessible).

Examples of DNA are:

- Rural delivery where the residence or business is more than ½ mile from the line of travel or shorter distance that has no passable road leading to it.
- Gated community or gated address where USPS does not have a key or code to get inside.
- High-rise building that USPS is not allowed access to and does not have an arrangement to leave packages.

What is NOT a DNA:

- No Secure Location. In some situations carriers can access the door but would never leave the package due to lack of security for an unattended package. These are not DNA addresses, because a carrier can still knock on the door to attempt delivery.
- Large mailboxes. This should not be considered to qualify as a DNA. DNA addresses are where a carrier can never access the door for delivery, regardless of the mail piece being delivered.

To record all addresses that fall into this situation, the carrier must mark the address as DNA in the AMS Edit Book.

What to do:

- Carrier will mark all addresses qualifying as DNA in the AMS Edit Book
- In the Edit Book find the column labeled "RLY #", the carrier will write "DNA" on the line that matches that address.
- All Edit books that have a newly recorded DNA address will be sent into District Operation AMS by 6/5/2015 for entry into the AMS database.

IP CODE: 92101      ROUTE: C001      BUNDLE TYPE: ONE BUNDLE

EQ #	PRIMARY ADDRESS	COMPLETE STREET NAME	SECY ABBR	SECY UNIT #	DELV TYPE	USG CODE	HO STAT	VAC IND	ADDR SORT	L I F CELL	S I	DR OP	NON DOW	CO MG	RLY #	STR- DEF
*R1	1 410	15TH ST			OTH	B	Y			#				52	DNA	7535
	2 404	14TH ST			CENT	B				1						7508
	3 1335	7 ST			OTH	RC				1		2				7510