

# 5 REASONS YOUR MAIL ISN'T GETTING DELIVERED

(AND HOW TO FIX IT)



Mail is usually returned because it is missing either forwarding information or secondary information.

1. **Missing forwarding information.** If the addressee on the mail piece no longer resides at that address and the USPS doesn't have current forwarding information (change-of-address) on file, the mail piece will most likely be returned.
2. **Missing secondary information.** If the secondary information (apartment, suite number, etc.) is invalid or missing, the mail piece may be returned.
3. **The Address has been changed by the “Ruling Municipality”**  
The ruling municipality has the authority to rename or renumber streets.  
This is usually a function of a new development or renumbering a rural area that is growing.
4. **Foreign mail. There are # of countries who will not accept mail from the United States.**
5. **Mail receptacle does not exist or is not accessible.**  
No mail box available, (hit by car and destroyed) or flooded front yard, or
6. **Growling dog inside fence and mailbox can't be reached.**

This was also available from USPS

<https://faq.usps.com/s/article/No-Mail-Delivery>

**Conditions and events that may prevent delivery of mail:**

<b>Mailbox blocked</b>	<b>Dog on premises</b>	<b>Hazardous conditions / natural disasters</b>
<b>Full mailbox / overflow</b>	<b>Travel obstructions</b>	

## Mailbox blocked

- Customers are required, as a condition of delivery, to ensure that proper access is provided to mail receptacles. Proper access includes the removal of large accumulations of snow from the area around curb line receptacles and from sidewalks leading to door or other housemounted receptacles. Without such access, the safety of the carrier is jeopardized.
- Mailbox blockage by a vehicle may also prevent the delivery of mail. According to our policy, the city or rural carrier should get out of the vehicle to make delivery if the mailbox is temporarily blocked by a vehicle. However, if the carrier continually experiences a problem in serving curb line or rural boxes where the customer is able to control on street parking, the postmaster may withdraw delivery service.

## Dog on the premises

- Delivery service may be suspended when there is an immediate threat (including, but not limited to, threats due to loose animals) to the delivery employee, mail security, or postal property.
- Delivery service may be temporarily withdrawn when animals interfere with our ability to complete mail delivery. Owners must confine their dogs during delivery hours and be notified promptly if service is suspended. Mail delivery will resume as soon as the Postal Service is confident the animal is no longer a threat.
- Loose dogs can affect mail delivery for multiple addresses and an entire neighborhood.

## Hazardous conditions / natural disasters

- Mail delivery service may be delayed or curtailed whenever streets or walkways present hazardous conditions to our carriers and/or vehicles. The Postal Service™ curtails delivery only after careful consideration, and only as a last resort. We appreciate your understanding of our responsibility for the safety of our employees, as well as of our customers.
- [USPS Service Alerts](#) provide information to consumers, small businesses and business mailers about postal facility service disruptions due to weather-related and other natural disasters or events.

If your mail cannot be delivered because accumulated snow prevents the carrier from reaching your box, you may choose any one of the following alternatives:

- Arrange with a neighbor to receive your mail.
- Put up a suitable temporary mail box (for example, a sturdy box).
- Meet the carrier at your box.
- Pick up your mail at your local Post Office™ location.

Your postmaster will be pleased to discuss these alternatives so that you may select the one most convenient for you.

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## Full mailbox and overflow

- If a mail receptacle is deemed by the letter carrier to be full, the letter carrier will leave a "[We ReDeliver for You](#)" form (PS Form 3849) in that receptacle and return the overflow mail to the local Post Office™ location for pickup. The LPO will automatically hold accumulated mail for up to 10 days. After ten days, mail is returned to sender. The recipient can get the overflow mail by:
  - [Scheduling a Redelivery](#) with PS Form 3849 - Someone must be available to receive the overflow mail when Redelivery occurs.

- Picking up the overflow mail from the LPO listed on the Delivery Notice. You will need to bring photo ID for pickup.

### **Travel obstructions**

- Persons responsible for road maintenance must be notified of road conditions obstructing the delivery of mail. If repairs are not made promptly, service may be withdrawn.