

503 Extra Services

Overview

- 1.0 Registered Mail
- 2.0 Certified Mail
- 3.0 Insured Mail
- 4.0 Certificate of Mailing
- 5.0 Return Receipt
- 6.0 Bulk Proof of Delivery
- 7.0 Restricted Delivery
- 8.0 Adult Signature
- 9.0 Return Receipt for Merchandise
- 10.0 USPS Tracking
- 11.0 Signature Confirmation
- 12.0 Collect on Delivery (COD)
- 13.0 Special Handling
- 14.0 IMb Tracing
- 15.0 Money Orders

1.0 Registered Mail

1.1 Registered Mail Fees

Registered Mail fees and charges are in addition to postage. Maximum amount of insurance coverage available is \$25,000. Fees for articles valued over \$25,000 are for handling only. See [Notice 123—Price List](#).

1.2 Basic Information About Registered Mail

1.2.1 Description

Registered Mail is the most secure service that the USPS offers. It incorporates a system of receipts to monitor the movement of the mail from the point of acceptance to delivery. Registered Mail provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. Customers can retrieve the delivery status in three ways: (1) over the Internet at www.usps.com by entering the article number shown on the mailing receipt; (2) by telephone at 1-800-222-1811; or (3) by bulk electronic file transfer for mailers who provide an electronic manifest to the USPS. USPS maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing return receipt (5.0) service. Customers purchasing electronic return receipt service at the time of mailing may also receive bulk proof of delivery (6.0).

1.2.2 Eligible Matter

Only mailable matter prepaid with postage at the First-Class Mail, First-Class Package Service, or Priority Mail (excluding Critical Mail) prices may be sent as Registered Mail. The face (address side) of the registered article must be at least

503.1.2.3

5 inches long and 3-1/2 inches high, regardless of thickness. Items returned under merchandise return service (505.3.0) may be registered without prepayment of postage and fees.

1.2.3 Place of Mailing

Registration may be obtained by presenting mail to the following:

- a. A retail employee at a Post Office, station, or branch (including any contractor-operated unit). A postmaster may require that an article of unusually high value be presented only at the main office or at designated stations and branches.
- b. A rural carrier on a rural route. The article and sufficient cash for postage and required fees for mailing the article may be left in a rural mailbox. The carrier must hand any change to the sender or place it in an envelope and leave the envelope in the box on the carrier's next trip. Responsibility is not assumed for the article or cash until a receipt is issued. No responsibility is assumed for the change left in the box by the carrier.
- c. A rural carrier at a nonpersonnel rural unit. The sender must meet the rural carrier to have mail registered.

1.2.4 Ineligible Matter

Registration may not be obtained for mail that is handled as follows:

- a. Sent as business reply mail or in a business reply envelope.
- b. Placed in a street letterbox or Post Office maildrop.
- c. Addressed to a Post Office to which it cannot be transported safely.
- d. Prepared improperly or packed inadequately to withstand normal handling (see 1.4.7, *Fragile Item*).
- e. Tied or fastened with one or more articles, unless enclosed in the same envelope or wrapper.
- f. Presented for mailing in a padded envelope; envelope or mailer manufactured of spun-bonded olefin, such as Tyvek; plastic envelope or mailer; or envelope or mailer made of glossy-coated paper.
- g. Critical Mail.

1.2.5 Additional Services

[1-27-13] Purchasing Registered Mail service allows customers to then add restricted delivery service, return receipt service (Form 3811), or electronic return receipt service. Restricted delivery service and electronic return receipt service must be purchased at the time of mailing. Bulk proof of delivery (6.0) is available to mailers purchasing electronic return receipt service. Customers receiving bulk proof of delivery obtain signature data in a signature extract file format. The following additional services may be combined with Registered Mail if the applicable standards for the services are met and the additional service fees are paid:

- a. Collect on delivery (COD) service.
- b. USPS Tracking.

- c. Signature Confirmation.

1.3 Fees and Liability

1.3.1 Full Value

Regardless of any insurance that may cover the article, the mailer must always declare its full value to the USPS when presenting it for registration and mailing (see chart below). The mailer must tell the USPS clerk (or enter on the firm sheet if a firm mailer) the full value of mail matter presented for registration. Private insurance carried on Registered Mail does not modify the requirements for declaring the full value. The accepting USPS employee may ask the mailer to show that the full value of the matter presented is declared, and may refuse to accept the matter as Registered Mail if a satisfactory declaration of value is not provided. Only articles of no value may be mailed as Registered Mail without insurance.

MAIL MATTER	VALUE TO BE DECLARED
Negotiable Instrument (instruments payable to bearer, including stock certificates endorsed in blank)	Market value (value based on value at time of mailing)
Nonnegotiable Instrument [registered bonds, warehouse receipts, checks, drafts, deeds, wills, abstracts, and similar documents (certificates of stock considered nonnegotiable so far as declaration of value is concerned unless endorsed in blank)]	No value or replacement cost if postal insurance coverage desired ¹
Money	Full value
Jewelry, Gems, Precious Metal	Market value or cost
Merchandise	Market value or cost
Nonvaluable (matter without intrinsic value such as letters, files, records)	No value or replacement cost if postal insurance coverage desired ¹

1. A mailer who does not know replacement costs should contact a person or firm familiar with such documents and determine replacement costs before mailing the articles.

1.3.2 Fee and Postage

The fee and postage may be paid with ordinary postage stamps, meter stamps, or permit imprints. If a permit imprint is used, the exact amount of postage and fees paid must be shown within the permit imprint. For pieces that are part of a manifest mailing, only the registry fee must be shown within the permit imprint. The fee and postage on official mail of authorized federal agencies may also be paid with penalty stamps, penalty meter stamps, or penalty permit imprints. The fees and postage on items registered with merchandise return service are paid through a postage due account under [505.3.0](#).

1.3.3 Postal Insurance

Postal insurance is provided for articles with a value of at least \$0.01 up to a maximum insured value of \$25,000. Insurance is included in the fee. Postal insurance is not available for articles with no value (\$0.00).

503.1.3.4

1.3.4 Refund

A fee for Registered Mail is not refunded after the USPS accepts the mail even if the sender later withdraws the mail under [1.4.10](#). A fee for return receipt service or restricted delivery service is not refunded unless the USPS fails to provide the service. The sender must present the Registered Mail receipt showing payment of these services.

1.3.5 Official Mail

Official mail of authorized government agencies, if prepared under applicable standards in [703.7.0](#) for transmission of mail without prepayment of postage, may be sent by Registered Mail without prepayment of a registration fee.

1.3.6 Merchandise Return

Matter registered with merchandise return service under [505.3.0](#) may be sent by Registered Mail without prepayment of postage and fees.

1.3.7 Indemnity

Except for matter registered with merchandise return service, no indemnity is paid for any matter registered without prepayment of postage and fees. If a government agency wants indemnity coverage, both the applicable postage and registry fee must be paid in full with stamps or meter stamps.

1.4 Mailing**1.4.1 USPS**

USPS employees are not permitted to help customers prepare or seal mail to be registered.

1.4.2 Addressing

The mail must bear the complete names and addresses of both sender and addressee.

1.4.3 Opened Envelope

Any envelope or package that appears to have been opened and resealed, or otherwise improperly prepared, may not be registered.

1.4.4 Label 200

Registered Mail must bear a barcoded red Label 200 (see [Exhibit 1.4.4](#)). The label must be placed above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. A large-volume mailer can obtain Label 200 in rolls of 600.

Exhibit 1.4.4 Label 200**1.4.5 Privately Printed Label 200**

If authorized, a mailer may use a privately printed Label 200 for domestic mail only. Privately printed labels must be nearly identical in design and color to the USPS form, with a barcode and human-readable numbers that meet USPS specifications in Publication 109. Privately printed labels must include an Intelligent Mail package barcode prepared under [708.5.0](#), except that labels must retain the human-readable text, label design elements and color consistent with Label 200. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer must print sample labels with barcodes to be certified under the technical requirements in Publication 109.

1.4.6 Sealing

The mailer must securely seal envelopes. Paper or cellulose strips or wax or paper seals must not be placed over the intersections of flaps of letter-size envelopes where the postmark impressions are made. Packages must be sealed with mucilage or glue or with plain paper or cloth tape. Packages containing currency or securities may not be sealed exclusively by paper strips, but must first be sealed securely with mucilage or glue. Large envelopes (flats) that are completely sealed and that also have paper strips or paper tape across the intersections of the flaps may be considered packages for sealing requirements. To be used on Registered Mail, tape must visibly damage the envelope or wrapper if removed and must absorb the ink in a postmark impression.

1.4.7 Fragile Item

The mailer must tell the USPS employee whether the item is fragile and, if so, describe the interior packing. All articles presented for registration must be packed as specified in [601.3.0](#). The USPS may refuse packages not properly packed to withstand normal handling in the mail. Indemnity may be denied if articles are not properly packaged.

1.4.8 Window Envelope

A window envelope must have a transparent panel covering the opening to be eligible for registry. If the panel is glued to the envelope, the envelope may contain only matter without intrinsic value. If the panel is part of the envelope, the envelope may be used for all Registered Mail.

503.1.4.9

1.4.9 Firm Sheet

If three or more registered articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet) or privately printed firm sheets. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to Registered Mail. The mailer submits the forms in duplicate and receives one copy as a mailing receipt after the entries are verified by the postal employee accepting the mailing. All entries made on firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line.

1.4.10 Redirection of Mail

Registered Mail may be redirected to sender using Package Intercept under [507.5.0](#).

1.5 Delivery**1.5.1 Basic Standards**

Delivery of Registered Mail is subject to [508.1.0, Recipient Options](#). The postmaster may require the addressee to call for Registered Mail at the Post Office if delivery by carrier would not be safe.

1.5.2 Bad Condition

If the addressee accepts a registered article in bad condition (repaired with sealing stamps or reenclosed in a new envelope or wrapper), the addressee must open it without disturbing the seal, in the delivering employee's presence. If anything is missing, the envelope or wrapper must be given to the employee after it is endorsed to show what was missing.

1.6 Inquiry on Uninsured Article**1.6.1 Who May File**

If postal insurance was purchased, the claim procedures in [609](#) apply. The procedures in this section apply only to Registered Mail with no declared value. Only the mailer may file an inquiry on Registered Mail with no declared value. Only the permit holder may file an inquiry on Registered Mail with no declared value sent using merchandise return service.

1.6.2 When and How to File

The mailer may not file any inquiry until 15 days after the mailing date of the article. An inquiry may be filed at any Post Office, classified station, or classified branch, except for an inquiry about matter registered with merchandise return service, which must be filed by the permit holder at the Post Office where the permit is held. An inquiry for Registered Mail with no declared value must be filed by completing a PS Form 1000, *Domestic or International Claim*, which may be obtained from any Post Office or online at www.usps.com/forms/_pdf/ps1000.pdf.

1.6.3 Duplicate Inquiry

A duplicate inquiry may not be filed sooner than 30 days after the original inquiry.

2.0 Certified Mail

2.1 Certified Mail Fees

2.1.1 Certified Fees

Certified Mail fee is in addition to postage and other fees, and is charged per piece. See [Notice 123—Price List](#).

2.1.2 Fee and Postage

The Certified Mail fee must be paid in addition to the correct postage. The fee and postage may be paid with ordinary postage stamps, meter stamps, or permit imprints. The fee and postage on official mail of federal government agencies and departments are collected under the applicable reimbursement procedures.

2.2 Basic Information

2.2.1 Description

Certified Mail service provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. Customers can retrieve the delivery status in three ways: (1) over the Internet at www.usps.com by entering the article number shown on the mailing receipt; (2) by telephone at 1-800-222-1811; or (3) by bulk electronic file transfer for mailers who provide an electronic manifest to the USPS. Certified Mail is dispatched and handled in transit as ordinary mail. Delivery of Certified Mail is subject to [508.1.0](#) and [508.2.0](#). No insurance coverage is provided. USPS maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing return receipt ([5.0](#)) service. Customers purchasing electronic return receipt service at the time of mailing may also receive bulk proof of delivery ([6.0](#)).

2.2.2 Eligible Matter

Only mailable matter prepaid with postage at the First-Class Mail, First-Class Package Service, or Priority Mail (excluding Critical Mail) prices may be sent as Certified Mail.

2.2.3 Additional Services

The following services may be combined with Certified Mail if the applicable standards for the services are met and additional service fees are paid:

- a. Return receipt (not available for Adult Signature).
- b. Restricted delivery (not available for Adult Signature).
- c. Adult Signature Required and Adult Signature Restricted Delivery (available only for Priority Mail, but not Critical Mail).

2.2.4 Delivery Record

Mailers may request a delivery record after mailing under [5.0, Return Receipt](#).

2.3 Mailing

2.3.1 Where to Mail

A mailer may mail Certified Mail at a Post Office, branch, or station or give it to a rural carrier. Certified Mail may also be deposited in a Post Office maildrop, a street letterbox, a nonpersonnel unit, or any other receptacle for First-Class Mail, subject to 2.3.5.

2.3.2 Available Destinations

Certified Mail may be addressed for delivery only in the United States and its territories and possessions, through APOs and FPOs, or through the United Nations Post Office, New York.

2.3.3 Form 3800

Certified Mail must bear a barcoded green Form 3800 (see Exhibit 2.3.3). The label part of the form must be placed above the delivery address and to the right of the return address, or to the left of the delivery address on parcels.

Exhibit 2.3.3 Form 3800

2.3.4 Privately Printed Form 3800

If authorized, a mailer may use a privately printed Form 3800. The privately printed form must be nearly identical in design and color to the USPS form with a barcode and human readable numbers that meet the USPS specifications in Publication 109. Effective January 7, 2013, privately printed forms must include an Intelligent Mail package barcode prepared under 708.5.0, except that forms must retain the human-readable text, label design elements and color consistent with USPS Form 3800. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer must print sample labels with barcodes to be certified under the technical requirements in Publication 109.

2.3.5 Procedure

A mailer of Certified Mail must:

- a. Enter on Form 3800 the name and complete address of the person or firm to whom the mail is addressed.

- b. If a return receipt is requested, check the block on the mailing receipt to show the fee. Near the Certified Mail endorsement on the address side, add the endorsement "Return Receipt Requested." Enter the Certified Mail number on the return receipt card, address it to himself or herself, and attach it to the back of a small envelope or on the front of a package or large envelope, if the card does not cover the address. Enter the name and delivery address on the reverse of the return receipt to show where the receipt is to be sent. When a return receipt is requested, a complete return address (sender's name and delivery address) is required on the mailpiece. The name and delivery address entered on the reverse of the return receipt do not have to match the sender's name and return address on the mailpiece.
- c. Affix to the envelope enough postage to pay for the Certified Mail fee and First-Class Mail price and, if requested, the return receipt fee.
- d. If a postmarked sender's receipt is requested, attach the Certified Mail sticker to the address side of the article and present the article and the completed receipt to the USPS employee, who then round-dates the receipt to show when the article was accepted. If asked to do so, the USPS employee also shows on the receipt the time the article was accepted. Otherwise, attach the "Certified Mail" sticker to the address side of the article, detach the receipt, and mail the article. Mark the receipt to show the date.
- e. If restricted delivery of Certified Mail to the addressee or someone named by the addressee in writing is requested, endorse the mail "Restricted Delivery." This service is available only for articles addressed to individuals by name.

2.3.6 Firm Sheet—Three or More Pieces

If three or more certified articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet) or privately printed firm sheets, in lieu of the receipt portion of Form 3800. Privately printed or computer-generated sheets that contain the same information as Form 3877 may be approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to Certified Mail. If the mailer wants the firm sheets receipted by the USPS, the mailer must present the books with the articles to be mailed at a Post Office. The sheets of the books become the mailer's receipts. All entries made in firm sheets must be made by ink or typewritten. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line.

3.0 Insured Mail

3.1 Insurance Coverage-Priority Mail Express

[7-28-13] Priority Mail Express is insured against loss, damage, or missing contents, subject to these standards:

- a. Insurance coverage for Priority Mail Express Open & Distribute shipments ends on receipt at the destination postal facility and the content of each Priority Mail Express container is considered one mailpiece for indemnity coverage.

- b. All Priority Mail Express signed for by the addressee or the addressee's agent constitutes a valid delivery, and no indemnity for loss is paid. For Priority Mail Express items not requiring a signature, a delivered scan event constitutes a valid delivery, and no indemnity for loss is paid.
- c. Merchandise insurance coverage is provided against loss, damage, or missing contents and limited to a maximum liability of \$100.00. (Additional insurance under 3.1.1 may be purchased up to a maximum coverage of \$5,000.00.) Nonnegotiable documents are insured against loss, damage, or missing contents, up to \$100.00 per piece, subject to the maximum limit per occurrence as defined in 609.
- d. Customers may file a claim online for insured Priority Mail Express at www.usps.com/domestic-claims. Additional terms, coverage, and procedures of indemnity claims are in 609.

3.1.1 Additional Insurance-Priority Mail Express

[7-28-13] Additional insurance, up to a maximum coverage of \$5,000.00, may be purchased for merchandise valued at more than \$100.00 sent by Priority Mail Express. The insurance fee is entered in the block marked "Insurance" on the mailing label. If the label does not contain this specific block, the mailer uses the "COD" block by crossing out "COD," writing "INS" to the right, and entering the fee for the applicable coverage. Coverage is limited to the actual value of the contents, regardless of the fee paid, or the highest insurance value increment for which the fee is fully paid, whichever is lower. When "signature required" service is not requested or when "waiver of signature" is requested, additional insurance is not available.

3.1.2 Fees for Priority Mail Express Insurance

[7-28-13] The Priority Mail Express additional insurance fee is in addition to postage and other fees. Priority Mail Express merchandise maximum coverage: \$5,000.00. Document reconstruction maximum liability: \$100.00. See [Notice 123—Price List](#).

3.2 Insurance Coverage — Priority Mail

[7-28-13] Priority Mail pieces bearing an Intelligent Mail package barcode (IMpb) or USPS retail tracking barcode (see 10.3.1) are insured against loss, damage, or missing contents, up to a maximum of \$50.00 or \$100.00, subject to the following:

- a. Insurance coverage is provided against loss, damage, or missing contents and is limited to a maximum liability of \$100.00 when the Priority Mail pieces bear an Intelligent Mail package barcode (IMpb) and mailer pays Commercial Plus prices. Additional Priority Mail insurance may be purchased up to a maximum coverage of \$5,000.00. Nonnegotiable documents are insured against loss, damage, or missing contents, up to \$100.00 per piece, subject to the maximum limit per occurrence as defined in 609.
- b. Insurance coverage is provided against loss, damage, or missing contents and limited to a maximum liability of \$50.00 when the Priority Mail pieces bear an IMpb or USPS retail tracking barcode and does not otherwise qualify for \$100.00 of insurance coverage as described in 3.2a. Additional Priority Mail insurance may be purchased up to a maximum coverage of \$5,000.00.

Nonnegotiable documents are insured against loss, damage, or missing contents, up to \$50.00 per piece, subject to the maximum limit per occurrence as defined in 609.

- c. The Priority Mail pieces are not sent using the following services: Merchandise Return Service, Priority Mail Open and Distribute, or Premium Forwarding Service.
- d. Customers may file a domestic claim online for insured Priority Mail at www.usps.com/domestic-claims. Additional terms, coverage, and procedures for indemnity claims are in 609.

3.2.1 Additional Insurance-Priority Mail

Additional insurance, up to a maximum coverage of \$5,000.00, may be purchased for merchandise valued at more than either \$50.00 or \$100.00 as provided in 3.2a and 3.2b, sent by Priority Mail.

3.3 Insured Mail Fees

3.3.1 Insurance Fees

Insurance fee is in addition to postage and other fees for merchandise insurance liability, per piece. See [Notice 123—Price List](#).

3.3.2 Fee and Postage

The applicable insurance fee must be prepaid in addition to the postage, except on official mail sent under applicable provisions. The fee and postage may be paid with postage stamps, meter stamps, or permit imprints. The mailer guarantees to pay return and forwarding postage, unless the mailer writes instructions on the wrapper or envelope not to forward or return the mail.

3.4 Basic Information

3.4.1 Description

[7-28-13] The following standards apply to insured mail service:

- a. Insured mail purchased at a retail Post Office location, including self-service or online through Click-N-Ship or a USPS-approved provider of PC Postage products and including customer-generated integrated barcodes (3.5.5, provides up to \$5,000.00 indemnity coverage for articles that are lost, damaged, or have missing contents, subject to the standards for the service and payment of the applicable fees. In order to be eligible for insurance indemnity, a mailpiece must have received at least one USPS processing scan or the customer must provide proof of insurance (see 609.3.1). Customers are encouraged to deposit such mailpieces with a USPS retail associate.
- b. A bulk insurance discount is available for insured articles entered by authorized mailers who meet the criteria in 3.6. This service is not available for insurance purchased online.
- c. Insured mail service provides the mailer with a mailing receipt. No record of insured mail is kept at the office of mailing. For mail insured for \$200.00 or less, the USPS maintains delivery information (not including a signature) for a specified period of time. For mail insured for more than \$200.00, the USPS

503.3.4.2

maintains a delivery record (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing additional services; see [5.0](#) for details.

- d. Postal insurance may be purchased at only one source for each mailpiece; combining postal insurance from multiple sources is not permitted.

3.4.2 Eligible Matter

[1-27-13] The following types of mail may be insured:

- a. First-Class Mail, First-Class Package Service and Priority Mail (including Critical Mail), if it contains matter that is eligible to be mailed at Standard Mail, Standard Post, or Package Services prices.
- b. Standard Mail and Parcel Select Lightweight parcels (bulk insurance only).
- c. Standard Post, Package Services, and Parcel Select pieces.
- d. Official government mail endorsed "Postage and Fees Paid."

3.4.3 Ineligible Matter

The following types of mail may not be insured:

- a. Parcels containing matter offered for sale, addressed to prospective purchasers who have not ordered or authorized their sending. If such matter is mailed, payment is not made for loss, damage, or have missing contents.
- b. Nonmailable matter.
- c. Articles so fragile that they cannot be carried safely in the mail regardless of packaging.
- d. Articles not adequately prepared to withstand normal handling in the mail. As a rule, any mailable package should be insurable.
- e. Mail not bearing the complete names and addresses of the sender and addressee.
- f. Standard Mail letters and flats.
- g. Matter mailed at First-Class Mail prices (including Priority Mail) that consists of items described in [123.3.0, Content Standards for Priority Mail](#); [133.3.0, Content Standards](#); [233.2.0, Content Standards for First-Class Mail Letters](#); [333.2.0, Content Standards for First-Class Mail Flats](#); and [433.2.0, Content Standards for First-Class Package Service Parcels](#), and required to be mailed at First-Class Mail prices.

3.4.4 Additional Services

[7-28-13] [1-27-13] Insuring an item for more than \$200 allows customers to purchase restricted delivery, a return receipt (PS Form 3811), or an electronic return receipt. Customers purchasing electronic return receipt service at the time of mailing may also receive bulk proof of delivery ([6.0](#)). The following additional services may be combined with insurance if the applicable standards for the services are met and additional service fees are paid:

- a. USPS Tracking.
- b. Parcel airlift service (PAL).

- c. Return receipt for merchandise (for items insured for \$200.00 or less).
- d. Signature Confirmation.
- e. Special handling.
- f. Adult Signature Required and Adult Signature Restricted Delivery are available for insured Priority Mail Express, Priority Mail (including Critical Mail), and Parcel Select Nonpresort.

3.4.5 Delivery Record

[7-28-13] Mailers may request a delivery record after mailing under [5.3.2](#).

3.5 Mailing

3.5.1 Where to Mail

Insured mail may be mailed as follows:

- a. A mailer must mail insured mail at a Post Office, branch, or station or give the mail to a rural carrier. Such mail may be placed in, but not on, a rural box. Such mail must not be placed in a Post Office maildrop or in or on a street letterbox. A mailer may leave the mail in a rural box with a note showing the requested amount of insurance, if stamps are affixed for postage and fees, or money for postage and fees is left in the box. The USPS is not liable for any article or money left in a rural box until the carrier receipts the article. A mailer at a nonpersonnel rural unit must meet the rural carrier at the unit for insurance service.
- b. A mailer who purchases insurance online may mail at a Post Office, branch, station, give the mail to the carrier assigned to that delivery address, or place the mail in a Post Office maildrop or a collection box. A mailer may leave the mail in a rural box, schedule a Pickup on Demand, or schedule a Package Pickup using www.usps.com. The USPS is not liable for any article or money left in a rural box until the carrier receipts the article.

3.5.2 USPS Inquiries

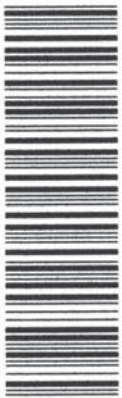
USPS employees are required to ask whether the mailpiece presented for insurance contains anything liquid, fragile, perishable, flammable, or potentially hazardous.

3.5.3 Markings and Forms

[7-28-13] The treatment of pieces is determined by the insurance amount:

- a. Retail pieces insured for \$200.00 or less: The mailer must affix a barcoded Form 3813 (see [Exhibit 3.5.3a](#)) to each piece above the delivery address and to the right of the return address. No signature is obtained.

Exhibit 3.5.3a Insured Mail Form 3813

1307 0590 0000 0001 2633 INSURED MAIL - DOMESTIC ONLY United States Postal Service®		 1307 0590 0000 0001 2633 1307 0590 0000 0001 2633		U.S. Postal Service® INSURED MAIL RECEIPT		DOMESTIC ONLY \$200 and under	
				OFFICIAL USE			
Postage		\$		☐ Fragile ☐ Perishable ☐ Liquid ☐ Hazardous		Insurance Coverage:	
Insurance Fee							
Special Handling Fee						Postmark Here	
Total Postage & Fees		\$					
Sent to: Street, Apt. No.; or PO Box No. City, State, ZIP+4®							
PS Form 3813, May 2007				See Reverse for Instructions			

- b. Retail pieces insured for more than \$200.00: The mailer must affix a barcoded Form 3813-P (see [Exhibit 3.5.3b](#)) to each piece above the delivery address and to the right of the return address.

Exhibit 3.5.3b Insured Mail Form 3813-P

VA 269 650 195 US INSURED MAIL - DOMESTIC ONLY United States Postal Service®		 VA 269 650 195 US VA 269 650 195 US		U.S. Postal Service® INSURED MAIL RECEIPT		DOMESTIC ONLY Over \$200	
				OFFICIAL USE			
Postage		\$		☐ Fragile ☐ Perishable ☐ Liquid ☐ Hazardous		Insurance Coverage:	
Insurance Fee							
Restricted Delivery Fee (endorsement required)						Postmark Here	
Special Handling Fee							
Return Receipt Fee (endorsement required)							
Total Postage & Fees		\$					
Sent to: Street, Apt. No.; or PO Box No. City, State, ZIP+4®							
PS Form 3813-P, May 2007				See Reverse for Instructions			

- c. Mail for which insurance is purchased online must include the text “Insured” in the indicia area of the online label; the markings in [3.5.3a](#) and [3.5.3b](#) are not required.
- d. All insured pieces, regardless of insurance amount, must be postmarked unless postage is paid by postage meter stamp, permit imprint, or PC Postage (when insurance is purchased online).

3.5.4 Privately Printed Form 3813-P

[7-28-13] If authorized, a mailer may use a privately printed Form 3813-P for domestic mail only. The privately printed form must be nearly identical in design and color to the USPS form with a barcode and human readable numbers that meet the USPS specifications in Publication 109. Effective January 7, 2013, privately printed forms must include an Intelligent Mail package barcode prepared under [708.5.0](#). Unless printing integrated forms under [3.5.5](#), forms must retain the label design elements and color consistent with USPS Form 3813-P. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer’s location for review by the mailpiece design analyst. Once approved, the mailer must print sample labels with barcodes to be certified under the technical requirements in Publication 109.

3.5.5 Integrated Barcodes

The following options are available for mailers who print their own labels:

- a. An integrated barcode may be used by Confirmation Services electronic option mailers who wish to combine insurance with USPS Tracking or Signature Confirmation into a single barcode on the shipping label to eliminate multiple labels and barcodes on packages. Additional information on the integrated barcode solution can be found in Publication 91, *Confirmation Services Technical Guide*.
- b. Mailers have another option for printing labels with insurance (see [Exhibit 3.5.5d](#)). The privately printed label must meet the specifications described in Publication 91. Applicable certification procedures must be followed, also as specified in Publication 91.
- c. Intelligent Mail package barcodes placed on insured packages with indemnity coverage of \$200.00 or less must bear a human-readable service banner with the text “USPS TRACKING #” printed in accordance with [Exhibit 708.5.1.4](#). Other approved extra services barcodes may bear the appropriate human-readable service banner text “USPS DELIVERY CONFIRMATION,” prepared under [708.5.0](#).
- d. Intelligent Mail package barcodes placed on insured packages with indemnity coverage greater than \$200.00 and with electronic Signature Confirmation service must bear a human-readable service banner with the text “USPS SIGNATURE TRACKING #” printed in accordance with [Exhibit 708.5.1.4](#). Other approved extra services barcodes may bear a human-readable service banner with the text “USPS INSURED,” or “USPS SIGNATURE CONFIRMATION,” prepared under [708.5.0](#).

503.3.5.5

Exhibit 3.5.5d Mailer-Printed Label With Integrated Barcode

P	VOID
USPS PRIORITY MAIL ®	
ABC COMPANY 10474 COMMERCE BLVD DUPLEX B ANYTOWN, NY 10011	
RONALD RECEIVER 1441 E BUCKEYE RD #117 ANYTOWN, AZ 85034	
USPS TRACKING #	
	
9205 8912 3456 7862 0603 06	

- e. Mailers must use an integrated barcode (see [Exhibit 3.5.5e](#)) when insurance is purchased online for Priority Mail and for parcels mailed at First-Class Mail, First-Class Package Service, Media Mail, Standard Post, or Parcel Select prices.
1. Mailers may purchase insurance online for indemnity coverage of \$200.00 or less with electronic option USPS Tracking service. Prepare barcodes under [3.5.5c](#).
 2. Mailers may purchase insurance online for indemnity coverage of more than \$200.00, up to \$5,000.00, with electronic option USPS Tracking service or Signature Confirmation service using integrated barcodes under [3.5.5d](#).

Exhibit 3.5.5e Integrated Barcodes With Routing ZIP Code

Sample integrated label with USPS
Tracking (insured for \$200 or less)

P	VOID
USPS PRIORITY MAIL ®	
ABC COMPANY 10474 COMMERCE BLVD DUPLEX B ANYTOWN, NY 10011	
RONALD RECEIVER 1441 E BUCKEYE RD #117 ANYTOWN, AZ 85034	
USPS TRACKING #	
	
9205 8912 3456 7862 0603 06	

Sample integrated label with USPS
Tracking (insured for more than \$200)

P	VOID
USPS PRIORITY MAIL ®	
ABC COMPANY 10474 COMMERCE BLVD DUPLEX B ANYTOWN, NY 10011	
RONALD RECEIVER 1441 E BUCKEYE RD #117 ANYTOWN, AZ 85034	
USPS SIGNATURE TRACKING #	
	
9206 1912 3456 7862 0603 06	

3.5.6 Prohibited Markings

Private insurance endorsements or markings may not appear on the address side of mail but may appear elsewhere, if they do not resemble official postal endorsements and are not confused with postal endorsements.

3.5.7 Receipt

Receipts are provided as follows:

- a. For each retail insured mail article, the mailer receives a USPS sales receipt and the appropriate postmarked (round-dated) insured mail form as follows:
 1. Form 3813 when the insurance coverage is \$200.00 or less.
 2. Form 3813-P when the insurance coverage is more than \$200.00.
- b. For each online mail article, the mailer has access to an electronic record of purchase and the option for a printed record of purchase as follows:
 1. A computer printout from the web-based application through which the label was printed and insurance was purchased. The printout must clearly identify the following information: the USPS Tracking or Signature Confirmation services number of the insured piece, total postage paid, insurance fee paid, declared value, declared mailing/shipping date, origin ZIP Code, and delivery ZIP Code.
 2. A printed online label record.

3.5.8 USPS Records

The USPS keeps no mailing records for insured pieces. The mailer must write the addressee's name and address on the receipt and keep it. The mailer must show the receipt when making a claim for loss or filing an inquiry.

3.5.9 Firm Sheet—Three or More Pieces

If three or more insured articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet) or privately printed firm mailing bills, in lieu of the receipt portion of Forms 3813 or 3813-P. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to insured mail. The mailer must present the books with the articles to be mailed at a Post Office. The sheets become the mailer's receipts. All entries made on firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line.

3.6 Bulk Insurance for Standard Mail

3.6.1 Eligibility

[7-28-13] To mail at the bulk insured service prices, mailers must obtain an authorization under 3.6.2 and must meet the following criteria:

- a. Enter mailings of insured articles under an approved manifest mailing system agreement.
- b. Mail a minimum of 10,000 insured articles annually. To meet the minimum volume requirement, mailers may total all insured articles mailed at multiple locations.
- c. Provide a printed Form 3877 or facsimile and a copy of Form 3877 on a disk or other electronic medium.
- d. Effective at a future date, provide a soft (electronic) copy of Form 3877 in a new, approved format.
- e. Mailings on which bulk insurance is requested must have postage and fees paid with permit imprint under a manifest mailing system (705.2.0).

3.6.2 Authorization

[7-28-13] Mailers must apply for authorization to mail at the bulk insured service prices through their local postmaster or designee by completing the customer portion of the bulk insured service verification form. The postmaster or designee will verify on this form that the mailer meets the requirements in 3.6.1. If the mailer does not meet the requirements, the application will be denied. If the mailer meets the requirements in 3.6.1, the postmaster or designee will certify on the bulk insured service verification form that the mailer qualifies and forward the form to the manager of Claims Processing at the St. Louis Accounting Service Center (ASC). After reviewing the information, the ASC will notify the postmaster of their concurrence of the application and provide a range of claim numbers to be used by the mailer for filing claims. The postmaster or designee will then provide the customer with the approval of the application and with information needed to file claims, including the assigned claim numbers. At a future date, electronic filing of

indemnity claims will become mandatory. Prior to mandatory electronic claims filing, customers will be provided with the format instructions for the new electronic (soft copy) of Form 3877 and instructions for electronic filing of indemnity claims.

3.7 Delivery

An item insured for \$200.00 or less receives a delivery scan. An item insured for more than \$200.00 receives a delivery scan and the recipient's signature. Delivery of insured mail is subject to [508.1.0, Recipient Options](#), and [508.2.0, Conditions of Delivery](#).

4.0 Certificate of Mailing

4.1 Certificate of Mailing Fees

[1-27-13] In addition to the correct postage, the applicable certificate of mailing fee must be paid for each article on Form 3817 or Form 3877 ([4.2.3](#)) and for duplicate copies ([4.3.3](#)). When postage evidencing indicia are used to pay the fee, they must bear the full numerical value of the amount paid in the imprint. See Notice 123—Price List.

4.2 Basic Information

4.2.1 Description—Individual Pieces

Certificate of mailing service is available only at the time of mailing and provides evidence that mail has been presented to the USPS for mailing. Certificate of mailing service does not provide a record of delivery and the Postal Service does not retain postmarked copies of Form 3817, Form 3877 or USPS-approved facsimiles. Each individual form or firm sheet is postmarked (round-dated) at the time of mailing; the form(s) are then returned to the mailer and become the mailer's receipt.

4.2.2 Eligible Matter—Single Piece

[1-27-13] Form 3817, or a USPS approved facsimile, is used for a certificate of mailing for an individual First-Class Mail, First-Class Package Service, Priority Mail (excluding Critical Mail), Parcel Return Service, Standard Post, or Package Services mailpiece.

4.2.3 Three or More Pieces

When requesting a certificate of mailing for three or more pieces presented at one time, a mailer may use Form 3877 (firm sheet) or a USPS- approved facsimile, including computer-generated firm sheets, subject to payment of the applicable fee for each item listed. Except when omitting columns that are not applicable to certificate of mailing, facsimiles of Form 3877 must contain the same information as the USPS form and must be approved by the local postmaster or manager business mail entry. Any alterations made to firm sheet entries must be initialed by the mailer and the accepting employee. All unused portions of the addressee column must be obliterated by drawing a diagonal line through them.

4.2.4 Mailer Preparation

A certificate of mailing must be completed by the mailer and all entries must be typed or printed in ink, computer-generated, or made by ballpoint pen and the form or firm sheets become the mailer's receipts. Individual certificate and firm sheets

must show the names and addresses of the sender and addressee and may show the amount of postage paid. The mailer may also place identifying invoice or order numbers on the certificate as a reference.

4.2.5 Additional Services

The following services may be combined with certificate of mailing on single pieces if the applicable standards for the services are met and the additional service fees are paid:

- a. Parcel airlift service (PAL).
- b. Special handling.

4.3 Presentation

4.3.1 Rural Carriers

A mailer on a rural route or at a nonpersonnel rural unit may provide mail to the rural carrier with the fee for the certificate. The carrier obtains the certificate at the Post Office, attaches the stamps, obtains the postmark (round-date) on the certificate on the day of mailing, and delivers the certificate to the mailer on the next trip.

4.3.2 Quantity Mailings—Three or More Pieces

When the number of articles presented justifies such action, the mailer must comply with these standards:

- a. When the mailer requests multiple individual certificates, Form 3817, the forms must be affixed by the stub to the pieces, or the forms must be fastened together and numbered consecutively in the same order that the pieces are presented.
- b. When the mailer describes and lists three or more individual pieces on Form 3877, but does not present the pieces in the order shown on the sheets, the mailer must consecutively number each entry line on the sheet and lightly number each piece to show both the corresponding sheet and line number.

4.3.3 Duplicate Copies—After Mailing

To obtain a duplicate copy of the certificate after mailing, the mailer must present the original postmarked certificate and an additional certificate endorsed "Duplicate" or a copy showing the original dates of mailing. The additional certificate is postmarked (round-dated) to show the current date.

4.4 Other Bulk Quantities—Certificate of Bulk Mailing

4.4.1 Certificate of Bulk Mailing Fees

[1-27-13] In addition to the correct postage, the applicable certificate of bulk mailing fee must be paid for mailings of identical-weight pieces reported on Form 3606 or for additional copies of the form. Mailers using Form 3606 may affix ordinary stamps or postage evidencing indicia on the form to pay the fee. When postage evidencing indicia are used, they must bear the full numerical value of the fee in the imprint. Mailers using Form 3606 with a permit imprint mailing also may pay certificate of mailing fees, at the time of mailing, using the same permit imprint. See Notice 123—Price List.

4.4.2 Description

[1-27-13] Form 3606 is available only at the time of mailing and is used to specify only the number of identical-weight pieces mailed; it does not provide evidence that a piece was mailed to a particular address. This certificate is provided only for a mailing of First-Class Mail, First-Class Package Service, Priority Mail (excluding Critical Mail), Standard Post, Package Services, Standard Mail (except Customized MarketMail), and Parcel Select. Each Form 3606 is certified and postmarked (round-dated) at the time of mailing and then returned to the mailer as the mailer's receipt. Certificate of bulk mailing service does not provide a record of delivery and the Postal Service does not retain any copies of Form 3606. The Form 3606 cannot be used as an individual or an itemized list.

5.0 Return Receipt

5.1 Return Receipt Fees

5.1.1 Fees

Return Receipt fee is in addition to postage and other fees, and is charged per piece. See [Notice 123—Price List](#).

5.1.2 Fee and Postage

The applicable fee for return receipt service must be paid in addition to postage and other fees. For purposes of computing postage, the weight of the return receipt is *excluded* from the weight of the mailpiece to which it is attached.

5.1.3 Refund

Return receipt fees are refunded only if the USPS fails to furnish a return receipt.

5.2 Basic Information

5.2.1 Description

[7-28-13] [1-27-13] Return receipt service provides a mailer with evidence of delivery (to whom the mail was delivered and date of delivery), along with information about the recipient's actual delivery address. A mailer purchasing return receipt service at the time of mailing may choose to receive the return receipt by mail (Form 3811) or electronically (by email or by signature extract file format as provided in [6.0](#)). The electronic option is not available for items mailed to APO or FPO addresses or U.S. territories, possessions, or Freely Associated States listed in [608.2.0](#). A mailer purchasing return receipt service after mailing will receive the proof of delivery record by email (electronic signature data) or by mail (Form 3811-A).

5.2.2 Eligible Matter

[7-28-13] [1-27-13] Return receipt service is available for:

- a. Priority Mail Express (receive by mail (Form 3811) option only). If a return receipt is requested, the mailer must show a complete return address on the mailpiece. The return address on the Priority Mail Express label meets this requirement.
- b. First-Class Mail, First-Class Package Service, and Priority Mail (excluding Critical Mail) when purchased at the time of mailing with Certified Mail, COD, insured mail (for more than \$200.00), or Registered Mail service.

503.5.2.3

- c. Standard Mail parcels or Parcel Select Lightweight parcels, when bulk insurance (for more than \$200.00) is purchased at the time of mailing.
- d. Standard Post or Package Services when purchased at the time of mailing with COD or insured mail (for more than \$200.00).

5.2.3 Endorsement

[1-27-13] Mail for which return receipt service is requested by mail (Form 3811) must be endorsed "Return Receipt Requested" above the delivery address and to the right of the return address. No endorsement is required on mail for which electronic return receipt service is requested or is provided in bulk in a signature extract file format.

5.2.4 Additional Services

[7-28-13] [1-27-13] If return receipt service has been purchased with one of the services listed in 5.2.2, one or more of the following extra services may be added at the time of mailing if the standards for the services are met and the additional service fees are paid:

- a. USPS Tracking (Priority Mail; First-Class Mail and First-Class Package Service parcels; Standard Post, Package Services, and Parcel Select parcels).
- b. Parcel airlift service (PAL) (Priority Mail, Standard Post, and Package Services).
- c. Restricted delivery.
- d. Signature Confirmation (Priority Mail; First-Class Mail and First-Class Package Service parcels; Standard Post, Package Services, and Parcel Select parcels).
- e. Special handling.
- f. Adult Signature (Priority Mail Express and Priority Mail only), under restrictions in 8.2.6.

5.2.5 Privately Printed Form 3811

If authorized, a mailer may use a privately printed Form 3811. The privately printed form must be nearly identical in design and color to postal-provided forms. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review and approval by the mailpiece design analyst.

5.3 Obtaining Service**5.3.1 At Time of Mailing**

The mailer may request the service at the time of mailing by using Form 3811 and marking the mail "Return Receipt Requested." A firm mailer must complete the mailer's entries on the form, including the article identification number; attach the form; and place the correct one on the article. The name and address of the person or organization to which the return receipt is to be returned must be that of the mailer or the mailer's agent. The mailpiece must bear the return address of either the mailer or mailer's agent. An exception is made for certain restricted mailings of cigarettes and smokeless tobacco. When required by 601.12.5.2, 601.11.7.2, or 601.11.8, a mailer must address the sender's address block to the Pricing and Classification Service Center (PCSC) PACT, Mailing Office (see 608.4.1 for address).

5.3.2 After Mailing

[1-27-13] The mailer may request a delivery record after mailing for Priority Mail Express, Certified Mail, Registered Mail, COD mail, and mail insured for more than \$200.00. When a delivery record is available, the USPS provides the mailer information from that record, including to whom the mail was delivered and the date of delivery. Mailers may request a delivery record by completing Form 3811-A, paying the appropriate fee in 5.1.1, and submitting the request to the appropriate office as follows:

- a. For items mailed to an APO/FPO, DPO, U.S. territory or possession, or freely associated state (with the exception of Puerto Rico and the U.S. Virgin Islands), the form should be sent to the office of delivery.
- b. For all other items, send the form to any Post Office.

5.3.3 Time Limit

[1-27-13] A request for a return receipt after mailing must be submitted within 2 years from the date of mailing.

5.4 Delivery

Delivery of mail for which a return receipt is requested is subject to 508.1.0, *Recipient Options*, and 508.2.0, *Conditions of Delivery*.

5.5 Requests for Delivery Information

5.5.1 Receipt Not Received

[1-27-13] After a reasonable period, not longer than 2 years after the date of mailing, a mailer who did not receive return receipt service for which the mailer had paid may request information from the delivery record, using Form 3811-A.

5.5.2 Form 3811-A

The mailer must complete Form 3811-A at any Post Office. The applicable fee is waived if the mailer can produce a receipt showing that the applicable return receipt fee was paid.

5.5.3 Fee Not Charged

The fee for a return receipt after mailing is not charged for a duplicate receipt for Certified Mail if the original Form 3800 was date-stamped by a Post Office at the time of mailing.

6.0 Bulk Proof of Delivery

6.1 Description

[7-28-13] [1-27-13] Bulk proof of delivery allows mailers to receive proof of delivery signature data electronically. The proof of delivery records are sent in a signature extract file format. Bulk proof of delivery records are available as follows:

- a. For items delivered only in the United States, including Alaska, Hawaii, the U.S. Virgin Islands, and Puerto Rico.

- b. To participants having the ability to upload electronic files to the USPS, or who use an applicable pre-printed extra service label which provides for obtaining the recipient's signature at the time of delivery.
- c. To participants who have paid the applicable extra service fee by credit card or by affixing postage to the mailpiece.
- d. To participants who have a Mailer ID number, which is obtained through the Business Customer Gateway at <https://gateway.usps.com/bcg/login.htm>.
- e. A participant may choose to have a third-party designee (consolidator, software vendor, etc.) receive its records as provided in Form 5053.
- f. Bulk proof of delivery is available only to mailers using Priority Mail Express Manifesting service and is obtained in a signature extract file format.

6.2 Eligibility

[7-28-13] Mailers who use extra service labels procured from a Postal Service retail location cannot participate in bulk proof of delivery. Bulk proof of delivery is available to mailers who participate in the following mailing programs:

- a. Adult Signature Required.
- b. Adult Signature Restricted Delivery.
- c. Priority Mail Express Manifesting (PMEM).
- d. Signature Confirmation service, electronic option.
- e. Signature Confirmation service, retail option (when the mailer prints their own mailing labels or uses privately printed forms generated on their behalf by a third-party designee).

Bulk proof of delivery is also available to mailers who use privately printed forms and purchase electronic return receipt service at the time of mailing in conjunction with Certified Mail service, Collect on Delivery (COD) service, Insured mail service for more than \$200, or Registered Mail service.

6.3 Certification

To receive bulk proof of delivery, a mailer (or mailer's designee) must receive the appropriate certification to mail using Confirmation Services, privately print labels or manifest Priority Mail Express, and send and/or receive files as provided in Publication 91 and Publication 199 at <https://ribbs.usps.gov/index.cfm?page=intellmailpackage>. To receive certification the following requirements must be met:

- a. Mailer must have a Mailer ID number which is obtained through the Business Customer Gateway at <https://gateway.usps.com/bcg/login.htm>.
- b. Participant must submit a completed Form 5053 and designate whether the mailer or mailer's designee will receive the records.
- c. Participant must submit a completed Form 5054 if credit card payment for records is being requested.

6.4 Prices and Fees

Mailers wishing to receive bulk proof of delivery records must pay the fees for the applicable extra service (6.2) by including the postage affixed to the mailpiece, or by credit card after completing Form 5054.

7.0 Restricted Delivery**7.1 Restricted Delivery Fee****7.1.1 Fee**

Fee is in addition to postage and other fees, per piece See [Notice 123—Price List](#).

7.1.2 Fee and Postage

The applicable fee for restricted delivery service must be paid in addition to postage and other fees. The fee and postage may be paid with postage stamps, meter stamps, or permit imprint.

7.1.3 Refund

Restricted delivery fees are refunded only when the USPS fails to give restricted delivery service.

7.2 Basic Information**7.2.1 Description**

Restricted delivery service permits a mailer to direct delivery only to the addressee or addressee's authorized agent. The addressee must be an individual (or natural person) specified by name.

7.2.2 Eligible Matter

[1-27-13] Restricted Delivery service is available for:

- a. First-Class Mail, First-Class Package Service, and Priority Mail (excluding Critical Mail) when purchased at the time of mailing with Certified Mail, COD, insured mail (for more than \$200.00), or Registered Mail service.
- b. Standard Mail parcels or Parcel Select Lightweight parcels when bulk insurance (for more than \$200.00) is purchased at the time of mailing.
- c. Standard Post, Package Services, or Parcel Select pieces when purchased at the time of mailing with COD or insured mail (for more than \$200.00).

7.2.3 Endorsement

Mail for which restricted delivery service is requested must be endorsed "Restricted Delivery." The endorsement must be placed above the address and to the right of the return address.

7.2.4 Return Receipt

The mailer may obtain a return receipt by paying the applicable fees.

7.2.5 Additional Services

In addition to the prerequisites listed in 7.2.2, the following services may be combined with restricted delivery if the applicable standards for the services are met and the additional service fees are paid:

503.7.3

- a. USPS Tracking.
- b. Parcel airlift service (PAL).
- c. Signature Confirmation.
- d. Special handling.

7.3 Obtaining Service

7.3.1 At Time of Mailing

The mailer may request restricted delivery at the time of mailing by advising the USPS clerk or by marking the mail "Restricted Delivery." A firm mailer must enter the proper fee in the correct column of the firm sheet and place the required endorsement on the mail. If a return receipt is requested, the correct block on Form 3811 must be checked to show that restricted delivery is also required.

7.3.2 After Mailing

The mailer may request restricted delivery after mailing by notifying the mailing Post Office in writing. The mailer must identify the article, including item number and addressee, and pay the service fee and communication costs required to effect restricted delivery. USPS failure to provide the service because delivery was made before the delivery office received the request is not grounds for a refund of the fee or communication costs.

7.4 Delivery

7.4.1 Conditions

Mail marked "Restricted Delivery" is delivered only to the addressee or to the person authorized in writing as the addressee's agent to receive the mail, subject to [508.1.0, Recipient Options](#), and [508.2.0, Conditions of Delivery](#), and these exceptions:

- a. Mail for famous personalities and executives of large organizations is normally delivered to an agent authorized to sign for such mail.
- b. Mail for officials of executive, legislative, and judicial branches of the government of the United States or of the states and possessions and their political subdivisions, or to members of the diplomatic corps, may be delivered to a person authorized by the addressee or by regulations or procedures of the agency or organization to receive the addressee's mail.
- c. Mail for the commander, staff sections, or other officials of military organizations by name and title, is delivered to the unit mail clerk, mail orderly, postal clerk, assistant postal clerk, or postal finance clerk, when such individuals are designated on DD (Department of Defense) Form 285 to receipt for all mail addressed to the units for which they are designated. If the person accepting mail is designated on DD Form 285 to receipt for ordinary mail only, then restricted delivery mail addressed to the commander, or other official by name and title, is delivered to the mail clerk only if the addressee authorizes under [7.4.3](#).
- d. Mail for an inmate of a city, state, or federal penal institution, in cases where a personal signature cannot be obtained, is delivered to the warden or designee.

- e. Mail for minors or persons under guardianship may be delivered to their parents or guardians.

7.4.2 Identification

The USPS may require proof of identification from the addressee (or agent).

7.4.3 Agent Authorization

An addressee who regularly receives restricted delivery mail may authorize an agent on Form 3801 or by letter to the postmaster. The addressee must make the notation “this authorization is extended to include restricted delivery mail” on Form 3801 (in the area for signatures of authorized agents) or in the letter to the postmaster. Form 3849 may be left for the authorization if the Post Office has no standing delivery order or letter on file. The addressee may enter the name of the agent on the back of Form 3849 in the space provided and sign the form. The agent must sign for receipt of the article on the back of the form.

7.4.4 Joint Addressees

When mail is addressed to two or more persons jointly (as shown by the word “and” or symbol “&” connecting their names), all addressees or their agents are notified to be present to accept delivery together. The delivery receipt obtained and the return receipt, if any, must be signed by all joint addressees or their agents. The mail may then be delivered to any of the addressees or their agents unless one or more addressees or their agents object, in which case delivery is not made until all the addressees or their agents sign a statement designating who is to receive the mail.

7.4.5 Addressed “In Care Of”

Either person may sign for mail addressed to one person in care of another.

8.0 Adult Signature

8.1 Prices

8.1.1 Adult Signature Fees and Postage

The fees for Adult Signature Required and Adult Signature Restricted Delivery are in addition to postage and other fees, and are charged per piece. See [Notice 123—Price List](#).

8.1.2 Postage

The Adult Signature Required or Adult Signature Restricted Delivery fee must be paid in addition to the correct postage. The fee and postage may be paid with:

- a. Click-N-Ship.
- b. PC Postage.
- c. Permit imprint, if the customer electronically submits postage statements and mailing documentation.
- d. IBI postage meter.

8.1.3 Refund

Adult Signature Required and Adult Signature Restricted Delivery fees are refunded only if the USPS fails to provide the service.

8.2 Basic Information

8.2.1 Description

[1-27-13] Adult Signature provides electronic confirmation of the delivery or attempted delivery of the mailpiece and, upon request, the recipient's signature. The recipient must furnish proof of age via a driver's license, passport, or other government-issued photo identification that lists age or date of birth prior to delivery. The USPS maintains a record of delivery (which includes the recipient's signature) for 2 years. The service has two options:

- a. **Adult Signature Required**—Adult Signature Required provides delivery to a person who is confirmed to be 21 years of age or older. Upon delivery, an adult who is 21 years of age or older must provide a driver's license, passport, or other government-issued photo identification that lists age or date of birth and provide a signature for receipt of the mailpiece.
- b. **Adult Signature Restricted Delivery**—Adult Signature Restricted Delivery provides the same service as Adult Signature Required with the additional restriction of limiting delivery to a specific addressee or authorized agent who is 21 years of age or older. If the specific addressee is not 21 years of age or older, the mailpiece will be returned to sender.

8.2.2 Obtaining Service

Customers may obtain Adult Signature Required and Adult Signature Restricted Delivery by paying postage (see [8.1.2](#)) and producing qualified shipping labels with Intelligent Mail package barcodes.

8.2.3 Eligible Matter

Adult Signature Required and Adult Signature Restricted Delivery are available for:

- a. Priority Mail Express.
- b. Priority Mail (including Critical Mail).
- c. Parcel Select Nonpresort.

8.2.4 Ineligible Matter

[1-27-13] Adult Signature Required and Adult Signature Restricted Delivery are not available for:

- a. First-Class Mail.
- b. Standard Mail and Parcel Select Lightweight.
- c. Standard Post.
- d. Package Services.
- e. Periodicals.
- f. Parcel Select destination entry, NDC Presort, and ONDC presort pieces.
- g. Mail addressed to restricted APO, FPO, and DPO destinations.
- h. Mail addressed to the Department of State in accordance with [703.3.0](#).
- i. Mail addressed to ZIP Codes in the following U.S. territories or Freely Associated States:

ZIP CODE	TWO-LETTER STATE ABBREVIATION	CITY	TERRITORY, POSSESSION OR FREELY ASSOCIATED STATE
96939	PW	PALAU	PALAU
96940	PW	PALAU	PALAU
96941	FM	POHNPEI	FEDERATED STATES OF MICRONESIA
96942	FM	CHUUK	FEDERATED STATES OF MICRONESIA
96943	FM	YAP	FEDERATED STATES OF MICRONESIA
96944	FM	KOSRAE	FEDERATED STATES OF MICRONESIA
96960	MH	MAJURO	MARSHALL ISLANDS
96970	MH	EBEYE	MARSHALL ISLANDS

8.2.5 Confirmation of Delivery

[1-27-13] Confirmation of delivery information for Adult Signature is available as follows:

- Information by article number can be retrieved at www.usps.com or by calling 800-222-1811. A proof of delivery letter may be provided electronically (see [8.2.5b](#)) or by email.
- Bulk proof of delivery ([6.0](#)) is available to mailers using Adult Signature when the mailer uses privately printed labels. Customers receiving bulk proof of delivery obtain signature data in a signature extract file format.
- Return receipt service (hard copy PS Form 3811 option only), under [5.0](#), may be purchased with Priority Mail Express or Priority Mail pieces requesting Adult Signature.

8.2.6 Additional Services

[1-27-13] Adult Signature may also be combined with:

- Certified Mail (available with Priority Mail, but not Critical Mail).
- Insured Mail.
- Hold For Pickup
 - Priority Mail Express (commercial mail only, see [413.4.2.4](#) and [503.3.5.4](#)).
 - Priority Mail (excluding Critical Mail).
 - Parcel Select barcoded nonpresort.
- Return receipt (hard copy PS Form 3811 only) for Priority Mail Express and Priority Mail pieces.

8.3 Basic Delivery Standards

Items with Adult Signature require a recipient who is 21 years of age or older to sign at the time of delivery.

8.3.1 Additional Delivery Conditions

Mail endorsed “Adult Signature Required” is delivered to anyone who is confirmed to be 21 years of age or older and provides a signature at the time of delivery. Mail endorsed “Adult Signature Restricted Delivery” is delivered only to the addressee or authorized agent who is confirmed to be 21 years of age or older. If the specific addressee is not 21 years of age or older, the mailpiece will be returned to sender. Conditions in 7.4 also apply to Adult Signature Restricted Delivery items.

8.3.2 Identification

The USPS requires a driver's license, passport, or other government-issued photo identification that lists age or date of birth to provide proof of age for Adult Signature Required or proof of age and identity for Adult Signature Restricted Delivery.

8.3.3 Agent Authorization

An addressee who regularly receives any mail that includes a restricted delivery may authorize an agent to accept mail on their behalf by using Form 3801 or by letter to the postmaster. The authorized agent must be 21 years of age or older. The addressee must make the notation “this authorization is extended to include Adult Signature Restricted Delivery mail” on Form 3801 (in the area for signatures of authorized agents) or in the letter to the postmaster. If the Post Office has no standing delivery order or letter on file, a Form 3849, completed by the addressee, may be left for this authorization. The addressee enters the name of the agent on the back of Form 3849 in the space provided and signs the form. For receipt of the article, the agent must sign on the back of the form.

8.4 Privately Printed Labels

Technical specifications for privately printed Adult Signature labels is located in the Intelligent Mail Package Barcode Specification and the addendum to Publication 91, *Addendum for Intelligent Mail Package Barcode (IMpb) and 3-digit Service Type Code*, available on the RIBBS website at ribbs.usps.gov.

8.5 Where to Mail

Except for shipments of cigarettes and smokeless tobacco by certain individuals under 601.11.0, which requires mailers to present items at a retail counter, mailers may deposit mailpieces (not bearing a permit imprint) with Adult Signature at a Post Office lobby drop, collection box, or with a USPS carrier. Mail bearing a permit imprint must be deposited and accepted at the Post Office that issued the permit, at a time and place designated by the postmaster, except as otherwise provided for plant-verified drop shipments.

8.6 Firm Sheets - Three or More Pieces

If three or more mailpieces are presented for mailing at one time, the mailer may use Form 3877. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be used if approved by the local postmaster. The mailer may omit columns on Form 3877 that are not applicable to Adult Signature. Required elements are the package identification code (PIC), address, 5-digit destination ZIP Code, and applicable fees. To obtain firm sheets receipted by the USPS, the mailer must present the firm sheets with the mailpieces at the time of mailing. Alterations must be initialed by the mailer and accepting postal employee. All unused portions of the addressee column must be obliterated with a diagonal line.

9.0 Return Receipt for Merchandise

9.1 Return Receipt for Merchandise Fees

9.1.1 Fees

Fee is in addition to postage and other fees, per piece. See [Notice 123—Price List](#).

9.1.2 Fee and Postage

The applicable fee for return receipt for merchandise service must be paid in addition to the correct postage and the fees for any other service selected. The fees and postage may be paid with stamps, meter stamps, or permit imprint. The fees and postage on official mail of federal government agencies and departments are collected under applicable reimbursement procedures.

9.2 Basic Information

9.2.1 Description

Return receipt for merchandise service is a form of return receipt service that provides the sender with a mailing receipt (PS 3804) and a return receipt (PS 3811). After delivery, the return receipt is mailed back to the sender. A delivery record is maintained by the USPS, but no record is kept at the office of mailing. A return receipt for merchandise also supplies the recipient's actual delivery address if it is different from the address used by the sender. Mail using this service is dispatched and handled in transit as ordinary mail. This service does not include insurance coverage. A return receipt for merchandise may not be requested after mailing, and restricted delivery service is not available.

9.2.2 Eligible Matter

[1-27-13] Return receipt for merchandise is available for merchandise sent as Priority Mail (excluding Critical Mail), Standard Mail machinable and irregular parcels, Standard Post, Package Services, and Parcel Select pieces.

9.2.3 Return Receipt for Merchandise for Standard Mail

If return receipt for merchandise is requested for all of the pieces in the mailing and the mailing consists of pieces of identical weight, then postage may be paid with metered postage or permit imprint under the applicable standards in [244.2.0](#) for letters, [344.2.0](#) for flats, and [444.2.0](#) for parcels. If return receipt for merchandise is not requested for all of the pieces in the mailing, or if the pieces are not identical weight, then either the exact metered postage must be affixed to each piece or postage must be paid with permit imprint under a manifest mailing system ([705.2.0](#)). Use of precanceled stamps is not permitted with return receipt for merchandise.

9.2.4 Additional Services

The following services may be combined with return receipt for merchandise if the applicable standards for the services are met and the additional service fees are paid:

- a. USPS Tracking.
- b. Insurance (for up to \$200.00).
- c. Parcel airlift service (PAL).
- d. Special handling.

9.3 Mailing

9.3.1 Where to Mail

A mailer must mail articles at a Post Office, branch, or station or give them to a rural carrier. Articles must not be placed in Post Office maildrops or in or on street collection boxes. They may be placed in, but not on, rural mailboxes.

9.3.2 How to Mail

A mailer can obtain Form 3804 and Form 3811 (return receipt) at the Post Office or from any rural carrier. Observe these procedures:

- a. Enter on the receipt part of the return receipt for merchandise, the name and complete address of the person or firm to whom the mail is addressed.
- b. Affix the numbered part of the gummed label from Form 3804 to the mailpiece.
- c. Place the correct endorsement on the address side. Enter the return receipt for merchandise number on Form 3811. Address the form to yourself and attach it to the front of the mailpiece. If the Form 3811 would cover the address, attach it to the back of the mailpiece. The name of the person to whom the return receipt is to be returned must be the same as that of the sender. If the return receipt is to show the address where the article was delivered, check the block at the top of Form 3811.
- d. Attach to the article, enough postage to pay for the postage price desired, the return receipt for merchandise fee, and the special handling fee.
- e. Attach the return receipt for merchandise label to the address side of the article and give the completed receipt to a USPS employee. If asked to do so, the USPS employee must show on the receipt the time the article is accepted for mailing. If given to a rural carrier, the carrier returns the postmarked receipt to the customer.
- f. By signing the waiver on Form 3804, customers are instructing the USPS to deliver the item without obtaining the addressee's or addressee's agent's signature. Completion of the waiver of signature authorizes the delivery employee to sign upon delivery. The item is delivered to the addressee's mail receptacle or other secure location. To request waiver of signature, detach both parts of the gummed sections of label 3804 and attach to the mailpiece.

9.3.3 Available Destinations

Return receipt for merchandise mail may be addressed for delivery only in the United States and its territories and possessions, through Army/Air Force (APO) and Navy (FPO) Post Offices, or through the United Nations Post Office, New York.

9.3.4 Form 3804

Return receipt for merchandise mail must bear a barcoded brown Form 3804 (see [Exhibit 9.3.4](#)). The label part of the form and the endorsement "Return Receipt Requested" must be placed above the delivery address and to the right of the return address, or to the left of the delivery address on parcels.

Exhibit 9.3.4 Form 3804

8099 3400 0000 5773 9080		RETURN RECEIPT FOR MERCHANDISE		8099 3400 0000 5773 9080		U.S. Postal Service RETURN RECEIPT FOR MERCHANDISE (Domestic Mail Only; No Insurance Coverage Provided)	
						OFFICIAL USE	
		☐ WAIVER OF SIGNATURE I wish delivery to be made without obtaining signature of the addressee or insured party. If the addressee or insured party is a business, the signature of an employee will constitute valid proof of delivery.		CUSTOMER SIGNATURE _____ _____		Postage \$ _____ Return Receipt for Merchandise Fee (Endorsement Required) _____ Special Handling Fee _____ Total Postage & Fees \$ _____ Waiver of Signature ☐ YES ☐ NO	
						Postmark Here	
						Sent To _____ Street, Apt. No., or _____ PO Box No. _____ City, State, ZIP+4 _____	
						PS Form 3804, June 2002 See Reverse for Instructions	

9.3.5 Privately Printed Form 3804

If authorized, a mailer may use a privately printed Form 3804. The privately printed form must be nearly identical in design and color to the USPS form with a barcode and human readable numbers that meet the USPS specifications in Publication 109. Effective January 7, 2013, privately printed forms must include an Intelligent Mail package barcode prepared under 9.3.6 and 708.5.0, and must retain the label design elements and color consistent with USPS Form 3804. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer must print sample labels with barcodes to be certified under the technical requirements in Publication 109.

9.3.6 Barcodes

Barcodes printed by mailers must meet the following standards:

- Intelligent Mail package barcodes and other approved extra services barcodes applied by mailers must be prepared in accordance with 708.5.0.
- Intelligent Mail package barcodes must include the human-readable service banner with the text "USPS SIGNATURE TRACKING #" printed in accordance with Exhibit 708.5.1.4.
- Other approved extra services barcodes may bear a human-readable service banner with the text "RETURN RECEIPT FOR MERCHANDISE" prepared in accordance with 708.5.0.

9.3.7 Firm Sheet—Three or More Pieces

If three or more return receipt for merchandise articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet), provided by the USPS at no charge, or privately printed firm sheets, in lieu of the receipt portion of Form 3804. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to return receipt for merchandise mail. The mailer must present the books with the articles to be mailed

503.9.3.8

at a Post Office. The sheets of the books become the mailer's receipts. All entries made in firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line.

9.3.8 Receipt Not Received

A mailer who does not receive return receipt for merchandise service for which the mailer has paid may request information from the delivery record, at no additional charge, by using Form 3811-A. Any request must be filed within 2 years after the date of mailing. Mailers cannot request a delivery record unless the item originally was sent with return receipt for merchandise.

9.4 Delivery

Delivery of return receipt for merchandise mail is subject to [508.1.0, Recipient Options](#), and [508.2.0, Conditions of Delivery](#).

10.0 USPS Tracking**10.1 USPS Tracking Fee****10.1.1 Fee**

USPS Tracking fee is in addition to postage and other fees, and is charged per piece. See [Notice 123—Price List](#).

10.1.2 Fees and Postage

[1-27-13] The applicable USPS Tracking fee must be paid in addition to the correct postage. The retail and electronic option fee, and postage may be paid with postage stamps, meter stamps, PC Postage, or permit imprint. Precanceled stamps are not permitted as postage payment. The electronic price is applicable when customers privately print an electronic USPS Tracking label or Label 400 and establish an electronic link with the USPS to exchange acceptance and delivery data.

10.2 Basic Information**10.2.1 Description**

USPS Tracking service provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt. USPS Tracking service is available only at the time of mailing. No record is kept at the office of mailing. USPS Tracking service does not include insurance, but insurance may be purchased as an additional service (see [10.2.6](#)). Some statutes and regulations governing the mailing of documents with legal significance may require the use of Certified Mail or Registered Mail rather than USPS Tracking. For mailings to APO/FPO/DPO destination addresses, USPS Tracking service may not always provide the mailer with online information regarding the date and time of an event scan.

10.2.2 Eligible Matter

[1-27-13] USPS Tracking service is available for First-Class Mail parcels and First-Class Package Service parcels (electronic option only); all Priority Mail pieces (at no additional charge); Standard Mail parcels (electronic option only); Package Services parcels, Standard Post parcels (at no additional charge) and Parcel Select parcels. For the purposes of using USPS Tracking with a Package Services or Parcel Select parcel, the parcel must meet these additional requirements:

- a. The surface area of the address side of the parcel must be large enough to contain completely and legibly the delivery address, return address, postage, and any applicable markings, endorsements, and extra service labels.
- b. Except as provided in [10.2.2c](#), the parcel must be greater than 3/4 inch thick at its thickest point.
- c. If the mailpiece is a parcel under [401.1.0](#) and no greater than 3/4 inch thick, the contents must be prepared in a strong and rigid fiberboard or similar container or in a container that becomes rigid after the contents are enclosed and the container is secured. The parcel must be able to maintain its shape, integrity, and rigidity throughout processing and handling without collapsing into a letter-size or flat-size piece.

10.2.3 Electronic Option USPS Tracking for Standard Mail

If electronic option USPS Tracking is requested for all pieces in the mailing and the pieces are of identical weight, then postage may be paid with metered postage or permit imprint under the applicable standards in [444.2.0](#) for parcels. If electronic option USPS Tracking is not requested for all of the pieces in the mailing, or if the pieces are not identical weight, then either the exact metered postage must be affixed to each piece or postage must be paid with permit imprint under a manifest mailing system ([705.2.0](#)). Use of precanceled stamps is not permitted with USPS Tracking.

10.2.4 Ineligible Matter

USPS Tracking is not available for the following:

- a. Priority Mail Express and Periodicals pieces.
- b. First-Class Mail letter-size and flat-size pieces.
- c. Standard Mail letters and flats and all Enhanced Carrier Route Standard Mail pieces.
- d. Package Services letter-size and flat-size pieces.
- e. Mail paid with precanceled stamps.
- f. Mail addressed to restricted APO/FPO and DPO destinations.

- g. Mail addressed to ZIP Codes in the following U.S. territories or Freely Associated States:

Two-Letter State			
ZIP Code	Abbreviation	City	Territory, Possession or Freely Associated State
96939	PW	PALAU	PALAU
96940	PW	PALAU	PALAU
96941	FM	POHNPEI	FEDERATED STATES OF MICRONESIA
96942	FM	CHUUK	FEDERATED STATES OF MICRONESIA
96943	FM	YAP	FEDERATED STATES OF MICRONESIA
96944	FM	KOSRAE	FEDERATED STATES OF MICRONESIA
96960	MH	MAJURO	MARSHALL ISLANDS
96970	MH	EBEYE	MARSHALL ISLANDS

10.2.5 Service Options

[3-4-13] [1-27-13] The two USPS Tracking service options are:

- Retail option: Available at the time of mailing and a mailing receipt is provided. Mailers may present mailpieces with an affixed retail option USPS Tracking label at a Post Office, branch, or station, or to their USPS carrier, as listed in 10.3.1. A mailer may also present mailpieces to a retail employee at a Post Office, station, or branch and the retail associate will affix the applicable USPS Tracking label to the item. Mailers can access delivery information over the Internet at www.usps.com or by calling 1-800-222-1811 toll-free and providing the article number.
- Electronic option: Privately printed forms or labels or Label 400 options are available to mailers who establish an electronic link with the USPS to exchange acceptance and delivery data. Since no mailing receipt is provided with the electronic option, mailers wishing to obtain a mailing receipt may use Form 3877 (10.2.7).

10.2.6 Additional Services

USPS Tracking may be combined with:

- Collect on delivery (COD).
- Insured mail.
- Registered Mail.
- Restricted delivery, if purchased with insurance for more than \$200.00, COD, or Registered Mail service.
- Return receipt, if purchased with insurance for more than \$200.00, COD, or Registered Mail service.
- Return receipt for merchandise.
- Special handling.

10.2.7 Firm Sheets—Three or More Pieces

If three or more articles are presented for mailing at one time, the mailer may use Form 3877 provided by the USPS at no charge, or privately printed firm sheets. Privately printed or computer-generated firm sheets that contain the same

information as Form 3877 may be used if approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to USPS Tracking mail. Required elements are the package identification code (PIC), 5-digit destination ZIP Code, and applicable fees. If the mailer wants the firm sheets receipted by the USPS, the mailer must present the books with the articles to be mailed at a Post Office. The sheets of the books are the mailer's receipts. All entries made in firm sheets must be made by typewriter or ink. Alterations must be initialed by the mailer and accepting postal employee. All unused portions of the addressee column must be obliterated with a diagonal line. A receipt is required for refund requests.

10.3 Labels

10.3.1 Types of Labels

[3-4-13] [1-27-13] Mailers not printing their own labels must use one of the label options shown below (for additional information see Publication 199, Intelligent Mail Package Barcode (IMpb) Implementation Guide for: Confirmation Services and Electronic Verification System (eVS) Mailers):

- a. Form 152 may be used until customer supplies are depleted and will be replaced by Label 400 (10.3.1b). This form may be used only with the retail option (see Exhibit 10.3.1a, Form 152).

Exhibit 10.3.1a Form 152

- b. Label 400 is intended for use by electronic option mailers. The label may also be used with the retail option as follows:

1. When affixed to applicable mailpieces by a USPS retail associate at Post Office locations without postage validation imprint (PVI) capability.
2. When affixed to mailpieces with postage and applicable fees prepaid by metered indicia or ordinary stamps.

503.10.3.1

Exhibit 10.3.1b Label 400

- c. Unique, product specific USPS-provided tracking labels are intended for use by electronic option mailers. In addition to the product service type code, these labels are also populated with the customer's Mailer Identification (MID) number in the Intelligent Mail package barcode (IMpb).

Exhibit 10.3.1c Electronic Option IMpb Label (example)

- d. Privately printed barcoded labels must meet the requirements in 10.3 and 10.4 and must include an Intelligent Mail package barcode prepared under 10.4 and 708.5.0. On the Priority Mail label, mailers must use the registered trademark symbol following the Priority Mail text or add the following statement at the bottom of the label in at least 6-point Helvetica type: "Priority Mail is a registered trademark of the U.S. Postal Service."
- e. Integrated Retail Systems Labels may be affixed to mailpieces, as applicable, by a retail associate when presented by a mailer at a Post Office, station, or branch.

Exhibit 10.3.1e Integrated Retail Systems PVI Label**10.3.2 Label Placement**

The barcoded label section of Label 400 or Form 152 must be placed either above the delivery address and to the right of the return address or to the left of the delivery address. A privately printed USPS Tracking label that is separate from the address label must be placed in close proximity to the address label. In all cases, the entire USPS Tracking label must be placed on the address side and not overlap any adjacent item.

10.4 Barcodes**10.4.1 Barcode Use and Symbology**

[1-27-13] Labels printed by mailers with Intelligent Mail package barcodes must meet the following GS1-128 barcode symbology requirements:

- a. Mailers printing their own barcodes and using the retail service option (10.2.5a) must use an Intelligent Mail package barcode with GS1-128 barcode symbology. Each barcode must contain a unique Package Identification Code (PIC) as specified in 10.4.2. Barcodes also must meet the specifications in Publication 91.
- b. Mailers printing their own Intelligent Mail package barcodes and using the electronic service option (10.2.5b) must use the GS1-128 barcode symbology. Each barcode must contain a unique PIC as specified in 10.4.2. Barcodes also must meet the specifications in Publication 91. Refer to 505.3.0 for USPS Tracking with Merchandise Return Service.
- c. Mailers have the option of using an Intelligent Mail package barcode, in accordance with 708.5.1.

10.4.2 Package Identification Code (PIC)

Each GS1-128 barcode symbology must contain a unique PIC and be made up of five fields totaling 22 characters. Additional information and specifications can be found in Publication 91. The five required data fields are:

- a. Application Identifier (AI): two characters; identifies the article as a USPS Tracking piece.
- b. Service Type Code (STC): two characters; identifies the type of product or service used for each item.
- c. Customer ID: nine characters; Mailer ID that uniquely identifies the customer.
- d. Package Sequence Number (PSN): eight characters; fixed sequential number.
- e. Modulus 10 Check digit: one character.

503.10.4.3

10.4.3 Printing

Labels with a confirmation services GS1-128 barcode that are printed by mailers must include a USPS Tracking PIC as specified in [10.4.2](#). Labels bearing an Intelligent Mail package barcode must meet the specifications in [708.5.1](#). Labels used for USPS Tracking must meet these additional specifications:

- a. Intelligent Mail package barcodes must bear a human-readable service banner with the text "USPS TRACKING #" printed in accordance with Exhibit [708.5.1.4](#). Other approved extra services barcodes may bear a human-readable service banner with the text "USPS DELIVERY CONFIRMATION," prepared in accordance with [708.5.0](#).
- b. Human-readable characters that represent the barcode ID must be printed in accordance with [Exhibit 708.5.1.4](#).
- c. The barcode must meet the following specifications:
 1. Barcode symbology must be GS1-128, or an Intelligent Mail package barcode may be used.
 2. The range of widths of narrow bars and spaces (X-dimension) is a minimum of 0.013 inch and a maximum of 0.021 inch. The preferred range is a minimum of 0.015 inch and maximum of 0.017 inch.
 3. All bars must be at least 0.75 inch high.
 4. A clear space around the barcode must be maintained at a minimum of 0.125 inch above and below the barcode. A clear space measuring at least 10 times the X dimension shall be maintained immediately to the left and right of the barcode. No text, images, or other markings shall appear in this area. A minimum clear zone of 0.25 inch is recommended.
- d. Identification bars are used to segregate the USPS Tracking barcode from other areas of the shipping label. Only information relating to USPS Tracking and other extra services may be placed between these bars. The identification bars must be printed as follows:
 1. A minimum clear space of 0.031 inch above the human-readable text and below the human-readable representation of the barcode.
 2. Centered horizontally above and below the barcode area.
 3. At minimum 0.031 inch and at maximum 0.063 inch thick.
 4. The line length should extend across the width of the label but must extend at least the length of the barcode.
- e. Each barcode must meet the requirements in [10.4.1](#) for the type of service requested.
- f. Except for mailers shipping 10,000 or more packages a month and using software from vendors participating in the Confirmation Services/eVS Barcoded Label Precertification Program, mailers must obtain USPS certification for each printer used to print barcoded USPS Tracking labels. For certification, a mailer must forward for evaluation and approval 10 barcoded labels/forms generated by each printer to the National Customer Service Center (NCSC), Attention

Barcode Certification (see [608.8.0](#) for address). The USPS will issue the mailer a Form 3152 for each printer certified. All barcodes must be in accordance with [10.3](#) and [10.4](#). Further certification instructions are included in Publication 91.

- g. Barcodes that do not meet specifications will not be accepted by the USPS. The USPS will contact the mailer if problems with the barcodes are found and will try to resolve the problem. The USPS may suspend a mailer's certification if electronic file quality does not meet specifications.
- h. The indicator "e/" or the optional "ELECTRONIC PRICE APPROVED #[Mailer ID]" text is not used for USPS Tracking Electronic Verification System (eVS) mailpieces (see [705.2.9](#)). Additionally, mailers approved for the electronic service option, at their discretion, may print the text "ELECTRONIC PRICE APPROVED #[Mailer ID]" in minimum 8-point or 0.08 inch to 10-point or 0.10 inch bold sans serif type directly below the bottom horizontal identification bar (see [Exhibit 10.4.3](#)).

Exhibit 10.4.3 Electronic Service Option Identification



10.4.4 Integrated Barcodes

[1-27-13] An integrated barcode may be used by mailers printing their own barcodes and using the electronic service option. Mailers may combine USPS Tracking and insurance services into a single barcode on the shipping label to eliminate multiple labels and barcodes on packages. Mailers who use the GS1-128 barcode symbology for confirmation services must still meet existing specifications in [10.4.1](#) and [10.4.2](#). Mailers using the Intelligent Mail package barcode should refer to [708.5.1](#). Minor modifications allow users to request multiple extra services on Priority Mail, Standard Post, and Package Services parcels. Two required changes are:

- a. Change the text above the barcode to identify the service requested. Exhibits are included in Publication 91.
- b. Change the service type code in the barcode to identify the class of mail and/or type of extra services combined with USPS Tracking. Additional information on the Service Type Code Matrix can be found in Publication 91.

10.5 Electronic File Transmission

Mailers must meet the following standards for electronic file transmission:

503.10.6

- a. Publication 91 contains specifications for electronic file transmission. A test file transmission must be uploaded and approved before mailings begin. Upon certification, the USPS will issue the mailer Form 3152.
- b. Mailers using the electronic option must transmit a file with a unique record for each article mailed. The USPS will contact the mailer if problems with the file are found and will try to resolve those problems. The USPS may suspend a mailer's certification if the electronic file quality does not meet specifications. In addition, USPS acceptance units will be notified to charge the customer the retail USPS Tracking fee.
- c. Mailers using the electronic option must include additional fields in the electronic file when planning to use the integrated barcode. For more information consult Publication 91.

10.6 Acceptance

Customers must meet the following requirements when presenting electronic option USPS Tracking mail for acceptance:

- a. Presorted or permit imprint mailings containing pieces for which fees are paid for USPS Tracking service must be presented to a Post Office business mail entry unit (BMEU), detached mail unit (DMU) at the mailer's plant, network distribution center or auxiliary service facility business mail entry unit, or other postal facility capable of properly verifying the mailing and at which the mailer has obtained the necessary permits or license and paid any applicable mailing fee.
- b. Mailers who use the electronic option or print their own labels must submit a copy of the original Form 3152 with their first mailing using Confirmation Services (see exception in 10.6c). The business mail or detached mail entry unit office will retain a copy of the form. However, mailers who wish to obtain an electronic entry scan must submit Form 3152 with each mailing to include the electronic file number associated with that mailing. The electronic file number on the form must be in either a barcode format (preferred) or written on the form. All barcode formats must comply with the standards in Publication 91. Mailers should keep the certification form on file while using Confirmation Services. If requested by the USPS, the form must be presented within 24 hours.
- c. Mailers of single-piece price mail with postage affixed using the electronic option price are not required to submit Form 3152 with their initial mailing. This includes mailings generated from the USPS online shipping label application at www.usps.com or labels generated from a third-party vendor or system that supports the electronic option prices. All labels must meet USPS format and design requirements, including the "e" (electronic price) endorsement in the barcode text line.

11.0 Signature Confirmation

11.1 Signature Confirmation Fees

11.1.1 Fee

Signature Confirmation fee is in addition to postage and other fees, and is charged per piece. See [Notice 123—Price List](#).

11.1.2 Fees and Postage

The applicable Signature Confirmation fee in [11.1.1](#) must be paid in addition to the correct postage. The retail and electronic option fee, and postage may be paid with postage stamps, meter stamps, PC Postage, or permit imprint. Precanceled stamps are not permitted as postage payment. The electronic price is applicable when customers privately print an electronic Signature Confirmation label.

11.2 Basic Information

11.2.1 Description

[\[1-27-13\]](#) Signature Confirmation service provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt. A delivery record, including the recipient's signature, is maintained by the USPS and is available electronically or by email, upon request. No acceptance record is kept at the office of mailing. Signature Confirmation service is available only at the time of mailing. Signature Confirmation service does not include insurance, but insurance may be purchased as an additional service (see [11.2.6](#)). Some statutes and regulations governing the mailing of documents with legal significance may require the use of Certified Mail or Registered Mail rather than Signature Confirmation.

11.2.2 Eligible Matter

[\[1-27-13\]](#) Signature Confirmation is available for First-Class Mail parcels and First-Class Package Service parcels (electronic option only); all Priority Mail pieces; Standard Post, Package Services, and Parcel Select parcels under [401.1.0](#). For the purposes of using Signature Confirmation with Standard Post, Package Services or Parcel Select parcels, the parcel must meet these additional requirements:

- a. The surface area of the address side of the parcel must be large enough to contain completely and legibly the delivery address, return address, postage, and any applicable markings, endorsements, and extra service labels.
- b. Except as provided in [11.2.2c](#) for machinable parcels, the parcel must be greater than 3/4 inch thick at its thickest point.
- c. If the mailpiece is a machinable parcel under [401.1.0](#) and no greater than 3/4 inch thick, the contents must be prepared in a strong and rigid fiberboard or similar container or in a container that becomes rigid after the contents are enclosed and the container is secured. The parcel must be able to maintain its shape, integrity, and rigidity throughout processing and handling without collapsing into a letter-size or flat-size piece.

11.2.3 Ineligible Matter

Signature Confirmation is not available for the following:

- a. Priority Mail Express, Periodicals, Standard Mail, and Parcel Select Lightweight.

503.11.2.4

- b. First-Class Mail letter-size and flat-size pieces.
- c. Package Services letter-size and flat-size pieces.
- d. Mail paid with precanceled stamps.
- e. Mail addressed to APO/FPO and DPO destinations.
- f. Mail addressed to ZIP Codes in the following U.S. territories or Freely Associated States:

Two-Letter State			
ZIP Code	Abbreviation	City	Territory, Possession or Freely Associated State
96939	PW	PALAU	PALAU
96940	PW	PALAU	PALAU
96941	FM	POHNPEI	FEDERATED STATES OF MICRONESIA
96942	FM	CHUUK	FEDERATED STATES OF MICRONESIA
96943	FM	YAP	FEDERATED STATES OF MICRONESIA
96944	FM	KOSRAE	FEDERATED STATES OF MICRONESIA
96960	MH	MAJURO	MARSHALL ISLANDS
96970	MH	EBEYE	MARSHALL ISLANDS

11.2.4 Service Options

The two Signature Confirmation service options are:

- a. Retail option: Available at Post Offices at the time of mailing. A mailing receipt is provided. Mailers can access delivery information over the Internet at www.usps.com or by calling 1-800-222-1811 toll-free and providing the article number.
- b. Electronic option: Available to mailers who establish an electronic link with the USPS to exchange acceptance and delivery data. No mailing receipt is provided.

11.2.5 Proof of Delivery

Proof of delivery information for Signature Confirmation is available as follows:

- a. Individual requests by article number can be retrieved at www.usps.com or by calling 1-800-222-1811. A proof of delivery letter is provided via fax or mail.
- b. Bulk proof of delivery (6.0) is available to mailers using Signature Confirmation service, electronic option, or privately printed extra service labels, as applicable, when the mailer uses privately printed labels. Customers participating in bulk proof of delivery may obtain signature data in CD-ROM or signature extract file formats.

11.2.6 Additional Services

Signature Confirmation may be combined with:

- a. Collect on delivery (COD).
- b. Insured mail.
- c. Registered Mail.
- d. Restricted delivery, if purchased with insurance for more than \$200.00, COD, or Registered Mail service.

- e. Return Receipt (PS Form 3811), if purchased with insurance for more than \$200.00, COD, or Registered Mail service.
- f. Special handling.

11.2.7 Where to Mail

A mailer may mail articles with retail option Signature Confirmation at a Post Office, branch, or station, or give articles to a rural carrier.

11.2.8 Firm Sheets—Three or More Pieces

If three or more articles are presented for mailing at one time, the mailer may use Form 3877 provided by the USPS at no charge, or privately printed firm sheets. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be used if approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to Signature Confirmation mail. Required elements are the package identification code (PIC), 5-digit destination ZIP Code, and applicable fees. If the mailer wants the firm sheets receipted by the USPS, the mailer must present the books with the articles to be mailed at a Post Office. The sheets of the books are the mailer's receipts. All entries made in firm sheets must be made by typewriter or ink. Alterations must be initialed by the mailer and accepting postal employee. All unused portions of the addressee column must be obliterated with a diagonal line. A receipt is required for refund requests.

11.3 Labels

11.3.1 Types of Labels

Mailers must use one of the label options shown below (for additional information see Publication 91, *Confirmation Services Technical Guide*):

- a. Form 153, obtained from the Post Office at no charge. This form may be used only with the retail option (see [Exhibit 11.3.1a](#)).

Exhibit 11.3.1a Form 153

- b. Label 315 is available to electronic option mailers. Effective January 7, 2013, labels must include an Intelligent Mail package barcode prepared under [708.5.0](#).

503.11.3.2

Exhibit 11.3.1b Label 315

- c. Privately printed barcoded labels must meet the requirements in [11.3](#) and [11.4](#). Effective January 7, 2013, privately printed labels must include an Intelligent Mail package barcode prepared under [11.4](#) and [708.5.0](#). On the Priority Mail label, mailers must use the registered trademark symbol following the Priority Mail text or add the following statement at the bottom of the label in at least 6-point Helvetica type: "Priority Mail is a registered trademark of the U.S. Postal Service."

11.3.2 Label Placement

The barcoded label section of Label 315 or Form 153 must be placed either above the delivery address and to the right of the return address or to the left of the delivery address. A privately printed Signature Confirmation label that is separate from a privately printed address label must be placed in close proximity to the address label. In all cases, the entire Signature Confirmation label must be placed on the address side of the mailpiece and not overlap any adjacent item.

11.4**Barcodes****11.4.1 Barcode Use and Symbology**

Labels printed by mailers must meet the following barcode symbology requirements:

- Mailers printing their own barcodes and using the retail service option ([11.2.4a](#)) must use the GS1-128 barcode symbology. Each barcode must contain a unique Package Identification Code (PIC) as specified in [11.4.2](#). Barcodes also must meet the specifications in Publication 91.
- Mailers printing their own barcodes and using the electronic service option ([11.2.4b](#)) must use the GS1-128 barcode symbology. Each barcode must contain a unique PIC as specified in [11.4.2](#). Barcodes also must meet the specifications in Publication 91. Refer to [505.3.0](#) for USPS Tracking with Merchandise Return Service.

- c. Mailers have the option of using an Intelligent Mail package barcode in accordance with [708.5.1](#).

11.4.2 Package Identification Code (PIC)

Each barcode symbology must contain a unique PIC:

- a. For GS1-128, each barcode must contain a unique PIC and be made up of five fields totaling from 16 to 22 characters. Additional information and specifications can be found in Publication 91. The five required data fields are:
 - 1. Application Identifier (AI): two characters; identifies the barcode as a postal barcode.
 - 2. Service Type Code (STC): two characters; identifies the type of product or service used for each item.
 - 3. Customer ID: nine characters; Mailer ID that uniquely identifies the customer.
 - 4. Package Sequence Number (PSN): variable from two to eight numbers.
 - 5. Modulus 10 Check digit: one character. See Publication 91 for use of the concatenated barcode for routing purposes.
- b. For USS Code Interleaved 2 of 5, each barcode must contain a unique PIC and be made up of four fields totaling 20 characters. The four required data fields are fields 2 through 5 above with a fixed sequential number of 8 digits. Additional information and specifications can be found in Publication 91. This symbology does not use an Application Identifier (AI).

11.4.3 Printing

Labels with a confirmation services GS1-128 barcode that are printed by mailers must include a Signature Confirmation PIC as specified in [11.4.2](#). Labels bearing an Intelligent Mail package barcode must meet the specifications in [708.5.1](#). Labels used for Signature Confirmation must meet these additional specifications:

- a. Intelligent Mail package barcodes must bear a human-readable service banner with the text "USPS SIGNATURE TRACKING#" printed in accordance with [Exhibit 708.5.1.4](#). Other approved extra services barcodes may bear a human-readable service banner with the text "USPS SIGNATURE CONFIRMATION" prepared in accordance with [708.5.0](#).
- b. Human-readable characters that represent the barcode ID must be printed in accordance with [Exhibit 708.5.1.4](#).
- c. The barcode must meet the following specifications:
 - 1. Barcode symbology must be GS1-128, or an Intelligent Mail package barcode may be used.
 - 2. The range of widths of narrow bars and spaces (X-dimension) is a minimum of 0.013 inch and a maximum 0.021 inch. The preferred range is a minimum 0.015 and maximum 0.017 inch.
 - 3. All bars must be at least 0.75 inch high.

503.11.4.3

4. A clear space around the barcode must be maintained at a minimum of 0.125 inch above and below the barcode and a minimum of 0.25 inch on the left and right side of the barcode. A clear space measuring at least 10 times the X dimension shall be maintained immediately to the left and right of the barcode. No text, images, or other markings shall appear in this area. A minimum clear zone of 0.25 inch is recommended.
- d. Identification bars are used to segregate the Signature Confirmation barcode from other areas of the shipping label. Only information relating to Signature Confirmation and other extra services may be placed between these bars. The identification bars must be printed as follows:
 1. A minimum clear space of 0.031 inch above the human-readable text and below the human-readable representation of the barcode.
 2. Centered horizontally above and below the barcode area.
 3. A minimum 0.031 inch and maximum 0.063 inch thick.
 4. The line length should extend across the width of the label but must extend at least the length of the barcode.
- e. Each barcode must meet the requirements in [11.4.1](#) for the type of service requested.
- f. Except for mailers shipping 10,000 or more packages a month and using software from vendors participating in the Confirmation Services/eVS Barcoded Label Precertification Program, mailers must obtain USPS certification for each printer used to print barcoded Signature Confirmation labels. For certification, a mailer must forward for evaluation and approval 10 barcoded labels/forms generated by each printer to the National Customer Support Center (NCSC), Attention Barcode Certification (see [608.8.0](#) for address). The USPS will issue the mailer a Form 3152 for each printer certified. All barcodes must be in accordance with [11.3](#), [Labels](#), and [11.4](#). Further certification instructions are included in Publication 91.

Exhibit 11.4.3f Electronic Service Option Identification

e/ USPS SIGNATURE CONFIRM

9121 0268 3733 1000 0010 10
ELECTRONIC RATE APPROVED #026837331

- g. Barcodes that do not meet specifications will not be accepted by the USPS. The USPS will contact the mailer if problems with the barcodes are found and will try to resolve the problem. The USPS may suspend a mailer's certification if electronic file quality does not meet specifications.
- h. Mailers who have previously received certification for label printing under the USPS Tracking program are not required to obtain any additional certification to use Signature Confirmation.
- i. The indicator "e/" or the optional "ELECTRONIC PRICE APPROVED # [Mailer ID]" text is not used for Signature Confirmation Electronic Verification System (eVS) mailpieces (see [705.2.9](#)). Additionally, mailers approved for the electronic service option, at their discretion, may print the text "ELECTRONIC PRICE APPROVED # [Mailer ID]" in minimum 8-point or 0.08 inch to 10-point or 0.10 inch bold sans serif type directly below the bottom horizontal identification bar (see [Exhibit 11.4.3f](#)).

11.4.4 Integrated Barcodes

An integrated barcode may be used by mailers printing their own barcodes and using the electronic service option. Mailers may combine Signature Confirmation and insurance services into a single barcode on the shipping label to eliminate multiple labels and barcodes on packages. Mailers who use the GS1-128 barcode symbology for confirmation services must still meet existing specifications in [11.4.1](#) and [11.4.2](#). Mailers using the Intelligent Mail package barcode should refer to [708.5.1](#). Minor modifications allow users to request multiple extra services on Priority Mail and Package Services parcels. Two required changes are:

- a. Change the text above the barcode to identify the service requested. Exhibits are included in Publication 91.
- b. Change the service type code in the barcode to identify the class of mail and/or type of extra services combined with Signature Confirmation. Additional information on the Service Type Code Matrix can be found in Publication 91.

11.5 Electronic File Transmission

Mailers must meet the following standards for electronic file transmission:

- a. Publication 91 contains specifications for electronic file transmission. A test file transmission must be uploaded and approved before mailings begin. Upon certification, USPS will issue the mailer Form 3152.
- b. Mailers using the electronic option must transmit a file with a unique record for each article mailed. The USPS may suspend a mailer's certification if the electronic file quality does not meet specifications. In addition, USPS acceptance units will be notified to charge the customer the retail option Signature Confirmation fee.
- c. Mailers who previously received certification for electronic file transmission under the USPS Tracking program are not required to obtain an additional certification for Signature Confirmation use.
- d. Mailers using the electronic option must include additional fields in the electronic file when planning to use the integrated barcode. For more information see Publication 91.

503.11.6

11.6 Acceptance

Customers must meet the following requirements when presenting electronic option Signature Confirmation mail for acceptance:

- a. Presorted or permit imprint mailings containing pieces for which fees are paid for Signature Confirmation service must be presented to a Post Office business mail entry unit (BMEU), detached mail unit (DMU) at the mailer's plant, network distribution center or auxiliary service facility, business mail entry unit, or other postal facility capable of properly verifying the mailing and at which the mailer has obtained the necessary permits or license and paid any applicable mailing fee.
- b. Mailers who use the electronic option or print their own labels must submit a copy of their original Form 3152 with their first mailing using Confirmation Services (see exception in [11.6c](#)). The business mail or DMU office will retain a copy of the form. However, mailers who wish to obtain an electronic entry scan must submit Form 3152 with each mailing to include the electronic file number associated with that mailing. The electronic file number on the form must be in either a barcode format (preferred) or written on the form. All barcode formats must comply with standards in Publication 91. Mailers should keep the certification form on file while using Confirmation Services. If requested by the USPS, the form must be presented within 24 hours.
- c. Mailers of single-piece price mail with postage affixed using the electronic option price are not required to submit Form 3152 with their initial mailing. This includes mailings generated from the USPS online shipping label application at www.usps.com or labels generated from a third-party vendor or system that supports the electronic option prices. All labels must meet USPS format and design requirements, including the "e" (electronic price) endorsement in the barcode text line.

12.0 Collect on Delivery (COD)**12.1 Collect on Delivery Fees****12.1.1 Fee**

COD fee is in addition to postage and other fees, and is charged per piece. For Priority Mail Express COD shipments valued at \$100 or less, the COD fee is based on the amount to be collected. See [Notice 123—Price List](#).

12.1.2 Fee and Postage

The applicable COD fee must be paid in addition to the correct postage and the fees for other services requested. The amount to be collected or the amount of insurance coverage desired, whichever is higher, determines the COD fee. The fees for COD service include insurance against articles that are lost, damaged, or have missing contents, or failure to receive a postal money order or the recipient's check. Postal liability for failure to receive the recipient's check or a postal money order is limited to loss in transit.

12.2 Basic Information

12.2.1 Description

[7-28-13] Any mailer may use collect on delivery (COD) service to mail an article for which the mailer has not been paid and have its price and the cost of the postage collected from the addressee (or addressee's agent). The recipient has the option to pay the COD charges using either cash, or a personal check or money order made payable to the mailer. Only one form of payment may be used for a single mailpiece. If the recipient pays the amount due by check or money order payable to the mailer, the USPS forwards the check or money order to the mailer. The Postal Service cannot intervene in disputes between mailers and recipients of COD mail after postal records indicate payment was returned to the mailer. The amount collected from the recipient may not exceed \$1000.00. COD service provides the mailer with a mailing receipt. USPS maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing return receipt (5.0). Bulk proof of delivery service is available only to mailers purchasing electronic return receipt service at the time of mailing. Customers participating in bulk proof of delivery may obtain signature data in CD-ROM or signature extract file formats.

12.2.2 Eligible Matter

[7-28-13] [1-27-13] COD service may be used for Priority Mail Express (next day and second day service only), First-Class Mail, Priority Mail (excluding Critical Mail), Standard Post, and any Package Services or Parcel Select (except Parcel Select Lightweight) sub-category if:

- a. The mail has the complete names and addresses of the mailer and addressee.
- b. The mailer guarantees to pay any return postage, unless otherwise specified on the mail.
- c. The goods shipped are ordered by the addressee.

12.2.3 Additional Services

[7-28-13] Purchasing COD service allows customers to then purchase restricted delivery service or a return receipt. The following additional services may be combined with COD if the applicable standards for the services are met and the additional service fees are paid:

- a. USPS Tracking (not available for purchase with Priority Mail Express COD).
- b. Registered Mail.
- c. Signature Confirmation (not available for purchase with Priority Mail Express COD).
- d. Special handling.

12.2.4 Registered COD Mail

Sealed domestic mail of any class bearing First-Class Mail or First-Class Package Service postage may be sent as registered COD mail. Such mail is handled the same as other Registered Mail. The maximum amount collectible from the recipient on an individual parcel is \$1,000.00. Indemnity may be purchased up to the registry limit of \$25,000 by paying the applicable registry fee for the value declared. The total

503.12.2.5

fees charged for registered COD service include the proper registry fee for the value declared plus the registered COD fee. The mailer must declare the full value of the article being mailed, regardless of the amount to be collected from the recipient. The registered label and the COD form must be affixed to each article. The registration number is used for delivery receipt and indemnity claims.

12.2.5 Priority Mail Express COD

[7-28-13] Any article sent COD also may be sent by Priority Mail Express Next Day and Priority Mail Express Second Day service when a signature is requested. Such mail is handled in the same manner as other Priority Mail Express. The maximum amount collectible from the addressee on an individual article is \$1,000.00, and indemnity for failure to collect or issue payment is limited to \$1,000.00. Priority Mail Express postage and the proper COD fees must be paid. Both the Priority Mail Express label and COD form must be affixed to each article. The Priority Mail Express article number is used for delivery receipt and indemnity claims.

12.2.6 Ineligible Matter

COD service may not be used for:

- a. Articles sent to or from an APO or FPO address, including official mail and shipments to Armed Forces agencies.
- b. The return of merchandise about which some dissatisfaction arises, unless the new addressee consents in advance to such return.
- c. The mailing of only bills or statements of account, even with the addressee's consent. If a legitimate COD shipment of merchandise is mailed, the balance due on a past or expected transaction may be included in the charges on a COD article, if the addressee consents in advance to such action. In such a case, USPS indemnity is limited to the value of the article lost or damaged, not the full COD charges to be collected.
- d. Moving-picture films mailed by exhibitors to moving-picture manufacturers, distributors, or exchanges. Such films may be sent as insured mail or, if sealed, as Registered Mail.
- e. Collection agency purposes.
- f. Articles sent to or from the Republic of the Marshall Islands and the Federated States of Micronesia.

12.2.7 Redirecting COD Articles

[7-28-13] The mailer of a COD article may use USPS Package Intercept service to redirect the COD article to a new addressee, to a designated Post Office using Hold For Pickup service (508.7.0), or to the sender by paying the applicable fee and as provided in 507.5.0.

12.3 Forms**12.3.1 Form 3816**

[7-28-13] Mailers must complete barcoded Form 3816 (see Exhibit 12.3.1) and attach it either above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. If more than three articles are sent at a time, the mailer may use Form 3816-AS.

Exhibit 12.3.1 Form 3816

DELIVERY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery
Write clearly to make all copies legible.

Date Returned

Collect the amount shown below, if customer pays by CHECK, OR money order (M.O.) made payable to the mailer.

Check/MO Amount \$

Collect the amount shown below, if customer pays by cash (include M.O. fee or fee).

Cash Amount \$

2nd Notice

☐ Registered Mail™ service ☐ Priority Mail express™ service

Date of Mailing

Remit COD Charges to sender via ☐ Priority Mail express™ service

JSPICA No.

From

To

1st Notice

Delivered By

Date Delivered

Check Number

Date Payment Sent to Mailer

NO Number(s)

PS Form 3816, July 2013 PSN 7530-02-030-8002

Copy 1 - Delivery Unit

1. DO NOT allow the recipient (addressee or agent) to examine the contents before payment. 3. If payment is by check, enter check number above.
2. DO NOT deliver this article until payment is collected. 4. Have customer sign Form 3849.
Follow proper scanning procedures for COD delivery and clearance.

12.3.2 Privately Printed Form 3816-AS

If authorized, a mailer may use a privately printed Form 3816-AS. The privately printed form must be nearly identical in design and color to postal-provided forms, with COD article numbers that can be read by automated postal equipment. Effective January 7, 2013, privately printed forms must include an Intelligent Mail package barcode prepared under 9.3.6 and 708.5.0, and must retain the human-readable text, label design elements and color consistent with USPS Form 3816-AS. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer is provided a block of COD numbers to be used.

12.3.3 Nursery Stock

A firm that mails nursery stock (the sender) may print special COD forms if the forms have instructions for disposing of shipments not delivered immediately, include a remittance coupon to be returned with the money order or recipient's check, and meet these conditions:

- a. If the firm does not want the undeliverable parcel disposed of to the highest bidder, the firm's instructions on the back of the delivery office part of the COD form (1), and on the remittance coupon (2), should read as follows:
 1. "If recipient refuses to pay charges for any reason, deliver at once without collecting the charges. Notify sender at once if parcel is not delivered and, if no reply is received in 30 days, destroy parcel. See remittance coupon for further instructions."
 2. "Return this coupon with money order. If parcel is delivered without collection of charges, or is destroyed after 30 days, check disposition and send coupon to sender in penalty envelope."
 - ☐ Delivered to addressee without collecting charges.
 - ☐ Destroyed after 30 days.

503.12.4

- b. If the firm wants the undeliverable parcel disposed of to the highest bidder, the firm's instructions on the back of the delivery office part of the COD form (1), and on the remittance coupon (2), should read as follows:
 1. "If addressee refuses to pay charges for any reason, deliver at once without collecting the charges. Notify sender at once if parcel is not delivered and if no reply is received in 30 days, sell to highest bidder and remit proceeds, less commission. If sale cannot be made, destroy parcel. See remittance coupon for further instructions."
 2. "Return this coupon with money order or addressee's check. If parcel is delivered without collection of charges, is destroyed after 30 days, or is sold, check disposition and send coupon to sender in penalty envelope."
 - ☐ Delivered to addressee without collecting charges.
 - ☐ Destroyed after 30 days.
 - ☐ Sold for \$_____ remittance, less commission, herewith.

12.4 Mailing

12.4.1 Identifying Number

COD articles are identified by a number that appears on each section of the COD form. When Priority Mail Express COD service is used, the mailer must place the completed Priority Mail Express label and the COD form on the front of the article. The Priority Mail Express article number is used for delivery receipt and indemnity claims. When registered COD mail service is used, the mailer must place the completed registered label and the COD form on the front of the article. The registration number is used for delivery receipt and indemnity claims.

12.4.2 Numbering for Large Volumes

A mailer who regularly mails a large volume of COD mail must ensure that a unique COD number is used for each article mailed.

12.4.3 Completing COD Forms

The mailer must securely affix a COD form to each COD article. The form must show article number, names and addresses of mailer and recipient, amount due mailer, and amount of money order fee necessary to make remittance. The USPS is not responsible for errors that a mailer makes in stating the charges to be collected. The mailer may use USPS forms or privately printed forms approved by the USPS. The information required on the COD form must be handwritten with ink, typewritten, or computer printed. The mailer may not stipulate "Cash Only" on the COD form.

12.4.4 Addressing Forms

The name and address of the person to whom the remittance is to be sent must appear in the proper spaces on the COD form and in the return address area on the COD article itself, with the postal endorsements for return if undeliverable. The return address on the COD form must be the same as the return address on the COD article, except that a mailer using a privately printed COD form may print a different address on the remittance coupon where payments are to be sent. The mailer's address where undeliverable articles are to be returned must appear on the other parts of the form. Only domestic addresses may be used.

12.4.5 Receipt

A mailer of one or two parcels per mailing receives a section of Form 3816 as a receipt. If three or more COD articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet), provided by the USPS at no charge, or privately printed firm sheets. (Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local postmaster; the mailer may omit columns from Form 3877 that are not applicable to COD mail.) The mailer submits the forms in duplicate and receives one copy of the postmarked form as a mailing receipt after the entries are verified by the postal employee accepting the mailing. All entries made on firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line.

12.4.6 Where to Mail

[1-27-13] COD mail must be mailed at a Post Office, station, or branch or through a rural carrier. It may not be placed in a Post Office maildrop or in or on a street letterbox. It may be placed in, but not on, a rural mailbox.

12.4.7 Rural Carriers

COD articles may be given to rural carriers for mailing. The articles must be prepared properly and stamps for the required postage and fees affixed. If the mailer wants insurance for an amount more than the COD amount to be collected, that amount must be shown. The USPS assumes no responsibility for any article or money left in a rural mailbox until the carrier issues a receipt. Customers at nonpersonnel rural units must meet the rural carrier at the unit for COD service.

12.4.8 Delays

Mailers may report delays in remittance (more than 60 days for domestic mailings) to the Postal Inspection Service giving all necessary particulars.

12.5**Delivery**

Delivery of COD mail is subject to [508.1.0, Recipient Options](#), and [508.2.0, Conditions of Delivery](#). Except for Priority Mail Express COD, a postmaster may restrict delivery of COD mail if the amount to be collected makes the carrier a potential target for theft or if previous experience indicates that the addressee will be unavailable to receive the article at the time of delivery. If payment is by check, the recipient's check, made payable to the mailer, may be accepted by the USPS employee upon the recipient's presentation of adequate identification. If payment is made by cash, in addition to the COD amount, a money order fee is collected from the recipient.

13.0 Special Handling**13.1****Fees for Special Handling****13.1.1 Fees**

Fee is in addition to postage and other fees, per piece. See [Notice 123—Price List](#).

503.13.1.2

13.1.2 Fee and Postage

The applicable special handling fee must be paid in addition to postage for each addressed piece for which special handling service is desired. Except for official mail, the special handling fee must be paid at the time of mailing. For official mail, the special handling fee is collected under established reimbursement procedures.

13.2 Basic Information**13.2.1 Description**

Special handling service provides preferential handling, but not preferential delivery, to the extent practicable in dispatch and transportation. The service does not itself insure the article against loss or damage. Special handling service is mandatory for material that requires extra care in handling, transportation, and delivery.

13.2.2 Eligible Matter

[1-27-13] Special handling service is available only for First-Class Mail, Priority Mail (excluding Critical Mail), Standard Post, Package Services, and Parcel Select (except Parcel Select Lightweight) pieces.

13.2.3 Additional Services

[1-27-13] The following extra services may be combined with special handling if the applicable standards for the services are met and the additional service fees are paid:

- a. COD.
- b. USPS Tracking.
- c. Insurance.
- d. PAL (for Standard Post or Package Services only).
- e. Return receipt for merchandise.
- f. Signature Confirmation.

13.2.4 Bees and Poultry

Unless sent at First-Class Mail, First-Class Package Service, or Priority Mail prices, special handling is required for parcels containing honeybees or baby poultry.

13.2.5 Marking

The marking "Special Handling" must appear prominently above the address and to the right of the return address on each piece for which special handling service is requested.

13.2.6 Parcel Select - Nonmachinable Parcels

The Parcel Select nonmachinable surcharge is not charged on parcels sent with special handling.

14.0 IMb Tracing

14.1 Basic Information

14.1.1 General Information

[1-27-13] IMb Tracing is available at no charge without a subscription. Requirements for participation in IMb Tracing are the use of the Intelligent Mail barcode, the use of a Mailer Identifier that has been registered (via the Business Customer Gateway, accessible on usps.com) to receive scan data, and verification by the Postal Service that the Intelligent Mail barcode (IMb) as printed meets all applicable postal standards.

14.1.2 Description of Service

[1-27-13] IMb Tracing provides a mailer with data electronically collected from the scanning of barcoded mailpieces as they pass through automated mail processing operations. Scanned data can include the postal facility where such pieces are processed, the postal operation used to process the pieces, the date and time when the pieces are processed, and the numeric equivalent of a barcode(s) that helps to identify the specific pieces. Any piece intended to generate scanned data must meet the physical characteristics and standards in [14.0](#), although not every piece is guaranteed such data or complete data. This service does not provide a delivery scan or proof of delivery.

14.1.3 Availability

IMb Tracing is available to mailers for obtaining scan data for automation-compatible letter-size and automation-compatible flat-size mail.

14.2 Barcodes

14.2.1 General Barcode Requirements

[1-27-13] Each piece in a mailing that is intended to generate IMb Tracing information must bear an Intelligent Mail barcode under [14.2.2](#). Mailers must apply Intelligent Mail barcodes under [708.4.0](#) and the following standards:

- a. Reply pieces must meet the following standards:
 1. For Business Reply Mail, the piece must bear a barcode that corresponds to the subscriber's Business Reply Mail ZIP+4 codes assigned by the USPS under [507.9.0](#).
 2. For other reply mail, the piece must bear a barcode that correctly corresponds to the delivery address.
- b. Outgoing pieces must bear an Intelligent Mail barcode that correctly corresponds to the delivery address.

14.2.2 Intelligent Mail Barcode Requirements

[1-27-13] To obtain IMb Tracing, mailers must apply Intelligent Mail barcodes on letter-size pieces or on flat-size pieces meeting automation-compatibility standards in [201.3.0](#) (letters) or [301.3.0](#) (flats). The following standards apply:

- a. Intelligent Mail barcodes must meet the barcode and format standards in [708.4.0](#) and in Specification USPS-B-3200 at <http://ribbs.usps.gov/>.

503.15.1

- b. Place barcodes on letters according to [202.5.0](#), and on flats according to [302.5.0](#).

15.0 Money Orders

15.1 Fees for Money Orders

Money order fees are charged per each money order. See [Notice 123—Price List](#).

15.2 Issuing Money Orders

15.2.1 Availability

Domestic money orders may be purchased from:

- a. All Post Offices, branches, and stations in the United States and its territories and possessions.
- b. Money order facilities for members of the U.S. Armed Forces.
- c. Rural route carriers and authorized highway contract route carriers. A customer fills out Form 6387 (available from the carrier) and gives it and the payment to the carrier. Unless the customer provides a preaddressed envelope and pays postage and any required fees for mailing, the carrier delivers the money order on the next trip.

15.2.2 Purchase Restrictions

A postal customer may buy multiple money orders at the same time, in the same or differing amounts, subject to these restrictions:

- a. The maximum amount of any single money order is \$1,000.
- b. Any customer whose daily total of purchased money orders is \$3,000 or more, regardless of the number of visits made by the customer to one or more postal facilities, must complete Form 8105-A, Funds Transaction Report (FTR), and show identification bearing the purchaser's photograph, name, and address.

15.2.3 Purchase Method

Money orders must be paid for in one of these ways:

- a. In U.S. currency and coins (in any amount).
- b. With established traveler's checks payable in U.S. dollars if the purchase is for at least 50% of the value of the traveler's checks.
- c. With ATM/debit cards at locations approved by USPS Corporate Treasury where the customer's personal identification number must be entered on a keypad connected to a credit/debit terminal.

15.2.4 Purchaser

The purchaser must complete the money order and customer's receipt by filling in the names and addresses of the payee and purchaser. Money orders must be made payable to a single identifiable party, which can be the purchaser. The USPS does not guarantee a 100% refund on a stolen money order if the customer's receipt is not presented with the claim for refund.

15.2.5 Replacement

The USPS replaces without charge a defective money order or one that is spoiled during imprinting or customer completion if the customer returns the negotiable portion of the money order and the matching customer receipt.

15.3 Cashing Money Orders**15.3.1 Validity and Value**

Domestic money orders are paid regardless of the time passed since their issue. Money orders are not interest-bearing instruments; they are paid only in the exact amount imprinted up to the authorized maximum amount. USPS records serve as the basis for adjudicating claims for payment of money orders.

15.3.2 Redemption

All U.S. money orders, including military, may be cashed at any U.S. Post Office or bank. Subject to funds availability, money orders may be cashed by rural carriers. Any customer whose daily total of cashed money orders exceeds \$10,000.00, irrespective of the number of Post Offices visited to cash the money orders, must also complete Form 8105-A, Funds Transaction Report (FTR), and show identification bearing the customer's photograph, name, and address.

15.3.3 Identification

When presenting a money order for payment, the customer seeking payment must sign in the presence of a USPS employee. If the customer is not known to the employee, suitable identification can be required. The USPS may refuse payment on any money order when the identity of the customer seeking payment is not proved to the satisfaction of the employee.

15.3.4 Acceptable Signature

The paying Post Office may accept any signature of the payee, purchaser, or endorsee that is not different from the name shown on the money order, subject to these conditions:

- a. A customer who cannot write may sign by using a mark, if a witness (who may not be a USPS employee) is present at the time of cashing.
- b. All money orders payable to a business firm, an organization, society, institution, or government agency must be signed in the name of the organization by an authorized representative (who must also sign with his or her own name and organizational title). Evidence of the representative's authority may be required.
- c. If the money order is drawn in favor of an official by name and presented by a successor, the successor must sign accordingly (e.g., "William Jones, treasurer, successor to George Thompson").
- d. Use of a title (e.g., Mrs., M.D.) is not required in signing a money order for payment, whether such title is used on the face of the money order.
- e. A stamped signature is an acceptable endorsement on a money order drawn in favor of a firm, corporation, association, society, or individual, when the money order is presented to a bank for payment. A Post Office accepts a stamped signature only if an agreement is on file specifying the individual responsible for the correctness of such payments.

503.15.3.5

15.3.5 More Than One Payee

A money order completed by the purchaser to show more than one firm or person as payee is paid to either payee if the conjunction “or” is used to connect the payees. If no conjunction is used, or if the conjunction “and” is used to connect the payees, then all the listed payees must endorse the money order.

15.3.6 Payment to Another Party

Money orders may be paid to another party under these conditions:

- a. Only the payee of a money order may endorse it to any other person or firm. A person with power of attorney may cash money orders for a payee who gave the person that authority. A copy of the power of attorney must be filed at the office of payment. A payee may file a separate written order with the Post Office authorizing payment to another person. The person must be designated by name as the one to receive payment.
- b. When a payee (e.g., an individual or firm) makes an assignment and intends that money orders be paid to the assigned person, the payee must file a copy of a power of attorney or a written order with the USPS. The person who is designated to receive payment must sign the money order and write below the signature the capacity in which he or she acts.
- c. A money order may be paid to an executor or court-appointed administrator of the estate of the deceased person who was entitled to payment, provided that a copy of the appointment as executor or administrator is filed with the local postmaster. Such payments are made pursuant to the law of the state in which the deceased was a resident.
- d. Money orders are paid to the legal representative of a firm, association, or company that has ceased to exist. Appropriate documents proving legal representation must be provided to the USPS.
- e. Money orders are not issued or paid to a ward when declared incompetent by a court. They are paid only to the committee, guardian, or other duly authorized person responsible for the ward. Appropriate proof of authority must be provided to the USPS.
- f. A money order payable to a minor may be paid to the father or mother as natural guardian, unless prohibited by court order. Proof of parenthood may be required.

15.3.7 Second Endorsement

A money order with more than one endorsement is invalid, except under [15.3.5](#).

15.3.8 COD Parcel

No payment is made when a money order is issued in return for a COD parcel, and is presented by the addressee (purchaser), and the money order is not endorsed by the payee (shipper) or the payee has not authorized payment to the purchaser by written approval.

15.3.9 Payment Inquiry

A purchaser, payee, or endorsee may, at any time, inquire about payment of a domestic money order by completing, signing, and filing Form 6401 and paying the appropriate fee; a separate form and fee are required for each money order. The fee

is not required if Form 6401 is filed by a bank, other financial institution, government agency that processes money orders directly with the Federal Reserve Bank, or postal official engaged in official USPS business.

15.4 Federal Reserve System

15.4.1 General

All money orders are forwarded through the Federal Reserve Banking System, to which commercial banks have access. For this standard:

- a. *Money order* means a U.S. Postal Money Order.
- b. *Federal Reserve Bank* means a Federal Reserve Bank or branch thereof that presents a money order for payment by the postmaster general.
- c. *Presenting bank* means a bank that presents a money order to and receives credit for the money order from a Federal Reserve Bank.
- d. *Reclamation* means the action taken by the postmaster general to obtain refund of the amounts of paid money orders.
- e. *Examination* includes examination of money orders for indicia of theft, forged endorsements, forged signatures or initials of issuing employees, raised amounts, and other material defects by electronic methods and visual inspection for defects that cannot be discovered electronically.
- f. *Stolen money order* means a U.S. Postal Money Order stolen from a Post Office, classified or contract station or branch, or USPS employee before it is officially issued by the Post Office, classified or contract station or branch, or by a USPS employee discharging his or her official duties.

15.4.2 Payment

The postmaster general has the usual right of a drawee to examine money orders presented for payment by banks through the Federal Reserve System and to refuse payment of money orders, and has a reasonable time after presentation to make each examination. Provisional credit is given to the Federal Reserve Bank when it furnishes the money orders for payment by the postmaster general. Money orders are deemed paid only after examination is completed, subject to the postmaster general's right to make reclamation under [15.4.4](#).

15.4.3 Endorsement

The presenting bank and the endorser of a money order presented for payment are deemed to guarantee to the postmaster general that all prior endorsements are genuine, whether an express guarantee to that effect is placed on the money order. When an endorsement is made by a person other than the payee personally, the presenting bank and the endorser are deemed to guarantee to the postmaster general, in addition to other warranties, that the person who so endorsed had capacity and authority to endorse the money order for the payee.

15.4.4 Reclamation

The postmaster general has the right to demand refund from the presenting bank of the amount of a paid money order if, after payment, the money order is found to be stolen, or to have a forged or unauthorized endorsement, or to contain any material defect or alteration not discovered on examination. Such right includes, but is not

503.15.4.4

limited to, the right to make reclamation of the amount by which a genuine money order with a proper and authorized endorsement has been raised. Such right must be exercised within a reasonable time after the postmaster general discovers that the money order is stolen, bears a forged or unauthorized endorsement, or is otherwise defective. If refund is not made by the presenting bank within 60 days after demand, the postmaster general takes such actions as may be necessary to protect the interests of the United States.