

# 3 Extra Services

## 310 Certificate of Mailing

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### 311 Description

Certificates of mailing furnish evidence of mailing only. A receipt is not obtained on delivery of the mail to the addressee. The fee paid for certificates of mailing does not insure the item against loss or damage.

### 312 Availability

#### 312.1 At Time of Purchase

Customers may purchase a certificate of mailing when sending the following:

- a. Postcards.
- b. Unregistered First-Class Mail International items.
- c. Free matter for the blind.
- d. Priority Mail International flat-rate envelopes or small flat-rate boxes.
- e. Ordinary (uninsured) Priority Mail International parcels including regular/medium and large flat-rate boxes.
- f. Airmail M-bags.

#### 312.2 After Mailing (Additional Criteria)

To obtain an additional certificate after mailing, the mailer must present the original certificate and an additional certificate endorsed "Duplicate" or a copy showing the original dates of mailing. The additional certificate must be postmarked to show the current date. A certificate of mailing cannot be obtained in combination with Registered Mail items, insured parcels, or bulk mailings of 200 pieces or more that bear a permit imprint.

### 313 Fees

#### 313.1 Individual Pieces

The fee for certificates of mailing for ordinary First-Class Mail International items and ordinary Priority Mail International parcels is \$1.15 for pieces listed individually on PS Form 3817, *Certificate of Mailing*. The fee for three or more pieces individually listed on PS Form 3877, *Firm Mailing Book*, or an approved customer-provided manifest is \$0.42 per piece. Each additional copy of PS Form 3817 or firm mailing bills is available for \$1.15.

### 313.2 Bulk Pieces

PS Form 3606, *Certificate of Bulk Mailing*, is used to specify the total number of identical pieces of ordinary First-Class Mail International that are paid for with regular postage stamps, precanceled stamps, or meter stamps. The following certificate of mailing fees apply:

Up to 1,000 pieces	\$6.50
Each additional 1,000 pieces or fraction	\$0.75
Duplicate copy	\$1.15

## 314 Processing Requests

### 314.1 Forms

#### 314.11 Postal Service Forms

The forms used for domestic mail are also used for international mail (see DMM 503).

#### 314.12 Treasury Department Forms

- a. The sender may receive a certificate of mailing on Treasury Department (Internal Revenue) Forms P.T. 26, 27-A, or 550 certifying that the sender has waived the right to withdraw the item from the mail. The certificate of mailing fees apply to these forms.
- b. Post Office facilities may also certify on Customs Form 4455, *Certificate of Registration*, the exportation by mail of items sent abroad for alteration, repair, or replacement (see [713.43](#)). The certificate of mailing fees apply to each completed form.

#### 314.13 Agriculture Department Forms

Certain certificates or permits are required for the exportation of dried whole eggs. For procedures and fees, see [550](#).

### 314.2 Preparation

#### 314.21 Sender's Responsibility

Sender must:

- a. Prepare certificate as prescribed in DMM 503.
- b. Use a typewriter ink or ballpoint pen.
- c. Affix postage stamps or postage meter stamps *to the certificate* to cover fees or purchase a postage validation imprinter (PVI) label to be affixed by the accepting clerk.
- d. If certificate is an additional one for the same item endorse it "DUPLICATE" or "COPY."
- e. Return certificate to the accepting clerk.

#### 314.22 Accepting Clerk's Responsibility

Accepting clerk must:

- a. Make sure that the form has been properly completed and that the correct amount of postage has been affixed.
- b. Cancel the stamps with a postmark showing the current date.

- c. Sign the Treasury Department forms described in [314.12](#).  
**Note:** This is the only instance in which certification requires signatures or initials of Postal Service employees.
- d. Return the form to the sender.

## 320 Insurance

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### 321 Description

Insurance is provided against loss, damage, or missing contents for Priority Mail International parcels except the small flat-rate box. Compensation varies according to the fee paid. For parcels delivered to the addressee in damaged condition or with missing contents, payment is made to the addressee unless the addressee waives payment, in writing, in favor of the sender.

### 322 Availability

Insurance is available only for Priority Mail International parcels and only to certain countries. See Individual Country Listings. Insurance is not available for the Priority Mail International flat-rate envelope or small flat-rate box.

### 323 Fees and Insured Value

#### 323.1 Insurance Fees

The insurance fee is in addition to postage and other applicable fees. See Individual Country Listings.

#### 323.2 Insured Value

##### 323.21 Maximum

The insured value (insurance coverage) of a parcel may not be more than the maximum allowed for the country of destination. See Individual Country Listings.

##### 323.22 Insured Value vs. Declared Value

The insured value (insurance coverage) of a parcel may not be more than the declared value of the contents. However insured value may be less than declared value depending on the wish of the sender.

##### 323.23 Computation

The insurance fee is based on the insured value.

### 324 Processing Requests

#### 324.1 Mailing Receipt and Insurance Number

##### 324.11 General Use

*All* Priority Mail International insured parcels *must* be numbered. PS Form 2976-A, *Customs Declaration and Dispatch Note — CP 72*, and the mailing receipt issued at the time of mailing will serve as proof of mailing and proof of insurance. Volume mailers may use PS Form 3877, *Firm Mailing Book for Accountable Mail*, as the sender's receipt.

**324.12 Accepting Clerk's Responsibility**

The accepting clerk must:

- a. Indicate on PS Form 2976-A the amount for which the parcel is insured. Write the amount in U.S. dollars in ink in the "Insured Amount (U.S.) block."
- b. Convert the U.S. dollar amount to the special drawing right (SDR) value and enter it in the SDR value block. For example:  
INSURED VALUE  
\$100.00 (U.S.)  
62.59 SDR

- c. See [Exhibit 324.12 \(p. 1\)](#) for a table showing the conversion of U.S. dollar values up to \$600 to SDR equivalents. To determine SDR equivalents above \$600, multiply the insured amount, rounded up to the next full dollar, by the conversion factor of 0.6259.

**Note:** Use the following rates when converting between U.S. dollars and SDR values:

$$1 \text{ U.S. } \$ = 0.6259 \text{ SDR} \qquad 1 \text{ SDR} = \$1.60 (\$1.5978 \text{ U.S.})$$

- d. Write a bold capital "V" in the space provided adjacent to the boxes for Insured Amount and Insurance Fees as an indicator that additional insurance was purchased.
- e. Indicate special contents for fragile, liquid, and perishable items.
- f. Round stamp PS Form 2976-A in the appropriate place on each copy.

**324.13 Sender's Responsibility**

The sender should enter name and address of addressee on mailing receipt and retain it. The receipt must be submitted if the sender wishes to make an inquiry about or file a claim for an insured parcel (see chapter [9](#)).

**324.2 Marking**

The sender has the responsibility to do the following:

- a. Mark parcels containing fragile or perishable articles with the appropriate endorsement — e.g. "FRAGILE," "PERISHABLE," "GLASS," etc.
- b. Enter the insured amount in U.S. currency (figures only) in the appropriate space on the customs declaration.

**324.3 Postmarking**

- a. Postmark item at the time of acceptance showing the full name of the Post Office facility two-letter state abbreviation and ZIP Code if authorized and the date of mailing.
- b. Postmark at all breaks (cuts or torn edges) of any gummed-paper strips used in sealing parcels.

**324.4 Sealing**

All insured parcels must be sealed.

Exhibit 324.12 (p. 1)

**Conversion Table: U.S. Dollars to Special Drawing Right (SDR)**

1 U.S. \$ = 0.6259 SDR 1 SDR = \$1.60 [\$1.5978 U.S.]

US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR
1	0.6259	51	31.9209	101	63.2159	151	94.5109	201	125.8059	251	157.1009
2	1.2518	52	32.5468	102	63.8418	152	95.1368	202	126.4318	252	157.7268
3	1.8777	53	33.1727	103	64.4677	153	95.7627	203	127.0577	253	158.3527
4	2.5036	54	33.7986	104	65.0936	154	96.3886	204	127.6836	254	158.9786
5	3.1295	55	34.4245	105	65.7195	155	97.0145	205	128.3095	255	159.6045
6	3.7554	56	35.0504	106	66.3454	156	97.6404	206	128.9354	256	160.2304
7	4.3813	57	35.6763	107	66.9713	157	98.2663	207	129.5613	257	160.8563
8	5.0072	58	36.3022	108	67.5972	158	98.8922	208	130.1872	258	161.4822
9	5.6331	59	36.9281	109	68.2231	159	99.5181	209	130.8131	259	162.1081
10	6.2590	60	37.5540	110	68.8490	160	100.1440	210	131.4390	260	162.7340
11	6.8849	61	38.1799	111	69.4749	161	100.7699	211	132.0649	261	163.3599
12	7.5108	62	38.8058	112	70.1008	162	101.3958	212	132.6908	262	163.9858
13	8.1367	63	39.4317	113	70.7267	163	102.0217	213	133.3167	263	164.6117
14	8.7626	64	40.0576	114	71.3526	164	102.6476	214	133.9426	264	165.2376
15	9.3885	65	40.6835	115	71.9785	165	103.2735	215	134.5685	265	165.8635
16	10.0144	66	41.3094	116	72.6044	166	103.8994	216	135.1944	266	166.4894
17	10.6403	67	41.9353	117	73.2303	167	104.5253	217	135.8203	267	167.1153
18	11.2662	68	42.5612	118	73.8562	168	105.1512	218	136.4462	268	167.7412
19	11.8921	69	43.1871	119	74.4821	169	105.7771	219	137.0721	269	168.3671
20	12.5180	70	43.8130	120	75.1080	170	106.4030	220	137.6980	270	168.9930
21	13.1439	71	44.4389	121	75.7339	171	107.0289	221	138.3239	271	169.6189
22	13.7698	72	45.0648	122	76.3598	172	107.6548	222	138.9498	272	170.2448
23	14.3957	73	45.6907	123	76.9857	173	108.2807	223	139.5757	273	170.8707
24	15.0216	74	46.3166	124	77.6116	174	108.9066	224	140.2016	274	171.4966
25	15.6475	75	46.9425	125	78.2375	175	109.5325	225	140.8275	275	172.1225
26	16.2734	76	47.5684	126	78.8634	176	110.1584	226	141.4534	276	172.7484
27	16.8993	77	48.1943	127	79.4893	177	110.7843	227	142.0793	277	173.3743
28	17.5252	78	48.8202	128	80.1152	178	111.4102	228	142.7052	278	174.0002
29	18.1511	79	49.4461	129	80.7411	179	112.0361	229	143.3311	279	174.6261
30	18.7770	80	50.0720	130	81.3670	180	112.6620	230	143.9570	280	175.2520
31	19.4029	81	50.6979	131	81.9929	181	113.2879	231	144.5829	281	175.8779
32	20.0288	82	51.3238	132	82.6188	182	113.9138	232	145.2088	282	176.5038
33	20.6547	83	51.9497	133	83.2447	183	114.5397	233	145.8347	283	177.1297
34	21.2806	84	52.5756	134	83.8706	184	115.1656	234	146.4606	284	177.7556
35	21.9065	85	53.2015	135	84.4965	185	115.7915	235	147.0865	285	178.3815
36	22.5324	86	53.8274	136	85.1224	186	116.4174	236	147.7124	286	179.0074
37	23.1583	87	54.4533	137	85.7483	187	117.0433	237	148.3383	287	179.6333
38	23.7842	88	55.0792	138	86.3742	188	117.6692	238	148.9642	288	180.2592
39	24.4101	89	55.7051	139	87.0001	189	118.2951	239	149.5901	289	180.8851
40	25.0360	90	56.3310	140	87.6260	190	118.9210	240	150.2160	290	181.5110
41	25.6619	91	56.9569	141	88.2519	191	119.5469	241	150.8419	291	182.1369
42	26.2878	92	57.5828	142	88.8778	192	120.1728	242	151.4678	292	182.7628
43	26.9137	93	58.2087	143	89.5037	193	120.7987	243	152.0937	293	183.3887
44	27.5396	94	58.8346	144	90.1296	194	121.4246	244	152.7196	294	184.0146
45	28.1655	95	59.4605	145	90.7555	195	122.0505	245	153.3455	295	184.6405
46	28.7914	96	60.0864	146	91.3814	196	122.6764	246	153.9714	296	185.2664
47	29.4173	97	60.7123	147	92.0073	197	123.3023	247	154.5973	297	185.8923
48	30.0432	98	61.3382	148	92.6332	198	123.9282	248	155.2232	298	186.5182
49	30.6691	99	61.9641	149	93.2591	199	124.5541	249	155.8491	299	187.1441
50	31.2950	100	62.5900	150	93.8850	200	125.1800	250	156.4750	300	187.7700

Exhibit 324.12 (p. 2)

**Conversion Table: U.S. Dollars to Special Drawing Right (SDR)**

1 U.S. \$ = 0.6259 SDR 1 SDR = \$1.60 [\$1.5978 U.S.]

US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR
301	188.3959	351	219.6909	401	250.9859	451	282.2809	501	313.5759	551	344.8709
302	189.0218	352	220.3168	402	251.6118	452	282.9068	502	314.2018	552	345.4968
303	189.6477	353	220.9427	403	252.2377	453	283.5327	503	314.8277	553	346.1227
304	190.2736	354	221.5686	404	252.8636	454	284.1586	504	315.4536	554	346.7486
305	190.8995	355	222.1945	405	253.4895	455	284.7845	505	316.0795	555	347.3745
306	191.5254	356	222.8204	406	254.1154	456	285.4104	506	316.7054	556	348.0004
307	192.1513	357	223.4463	407	254.7413	457	286.0363	507	317.3313	557	348.6263
308	192.7772	358	224.0722	408	255.3672	458	286.6622	508	317.9572	558	349.2522
309	193.4031	359	224.6981	409	255.9931	459	287.2881	509	318.5831	559	349.8781
310	194.0290	360	225.3240	410	256.6190	460	287.9140	510	319.2090	560	350.5040
311	194.6549	361	225.9499	411	257.2449	461	288.5399	511	319.8349	561	351.1299
312	195.2808	362	226.5758	412	257.8708	462	289.1658	512	320.4608	562	351.7558
313	195.9067	363	227.2017	413	258.4967	463	289.7917	513	321.0867	563	352.3817
314	196.5326	364	227.8276	414	259.1226	464	290.4176	514	321.7126	564	353.0076
315	197.1585	365	228.4535	415	259.7485	465	291.0435	515	322.3385	565	353.6335
316	197.7844	366	229.0794	416	260.3744	466	291.6694	516	322.9644	566	354.2594
317	198.4103	367	229.7053	417	261.0003	467	292.2953	517	323.5903	567	354.8853
318	199.0362	368	230.3312	418	261.6262	468	292.9212	518	324.2162	568	355.5112
319	199.6621	369	230.9571	419	262.2521	469	293.5471	519	324.8421	569	356.1371
320	200.2880	370	231.5830	420	262.8780	470	294.1730	520	325.4680	570	356.7630
321	200.9139	371	232.2089	421	263.5039	471	294.7989	521	326.0939	571	357.3889
322	201.5398	372	232.8348	422	264.1298	472	295.4248	522	326.7198	572	358.0148
323	202.1657	373	233.4607	423	264.7557	473	296.0507	523	327.3457	573	358.6407
324	202.7916	374	234.0866	424	265.3816	474	296.6766	524	327.9716	574	359.2666
325	203.4175	375	234.7125	425	266.0075	475	297.3025	525	328.5975	575	359.8925
326	204.0434	376	235.3384	426	266.6334	476	297.9284	526	329.2234	576	360.5184
327	204.6693	377	235.9643	427	267.2593	477	298.5543	527	329.8493	577	361.1443
328	205.2952	378	236.5902	428	267.8852	478	299.1802	528	330.4752	578	361.7702
329	205.9211	379	237.2161	429	268.5111	479	299.8061	529	331.1011	579	362.3961
330	206.5470	380	237.8420	430	269.1370	480	300.4320	530	331.7270	580	363.0220
331	207.1729	381	238.4679	431	269.7629	481	301.0579	531	332.3529	581	363.6479
332	207.7988	382	239.0938	432	270.3888	482	301.6838	532	332.9788	582	364.2738
333	208.4247	383	239.7197	433	271.0147	483	302.3097	533	333.6047	583	364.8997
334	209.0506	384	240.3456	434	271.6406	484	302.9356	534	334.2306	584	365.5256
335	209.6765	385	240.9715	435	272.2665	485	303.5615	535	334.8565	585	366.1515
336	210.3024	386	241.5974	436	272.8924	486	304.1874	536	335.4824	586	366.7774
337	210.9283	387	242.2233	437	273.5183	487	304.8133	537	336.1083	587	367.4033
338	211.5542	388	242.8492	438	274.1442	488	305.4392	538	336.7342	588	368.0292
339	212.1801	389	243.4751	439	274.7701	489	306.0651	539	337.3601	589	368.6551
340	212.8060	390	244.1010	440	275.3960	490	306.6910	540	337.9860	590	369.2810
341	213.4319	391	244.7269	441	276.0219	491	307.3169	541	338.6119	591	369.9069
342	214.0578	392	245.3528	442	276.6478	492	307.9428	542	339.2378	592	370.5328
343	214.6837	393	245.9787	443	277.2737	493	308.5687	543	339.8637	593	371.1587
344	215.3096	394	246.6046	444	277.8996	494	309.1946	544	340.4896	594	371.7846
345	215.9355	395	247.2305	445	278.5255	495	309.8205	545	341.1155	595	372.4105
346	216.5614	396	247.8564	446	279.1514	496	310.4464	546	341.7414	596	373.0364
347	217.1873	397	248.4823	447	279.7773	497	311.0723	547	342.3673	597	373.6623
348	217.8132	398	249.1082	448	280.4032	498	311.6982	548	342.9932	598	374.2882
349	218.4391	399	249.7341	449	281.0291	499	312.3241	549	343.6191	599	374.9141
350	219.0650	400	250.3600	450	281.6550	500	312.9500	550	344.2450	600	375.5400

**324.5 Return Receipt**

Return receipt service is available to many countries. See Individual Country Listings.

**325 Indemnity Claims and Payments**

The sender must submit the original mailing receipt, sender's copy of PS Form 2976-A, *Customs Declaration and Dispatch Note — CP 72*, as proof of mailing and proof of insurance to file a claim. (See chapter [9](#).)

## 330 Registered Mail

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**331 Description**

Customers may use Registered Mail service for additional protection and security in dispatch and conveyance in the United States. For each registered item a mailing receipt is issued by the office of mailing and a record of delivery is maintained at the office of destination. Indemnity limits are much lower for Registered Mail items than for insured mail. In the United States, Registered Mail items are handled separately from all other mail and are kept in a secure area with restricted access. In destination countries, Registered Mail items are handled according to their own internal procedures.

**332 Availability**

Customers may purchase Registered Mail service for items that weigh up to 4 pounds. Registered Mail service is not available with Global Express Guaranteed, Express Mail International, or Priority Mail International parcels or any type of M-bag service. See Individual Country Listings for additional country-specific prohibitions and restrictions. Registered Mail service is available for the following types of mail:

- a. The Priority Mail International flat-rate envelope, including free matter for the blind items.
- b. The Priority Mail International small flat-rate box, including free matter for the blind items.
- c. First-Class Mail International items, including free matter for the blind items.

**333 Fees and Indemnity Limits****333.1 Registration Fees**

The registry fee for all countries is \$11.50.

**333.2 Indemnity Limit**

Regardless of the declared value of a registered item, the maximum amount of indemnity payable for loss, damage, or missing contents is \$47.93.

## 334 Processing Requests

### 334.1 Mailing Receipt and Registration Number

#### 334.11 General Use

A receipt is issued for a Registered Mail item when it is accepted. For individual transactions PS Form 3806, *Receipt for Registered Mail*, is used. When an average of three or more items are presented for registration at one time PS Form 3877, *Firm Mailing Book for Accountable Mail*, may be used (see DMM 503). The registered number is determined by Label 200 *Registered Mail* a preprinted self-adhesive label with a number series of nine digits preceded by a Service Type Code of two alpha characters and followed by the Country Code of two alpha characters "US." Only labels printed by the Postal Service may be used on international Registered Mail items.

#### 334.12 Sender's Responsibility

The sender must:

- a. Enter the name and address of addressee on the mailing receipt before presenting the item for registration.
- b. Declare the full value of mail presented for registration. The value declared must be identical to the value stated on PS Form 2976, *Customs Declaration CN 22 — Sender's Declaration* (green label). Items on which identical values are not declared will be refused. (See [123.711](#).)
- c. The sender should retain the receipt and must submit it if he or she wishes to file a claim for the registered item (see chapter [9](#)).

#### 334.13 Accepting Clerk's Responsibility

The accepting clerk must:

- a. Verify that the value declared on PS Form 3806 and the value declared on PS Form 2976 are identical. Refuse items on which the declared values are not the same.
- b. Affix Label 200, *Registered Mail*, to the item on the address side — in the upper left, below the return address — and enter the number in ink on the mailing receipt.
- c. If requested by the sender, show on the mailing receipt and on the Post Office record the time the item was accepted for mailing.
- d. Enter the registration fee and postage plus the return receipt and the restricted delivery fee if applicable on the receipt.
- e. Endorse mailing receipt "OFFICIAL PAID" or "OFF. PD." when federal government official mail is registered pursuant to [142.1](#).

#### 334.14 Preparation

Items bearing an address in pencil or any other erasable format must not be accepted for Registered Mail service.

**334.2 Marking**

The accepting clerk must enter the following endorsements and special markings on each registered item:

- a. Affix Label 200 as noted in [334.13b](#). All Registered Mail items of U.S. origin must bear a Label 200.
- b. Place airmail Label 19-A or Label 19-B or the words "PAR AVION" on registered items prepaid for air if the sender has failed to do this.
- c. Endorse the item for any other extra service that the sender requests.

**334.3 Postmarking****334.31 Placement**

Postmark registered items twice on the back on the crossing of the upper and lower flaps. If return receipts are used, postmark partially on the receipt and partially on the flaps of the letter. Items sealed on the address side must be postmarked on the address side.

**334.32 Registered Matter for the Blind**

Postmark registered matter for the blind on the address side.

**334.4 Sealing****334.41 Sender's Responsibility**

Senders must securely seal all items presented for registration. Wax or paper seals on envelopes must bear a distinctive mark of the sender and must be affixed in such a way as to allow sufficient space at the intersections of the flaps for postmarking. Self-sealing envelopes and items that appear to have been opened and resealed may not be registered.

**334.42 Registered Free Matter for the Blind or Other Physically Handicapped Persons**

Registered matter for the blind or other physically handicapped persons must *not* be sealed.

**334.5 Return Receipt and Restricted Delivery**

Return receipts and restricted delivery can be purchased for registered items to most countries. (See [340](#) and [350](#) and Individual Country Listings.)

**335 Indemnity Claims and Payments**

The sender must submit a mailing receipt to make an inquiry or file a claim (see chapter [9](#)). Indemnity is provided for loss, damage, or missing contents. If a registered article has been delivered to the addressee payment for damage and missing contents is paid to the addressee unless the addressee waives payment in writing in favor of the sender.

## 340 Return Receipt

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### 341 **Description**

PS Form 2865, *Return Receipt for International Mail (Avis de Reception)*, is a pink card that is attached to a registered item, an insured parcel, or an Express Mail International item to certain countries (see [221.5](#)) at the time of mailing and that is removed and signed at the point of delivery and returned to the sender. Return receipt service provides the sender with evidence of delivery. Return receipts are completed in the country of destination in accordance with its internal regulations, which may not require the addressee's signature except under special circumstances. These receipts are returned to the sender by airmail.

### 342 **Availability**

Return receipts can be purchased only at the time of mailing and are available only for registered items and insured parcels. Return receipts are also available to a limited number of countries for Express Mail International (see [221.5](#)). Some countries do not admit return receipts or restrict them to Registered Mail items. See Individual Country Listings.

### 343 **Fee**

The fee for a return receipt is \$2.30. This fee must be paid in addition to postage and other applicable charges. Return receipt service is available at no charge for Express Mail International to certain countries.

**Note:** Include the weight of the return receipt when determining the postage for mailing the item.

### 344 **Processing Requests**

#### 344.1 **Form**

##### 344.11 **Sender's Responsibility**

The sender must enter the return address on the return receipt.

##### 344.12 **Accepting Clerk's Responsibility**

The accepting clerk must:

- a. Record the return receipt fee on the insured or registered mailing receipt.
- b. Enter the address of the addressee on the return receipt.
- c. Attach the return receipt to the item.
- d. Affix and cancel postage equal to the sum of the return receipt fee, postage, and other applicable fees.

#### 344.2 **Marking**

The accepting clerk must mark address side of item either "AVIS DE RECEPTION" or "A."

**344.3 Return Receipt Improperly Completed or Not Received**

If the sender does not receive a return receipt for which a fee was paid, or if the sender receives an improperly completed return receipt, an inquiry may be filed. (See [920](#) for inquiry procedures.)

## 350 Restricted Delivery

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**351 Description****351.1 General**

Restricted delivery is a service that generally limits who may receive an item. It is limited to First-Class Mail International items (including the Priority Mail International flat-rate envelope and small flat-rate box) using Registered Mail service. The details of the service, however, are governed by the internal legislation of the destination country. Some countries will deliver only to the addressee in person and will obtain that person's signature on the receipt. Other countries may permit delivery to agents of the addressee and/or may require only the signature of a postal official on the return receipt.

**351.2 Undeliverable Mail**

If the country of destination is unable to deliver the item in accordance with its regulations it will be returned as undeliverable.

**352 Availability**

Restricted delivery is available *only*:

- a. At time of mailing.
- b. For registered items.
- c. If accompanied by a return receipt (see [340](#)).
- d. To certain countries. See Individual Country Listings.

**353 Fee**

The fee is \$4.50 and is in addition to postage and other applicable fees.

**354 Processing Requests****354.1 Marking**

The sender must endorse item "A REMETTRE EN MAIN PROPRE" or the equivalent in a language known in the destination country. Endorsement should be located on the address side below the return address.

**354.2 Postage**

The accepting clerk must affix and cancel postage equal to the sum of the restricted delivery fee, regular postage, and other fees.

## 360 (Reserved)

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## 370 International Money Transfer Services

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### 371 International Money Orders

#### 371.1 Description

##### 371.11 General

International postal money order service is available to transfer funds to individuals or firms in countries that have entered into agreements with the United States Postal Service for the exchange of postal money orders. International postal money orders may be sent by First-Class Mail International or Express Mail International service.

##### 371.12 Maximum Amount

The maximum amount for a single international postal money order is \$700 unless noted otherwise in parentheses in [Exhibit 371.2](#).

There is no limit on the number of money orders that may be sent to a payee during any time period. There is a limit on the total face value of money orders an individual customer may purchase on any one day (see DMM 503.14).

##### 371.2 Availability

International postal money orders are exchanged with countries using the pink International Postal Money Order (Form MP1). [Exhibit 371.2](#) lists the countries that accept this form. The maximum amount for a single postal money order is \$700 unless noted otherwise in parentheses in [Exhibit 371.2](#).

Exhibit 371.2

#### **Countries Accepting the International Postal Money Order Form (MP1)**

Albania	Dominican Republic <sup>2</sup>	Mexico <sup>2</sup>
Anguilla	Ecuador <sup>2</sup>	Montserrat
Antigua and Barbuda	El Salvador (\$500)	Peru
Bahamas	Grenada	St. Christopher (St. Kitts) and Nevis
Barbados <sup>1</sup>	Guinea <sup>2</sup>	St. Lucia
Belize	Guyana (\$500)	St. Vincent and the Grenadines
Bolivia <sup>2</sup>	Honduras <sup>2</sup>	Sierra Leone <sup>2</sup>
British Virgin Islands	Jamaica <sup>3</sup>	Trinidad and Tobago <sup>3</sup>
Canada	Japan <sup>4</sup>	
Cape Verde <sup>2</sup>	Mali <sup>2</sup>	
Dominica		

<sup>(1)</sup> In Barbados the amount of the money due for payment will no longer be handwritten on Form MP1 (the form currently states "Amount To Be Written In Words") but will be electronically applied.

<sup>(2)</sup> Bolivia, Cape Verde, Dominican Republic, Ecuador, Guinea, Honduras, Mali, Mexico, and Sierra Leone will not issue money orders for payment in the United States.

<sup>(3)</sup> Jamaica and Trinidad and Tobago will not issue money orders in U.S. dollars.

<sup>(4)</sup> In Japan the Form TFP1 money orders issued for payment in the United States must be shown in U.S. dollars preceded by the capital letters "USD."

**371.3 Fees**

The fee for money orders payable in countries that accept Form MP1 is \$3.85 per money order.

**371.4 Processing Requirements****371.4.1 Form Required – International Postal Money Order (Form MP1)**

Use the pink International Postal Money Order (Form MP1) for money orders payable to the countries listed in [Exhibit 371.2](#). Follow the issuance procedures in DMM 503.14.

**Note:** For money orders payable in Canada the amount of the money order must be expressed in U.S. currency only. Issuing clerks must use the money order imprinter in the usual manner printing the amount received in U.S. currency.

**371.4.2 Preparation by Purchaser**

When Form MP1 is used to send funds the purchaser should complete the information requested on both the money order and the customer's receipt. Follow the instructions for preparing domestic money orders in DMM 503.14 when using Form MP1. The Postal Service is not liable for money orders that are lost before the purchaser completes this information. Money orders may be made payable to the purchaser (either a person or a firm) or a payee by official title (e.g., Director of Publications Canada).

**371.4.3 Preparation by Postal Service Employee**

Follow the instructions for preparing domestic money orders in DMM 503.14 when issuing Form MP1.

**371.5 Procedures for Cashing Money Orders Issued by Foreign Countries****371.5.1 Valid Postal Money Orders**

Valid postal money orders issued by countries listed in [Exhibit 371.2](#) will be paid in accordance with the procedures for cashing domestic money orders (see DMM 503.14). However no international money order will be paid after the expiration of the validity date on the money order.

**371.5.2 Canadian Money Orders**

Canadian money orders may be paid only if they are addressed to a payee within the United States and the amount is imprinted in United States currency.

**371.5.3 Japanese Money Orders**

Valid postal money orders issued by Japan on its Form TFP1 are cashed in accordance with DMM 503.14. Money orders must not be paid after the expiration of the validity date indicated on the money order. The amount to be paid is shown in United States dollars and must not have been altered.

### 371.6 **Lost Reissued Money Orders**

Report the facts concerning lost reissued money orders (e.g. an international money order sent to the United States by a foreign country and reissued on a domestic form to the payee in the United States) to:

INTERNATIONAL MONEY ORDER SECTION  
ACCOUNTING SERVICE CTR  
US POSTAL SERVICE  
PO BOX 82414  
ST LOUIS MO 63182-9421

### 371.7 **Inquiries**

#### 371.71 **Who May Receive Information**

Postal Service employees must not disclose information concerning money order transactions to any person except the purchaser, the payee, the endorsee, or a duly authorized agent of one of these. The Office of Accounting Postal Service Headquarters may authorize other requests only when the request concerns a specific money order or a specific party to a money order transaction and when accompanied by a valid court order.

Send requests to:

OFFICE OF ACCOUNTING  
US POSTAL SERVICE  
475 L'ENFANT PLZ SW  
WASHINGTON DC 20260-5240

#### 371.72 **Inquiries Regarding Payment**

##### 371.721 **Money Orders Issued on International Postal Money Order (Form MP1)**

Use PS Form 6401, *Money Order Inquiry*, in accordance with DMM 503.14 when filing inquiries or requests for replacement of an International Postal Money Order (Form MP1). Only the purchaser may file and receive payment. Replacement will not be made before 6 months after the date of issuance.

##### 371.722 **Reissued International Money Orders (89 Series)**

Use PS Form 6401, *Money Order Inquiry*, in accordance with DMM 503.14 when filing inquiries or requests for replacement of reissued international postal money orders. The U.S. payee may file and receive payment.

##### 371.723 **Fee for PS Form 6401, Money Order Inquiry**

The fee charged for each PS Form 6401, *Money Order Inquiry*, is \$5.20. The fee is not required if PS Form 6401 is filed by a bank, another financial institution, a government agency that processes money orders directly with the Federal Reserve Bank, or a Postal Service official engaged in official USPS business.

### 372 **Sure Money (DineroSeguro)**

#### 372.1 **Description**

Sure Money® (DineroSeguro®) is a service provided at certain Post Office locations for customers to electronically transfer money internationally to individuals or firms in certain Latin American countries. Funds are transferred

to participating banks or other approved agents in Latin America, where payees can claim them. Funds are guaranteed to transfer in 15 minutes, and a currency conversion rate is provided to the sender at the time of purchase.

### 372.2 Options and Restrictions

The following restrictions apply to Sure Money service:

- a. The maximum purchase per day is \$2,000.
- b. Regardless of the amount of money sent, the payee must present a valid photo identification, which must match exactly the name on the transaction, as well as a valid confirmation number that is provided to the sender at the time of purchase.
- c. For a fee and with valid photo identification, the sender may change the individual who is designated as the payee.
- d. For a fee and with valid photo identification, the sender may request a refund if for any reason payout in the destination country was unsuccessful.

### 372.3 Fees

Fees for Sure Money service are as follows:

Transaction Type	Minimum Amount	Maximum Amount	Fee
Sales	\$0.01	\$750.00	\$10.00
	\$750.01	\$1,500.00	\$15.00
	\$1,500.01	\$2,000.00	\$20.00
Refunds	\$0.01	\$2,000.00	\$25.00
Change of Payee	\$0.01	\$2,000.00	\$10.00

### 372.4 Participating Post Offices

Sure Money service is available at 2,800 Post Office locations. To determine the closest participating Post Office location, customers should call 888-368-4669.

### 372.5 Availability

Participating countries for Sure Money service are as follows:

- a. Argentina.
- b. Colombia.
- c. Dominican Republic.
- d. Ecuador.
- e. El Salvador.
- f. Guatemala.
- g. Honduras.
- h. Mexico.
- i. Nicaragua.
- j. Peru.

**372.6 Currencies by Country**

Local currencies vary by country. Some countries use the U.S. dollar as their payout currency, and in those countries the exchange rate with U.S. currency is always one-to-one. Other countries use their own currency, which has a different foreign currency exchange rate. Senders will receive information specific to their transactions when they purchase Sure Money service.

**372.7 Service Guarantee**

Upon request, the sender may receive a refund of the sale fee only if the transaction arrives at the payout agent after the 15-minute guarantee period has not been attained. All refunds are subject to the terms and conditions applicable to the service at the time of purchase.

## 380 Supplemental Services

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**381 International Reply Coupons****381.1 Description**

- a. The sender of a letter may prepay a reply by purchasing reply coupons that are sold and exchangeable for postage stamps by postal administrations in member countries of the Universal Postal Union.
- b. International reply coupons (in French *Coupons-Reponse Internationaux*) are printed in blue ink on paper that has the letters "UPU" in large characters in the watermark. The front of each coupon is printed in French. The reverse side of the coupon shows the text relating to its use in German, English, Arabic, Chinese, Spanish, and Russian.
- c. Coupons sold in the United States have the selling price printed on them while coupons in other countries may not.

**381.2 Availability**

Reply coupons may be requisitioned by Post Office facilities in the same manner as postage stamps. The coupons should be stocked at Post Office facilities that have a demand for them.

**381.3 Selling Price and Exchange Value**

- a. The selling price of a reply coupon in the United States is \$2.10. One coupon is exchangeable in any other member country for a stamp or stamps representing the minimum postage on an unregistered air letter. Unused U.S. coupons (that is those with the U.S. selling price stamped on them) may be exchanged only for United States postage stamps by the original purchaser at a discount of 1 cent below the purchase price.
- b. With the exceptions noted in [381.4d](#), international reply coupons purchased in foreign countries are exchangeable at U.S. Post Office facilities toward the purchase of postage stamps and embossed stamped envelopes at \$0.94 per coupon irrespective of the country where they were purchased.

**381.4 Processing Requests**

- a. When an international reply coupon is sold the Postal Service clerk must place a postmark in the block which is headed *control stamp of the country of origin*.
- b. Under Universal Postal Union's regulations member countries are *not* required to place a control stamp or postmark on the international reply coupons that they sell. Therefore some foreign issue reply coupons which are tendered for redemption may bear the name of the issuing country (generally in French) rather than the optional control stamp or postmark. Such coupons are exchangeable for U.S. postage as specified in [381.3b](#).
- c. A Post Office facility redeeming an unused U.S. coupon must postmark it in the unpostmarked circle. A Post Office facility exchanging a foreign reply coupon must postmark it in the right circle. Post Office facilities must not accept foreign coupons that already bear a Postal Service postmark.
- d. As of October 11, 2007, only international reply coupons printed by the Universal Postal Union can be redeemed at U.S. Post Offices. The valid version of the international reply coupons printed by the Universal Postal Union is approximately 3.75 inches by 6 inches, has a barcode on the back, and has an expiration date of December 31, 2009. This policy is for international reply coupons issued by the United States as well as for those issued by foreign postal administrations.
- e. Reply coupons formerly issued by the Postal Union of the Americas and Spain are no longer valid. These coupons are printed in green ink and bear the caption *Cupon Respuesta America-Espanol*. Customers possessing any of these coupons should return them to their correspondents in the country of issue for redemption through the selling post office.
- f. Postmasters must process exchanged foreign and redeemed U.S. coupons as prescribed in 426.9 International Reply Coupons (IRCs) Handbook F-1 *Post Office Accounting Procedures*.

**382 International Business Reply Service****382.1 Description**

International Business Reply Service (IBRS) is similar to domestic business reply mail service. It allows envelopes and cards to be distributed to and deposited in certain foreign countries for return to the addressee in the United States without prepayment of postage. Postage and service fees are collected from the U.S. addressee at delivery. Extra services cannot be used with IBRS.

**382.2 Availability**

International Business Reply Service (IBRS) is available to every country and territorial possession in the world that is a destination point for U.S.-originating international mail. To be admissible in the international mails IBRS envelopes and cards must conform to the size weight and format

requirements that are specified in [382.5](#) and [382.6](#) respectively. Qualifying mailpieces receive airmail treatment upon being returned by the foreign postal administrations to United States addressees. See [382.4](#) for the standard IBRS fees that apply to each envelope or card that is returned to the holder of a business reply mail (BRM) permit.

**Note:** Domestic business reply items are not mailable outside the United States. If deposited in a foreign postal system they will be treated in accordance with that country's internal postal regulations and may not be returned to the U.S. addressee.

### 382.3 **Who May Distribute IBRS Mail**

In order to initiate IBRS mail the U.S. sender must be a business reply mail (BRM) permit holder who has paid the prescribed accounting fee to participate in the Qualified Business Reply Mail (QBRM) program (see DMM 507). Prior to producing IBRS mail the mailers must advise in writing the postmaster of the Post Office facility where their permit is held that they intend to distribute IBRS mail. IBRS mail must meet all specifications of QBRM including using unique ZIP+4 codes identification of the price category and using the corresponding barcode. The postmaster must assign the unique ZIP+4 codes as part of the application process. Participating mailers are encouraged to submit preproduction samples for approval. The postmaster responsible will issue a letter of authorization to the mailer.

### 382.4 **Fees**

The fees for IBRS are as follows:

- a. Envelopes up to 2 ounces: \$1.45
- b. Cards: \$0.95

**Note:** The fee for each returned IBRS envelope and card includes the per piece charge that is applied to domestic business reply and subject to QBRM accounting procedures. It is not necessary for the sender to obtain a separate international business reply permit to have IBRS items processed through their advance deposit account.

### 382.5 **Size and Weight Requirements**

#### 382.51 **Cards**

The following size and weight requirements apply to cards:

- a. Minimum size: 3-1/2 by 5-1/2 inches.
- b. Maximum size: 4-1/4 by 6 inches.
- c. Thickness: Not less than .007 inch nor more than .016 inch.

**Note:** IBRS cards must be printed on paper stock meeting a standard industry basis weight of 75 pounds with none less than 71.25 pounds for 500 sheets measuring 25 inches by 38 inches and must also have a thickness of at least .007 inch and not more than .016 inch. The paper must be free from groundwood except when coated with a substance that adds to the paper's ability to resist an applied bending force.

**382.52 Envelopes**

The following size and weight requirements apply to envelopes:

- a. Minimum size: 3-1/2 by 5-1/2 inches.
- b. Maximum size: 6-1/8 by 11-1/2 inches.
- c. Thickness: Not less than .007 inch or more than .2 inch.
- d. Maximum weight: 2 ounces.

**382.6 Format Requirements ([Exhibit 382.6](#))****382.61 FIM**

Each International Business Reply Service (IBRS/CCRI) item must contain a Facing Identification Mark (FIM) pattern C printed at the top right portion of the address side of the item. The top of the FIM C bar pattern must be within 1/8 of an inch of the edge of the item and may extend to the edge. The right-most bar of the pattern must be within 2 inches (plus or minus 1/8 of an inch) of the right edge of the item. The FIM bars must be 5/8 (plus or minus 1/8) of an inch long. The entire FIM pattern must be completely contained within a rectangular clear zone measuring 1-1/4 inches in length and 5/8 of an inch in height; with its top edge formed by the top edge of the item and its right edge beginning 1-3/4 inches from the right edge of the item.

**382.62 Barcodes**

ZIP+4 Postnet Barcodes preassigned by the U.S. Postal Service must be printed on the address side of each International Business Reply Service (IBRS/CCRI) item within the “barcode read area” which must be free of any printing other than the barcode. The read area extends 5/8 of an inch from the bottom and at least 4-1/2 inches from the right edge of the item. The bottom of the bars must be positioned 1/4 inch (plus or minus 1/16 of an inch) from the bottom edge of the item and the barcode must be completely contained within the read area.

**382.63 No Postage Necessary Endorsement**

The endorsement “NE PAS AFFRANCHIR NO POSTAGE NECESSARY IF MAILED TO THE UNITED STATES” must be printed in the upper right corner of the face of the piece with a partial diagonal bar. The endorsement must not extend farther than 1-3/4 inches from the right edge of the mailpiece.

**382.64 Business Reply Legend**

The legend “INTERNATIONAL BUSINESS REPLY MAIL/REPONSE PAYEE” must appear above the address in capital letters at least 3/16 of an inch high. Immediately below the legend the words “PERMIT NO.” followed by the permit number and the issuing Post Office facility (city and state) must be shown in capital letters. This information must appear between two horizontal bars at least 3/32 of an inch thick and at least 1/2 inch apart. The endorsement “POSTAGE WILL BE PAID BY ADDRESSEE” must appear immediately below the lower bar.

**382.65 Address**

The complete address must appear including the name of the permit holder street address (and/or Post Office box number) city state and unique ZIP+4 code that is preassigned and the country of destination (United States of America) with the bottom line of the address no lower than 5/8 of an inch and the city state and ZIP+4 code line no higher than 2-1/4 inches from the bottom edge of the mailpiece. A clear margin void of any extraneous matter (except for the horizontal bars specified below) of at least 1 inch is required between the left and right edges of the mailpiece and the address.

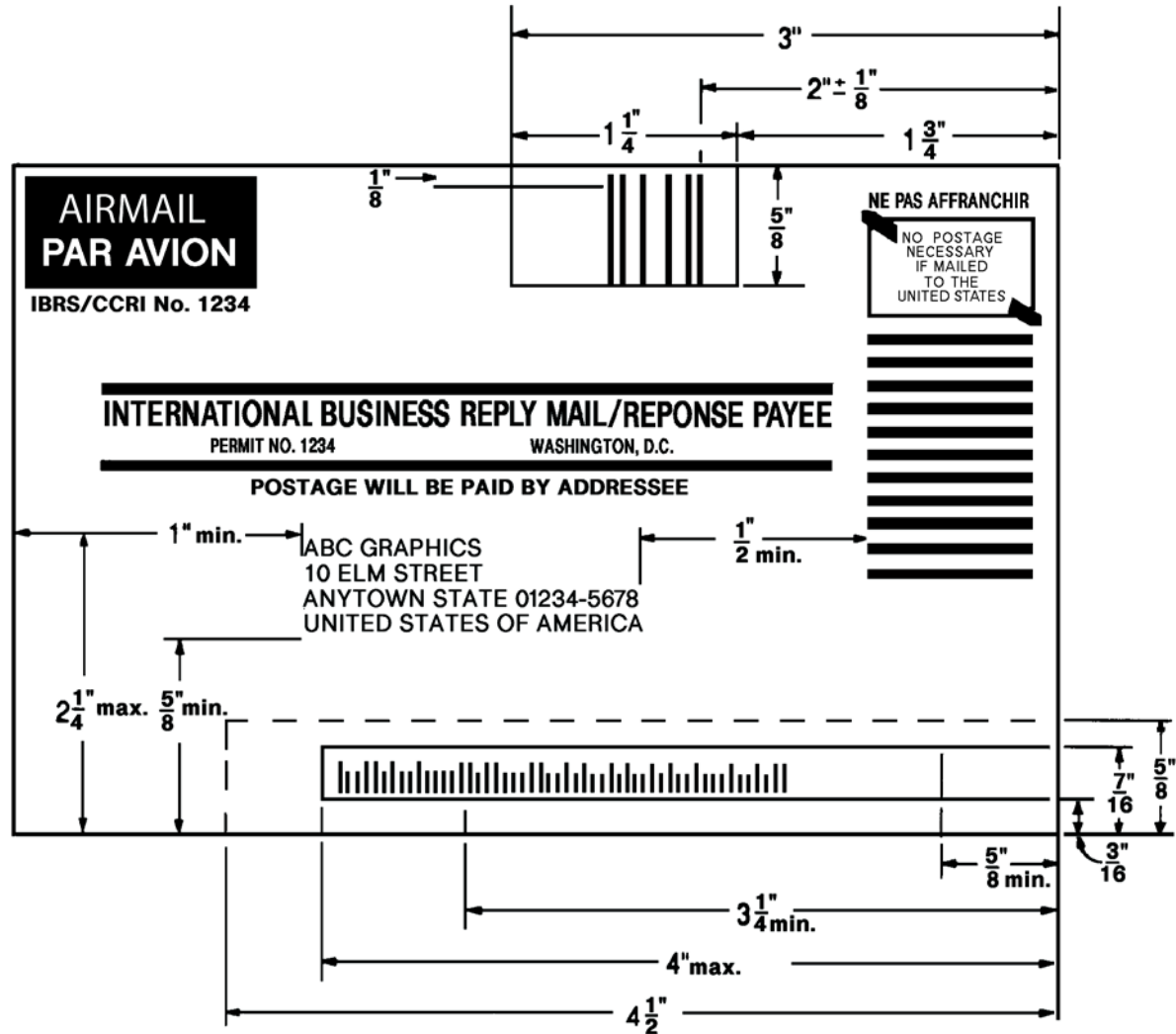
**382.66 Air Mail Endorsement**

The endorsement "AIR MAIL/PAR AVION" must be shown in the upper left corner on reverse print. Immediately beneath this endorsement must appear the words "IBRS/CCRI NO." followed by the permit number.

**382.67 Horizontal Bars**

A series of horizontal bars parallel to the length of the mailpiece must be printed immediately below the endorsement "NO POSTAGE NECESSARY IF MAILED TO THE UNITED STATES." The bars must be uniform in length at least 1 inch long and 1/16 of an inch to 3/16 of an inch thick and evenly spaced. The vertical column of horizontal bars must not extend below the delivery address line which is the line above the line containing the ZIP+4 code. There must be at least 1/2 of an inch clearance between the ZIP+4 code and the bars.

Exhibit 382.6  
Format Requirements – US IBRS




Drawing not to scale

### 382.7 Foreign International Business Reply Service

Mailers in the countries listed in [382.2](#) may be authorized to distribute IBRS mail in the United States. These items similar to the format in [Exhibit 382.7](#) are accepted without the prepayment of postage for return by air to the destination country. These items are forwarded with ordinary letters and cards to the designated international air exchange office for return to the appropriate country.

Exhibit 382.7

#### Format Requirements — Foreign IBRS

<p><b>By airmail</b> <i>Par avion</i></p>	<p>NE PAS AFFRANCHIR</p>  <p>NO STAMP REQUIRED</p>
<p>IBRS NUMBER: PHQ-B/15/SW CCRI NUMERO:</p>	<p><b>REPONSE PAYEE</b> <b>GRANDE-BRETAGNE</b></p> <p>ROYAL MAIL INTERNATIONAL 52 GROSVENOR GARDENS LONDON SW1W 0YA GREATBRITAIN</p>