

GUIDELINES ON THE IMPLEMENTATION AND OPERATION OF SKIP TRACING AND ADDRESS CHECK SERVICE

PHILPOST ADMINISTRATIVE ORDER NO. 05-01, January 03, 2005

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1. Purpose

1.1 To particularly address the growing incidence of Return To Sender (RTS) mails of our clients, particularly bulk Mailers.

1.2 To effect an improvement in the efficiency of our mailing service not to mention the creation of additional revenue-source for the Corporation.

2. Definition of Terms

2.1 Skip Tracing – In this kind of mail service, Philpost shall locate, verify, and confirm address or addresses endorsed or requested by clients for a fee. This shall also include the provision of information on the alternate address or addresses as may be requested by the client.

2.2 Address Check Service – In this kind of mail service, Philpost shall identify and correct wrong or insufficient address or addresses found to be deliverable or rectifiable by Letter Carriers as may be requested by the client.

3. Policy Guidelines on the Implementation of Skip Tracing/Address Check Service

3.1 Service Fees

3.1.1 Php 5.00/address service fee for correction of address only

3.1.2 Single Address Verification

Within Metro Manila Php 15.00

Outside Metro Manila Php 30.00

3.1.3 Dual Address Verification

Within Metro Manila Php 30.00

Outside Metro Manila Php 60.00

3.2 Pilot Offices

For its initial implementation, the service shall be piloted in National Capital Region (NCR) post offices.

3.3 Operational Guidelines

3.3.1 Acceptance and Distribution

3.3.1.1 Clients availing the service shall submit the names and addresses of accounts or addressees using the prescribed Skip Tracing Slip (Annex A[*]) with transmittal to the Office of the Regional Director.

3.3.1.2 The Regional Office shall forward the submitted slip/s and transmittal to the concerned post office, attention the Postmaster through the existing Manila CPO/BMSO Mail Network.

3.3.2 Post Office Verification

3.3.2.1 Upon receipt of the Skip Tracing Slip and transmittal, the Postmaster shall assign, either the Letter Carrier (LC), LC Supervisor or Mail Operations Supervisor to conduct the verification. The checking of address can be assigned to the letter carrier assigned in the area.

3.3.2.2 The assigned verifier shall request the addressee or the third party informant to counter sign on the Skip Tracing Slip. The relationship and contact numbers of the third party informant to the addressee shall likewise be indicated on the slip.

3.3.2.3 If in case verification fails on the first address provided, the verifier shall get from the third party informant the alternate and/or new address of the addressee.

3.3.2.4 If the verified alternate address is within the same locality or city, the Postmaster shall immediately direct a verification of the second address. In the event that the second address is served by a different post office, the Skip Tracing Slip shall be returned the following day to the Office of the Regional Director to be forwarded to the concerned post office for verification.

3.3.2.5 All accomplished skip tracing and address check service slips shall be returned to the Postmaster within two (2) days from receipt.

3.3.2.6 The Postmaster shall return the same to the office of the Regional Director within four (4) days from receipt through the assigned Liaison Officer of the office or through the BMSO Mail Network.

3.3.2.7 Feedback to clients to be observed are as follows:

Metro Manila - within five (5) days

Outside Metro Manila - within ten (10) days

All rules and regulations and other administrative issuance governing the same which are inconsistent herewith are deemed revoked or modified accordingly.

Adopted: 03 Jan. 2005

(SGD.) DARIO C. RAMA
Postmaster General & CEO

[*] Text Available at Office of the National Administrative Register, U.P. Law Complex, Diliman, Quezon City.

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