

3 Extra Services

310 Certificate of Mailing

311 Individual Pieces

311.1 Description

Certificate of mailing service is available only at the time of mailing and provides evidence that mail has been presented to the Postal Service for mailing. Certificate of mailing service does not provide a record of delivery, and the Postal Service does not retain copies of PS Form 3817, *Certificate of Mailing*, or PS Form 3665, *Certificate of Mailing — Firm*, or USPS-approved facsimiles. The fee paid for certificates of mailing does not insure the item against loss or damage. The Postal Service postmarks (round-dates) each form or firm sheet at the time of mailing and then returns it to the mailer as the mailer's receipt.

311.2 Availability

311.21 At Time of Purchase

A customer may purchase a certificate of mailing (individual pieces) when sending the following:

- a. Postcards.
- b. Unregistered First-Class Mail International items.
- c. Unregistered First-Class Package International Service items.
- d. Free Matter for the Blind.
- e. Airmail M-bags.

A certificate of mailing cannot be obtained in combination with Registered Mail items, insured parcels, or items paid with a permit imprint.

311.22 After Mailing (Duplicate Copies)

To obtain a duplicate copy of the certificate of mailing, the mailer must present the original form or firm sheet and an additional certificate endorsed "Duplicate" or a copy indicating the original dates of mailing. The Postal Service postmarks (round-dates) the additional certificate to indicate the current date.

311.3 Fees**311.31 Individual Pieces**

In addition to the correct postage, the mailer must pay the certificate of mailing fee for each article on PS Form 3817 at a Post Office facility. For a separate fee, the mailer may request a duplicate copy of PS Form 3817 after mailing (see [311.22](#)). See [Notice 123](#), *Price List*.

311.32 Three or More Individual Pieces

When mailing three or more pieces, the mailer may optionally use PS Form 3665. In addition to the correct postage, the mailer must pay the certificate of mailing fee for each article on PS Form 3665 by affixing ordinary (uncanceled) stamps, meter imprints, or PC Postage imprints to PS Form 3665. Mailers paying for the postage with a permit imprint may also pay the fee at the time of mailing using the same permit imprint account. For a separate fee, the mailer may request a duplicate copy of PS Form 3665 after mailing (see [311.22](#)). See [Notice 123](#), *Price List*.

311.4 Mailer Preparation**311.41 Individual Pieces**

To obtain a certificate of mailing service for individual pieces, the mailer must present an eligible item for mailing (see [311.21](#)) to a Post Office facility. For customers served by rural carrier service, 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 customer on the next trip.

311.42 Three or More Individual Pieces

To obtain a certificate of mailing service for three or more pieces of eligible items (see [311.21](#)), the mailer may use PS Form 3665 or a USPS-approved facsimile. All entries on firm sheets must be typed or printed in ink. The mailer may also use USPS-approved computer-generated firm sheets that contain the same information as PS Form 3665. The mailer must obliterate all unused portions of the addressee column by drawing a diagonal line through them. The mailer must pay the certificate of mailing fee by affixing ordinary (uncanceled) stamps, precanceled stamps, meter stamps, or PC Postage stamps to the items. The mailer and accepting employee must initial any alterations to the firm sheets. The postmarked (round-dated) sheets of the books become the mailer's receipts.

312 Bulk Quantities – Certificate of Mailing**312.1 Description**

For bulk mailings of identical-weight pieces paid with ordinary stamps, meter stamps, PC Postage, or permit imprint, mailers may optionally use PS Form 3606, *Certificate of Bulk Mailing*. This form is used only at the time of mailing, to verify the number of identical-weight pieces mailed. The form must not be used as an itemized list, and it does not provide evidence that a piece was mailed to a particular address. The fee paid for a certificate of

mailing does not insure the item against loss or damage, and the Postal Service does not retain copies of PS Form 3606. The Postal Service certifies each PS Form 3606 by postmark (round-date) at the time of mailing and then returns it to the mailer as the mailer's receipt.

312.2 **Availability**

312.21 **At Time of Entry**

A customer may purchase a certificate of bulk mailing when sending the following identical-weight items:

- a. Postcards.
- b. Unregistered First-Class Mail International items.
- c. Unregistered First-Class Package International Service items.
- d. Free Matter for the Blind.
- e. Airmail M-bags.

A certificate of bulk mailing cannot be obtained in combination with Registered Mail items or insured parcels.

312.22 **After Mailing (Duplicate Copies)**

To obtain a duplicate copy of PS Form 3606 after mailing, the mailer must present the original postmarked certificate and an additional certificate endorsed "Duplicate" or a copy indicating the original dates of mailing. The Postal Service postmarks (round-dates) the additional certificate to indicate the current date.

312.3 **Fees**

In addition to the correct postage, the mailer must pay the applicable certificate of bulk mailing fee for mailings of identical-weight pieces reported on PS Form 3606 by affixing ordinary (uncanceled) stamps, meter imprints, or PC Postage imprints to PS Form 3606. Mailers paying for the postage with a permit imprint may also pay the fee at the time of mailing using the same permit imprint account. For a separate fee, the mailer may request a duplicate copy of PS Form 3606 after mailing (see [312.22](#)). See [Notice 123](#), *Price List*, for all applicable fees.

312.4 **Mailer Preparation**

The mailer may present requests for certificate of bulk mailing to a Post Office facility, business mail entry unit (for items paid with a permit imprint), or other location authorized by the Postal Service. The mailer may pay the fee by ordinary (uncanceled) stamps, meter stamps, or PC Postage stamps by affixing the postage to PS Form 3606. The Postal Service certifies each PS Form 3606 by postmark (round-date) at the time of mailing and then returns it to the mailer as the mailer's receipt.

313 Forms

313.1 Postal Service Forms

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

313.2 Treasury Department Forms

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

313.3 Accepting Clerk's Responsibility for Treasury Department Forms

The accepting clerk must do the following for each Treasury Department form described in [313.2](#):

- a. Make sure that the form has been properly completed and that the correct amount of postage has been affixed.
- b. Cancel the stamps with a postmark indicating the current date.
- c. Sign the form.
- d. Return the form to the sender.

313.4 Agriculture Department Forms

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

320 Insurance

321 Global Express Guaranteed Insurance

321.1 Description

Insurance is provided for lost or damaged Global Express Guaranteed shipments up to \$100 unless additional insurance is purchased. The insurance limit varies by country (see the Individual Country Listings) but may never exceed \$2,499. Unless additional insurance is purchased, liability for a lost or damaged Global Express Guaranteed shipment is limited to the lowest of the following:

- a. \$100.
- b. The actual amount of the loss or damage.
- c. The actual value of the contents.

321.2 Availability

Insurance availability varies by country, content, and value. Coverage, terms, and limitations are subject to change. See the Individual Country Listings for insurance limits.

321.3 Additional Coverage and Fees

Additional insurance coverage above \$100 — up to the maximum amount allowed by the country (see the Individual Country Listings) but never to exceed \$2,499 — may be purchased at the sender's option. The insurance fee is in addition to postage and other applicable fees. See [Notice 123](#), *Price List*, for the fee schedule for optional Global Express Guaranteed document reconstruction insurance or non-document insurance coverage.

322 Priority Mail Express International Insurance**322.1 Description**

Priority Mail Express International shipments containing merchandise are insured against loss, damage, or missing contents up to \$200 at no additional charge. Priority Mail Express International shipments containing only nonnegotiable documents are insured against loss, damage, or missing contents up to \$100 at no additional charge. Indemnity is paid by the U.S. Postal Service as provided in [935](#) and in DMM 503 and 609.

322.2 Availability

Insurance availability varies by country, content, and value. See [Exhibit 322.2](#) for availability and insurance limits.

Exhibit 322.2 (p. 1)

**Priority Mail Express International and Priority Mail International
Merchandise Insurance Limits (in U.S. Dollars)**

Country	PMEI	PMI
Afghanistan	n/a	n/a
Albania	5,000	n/a
Algeria	5,000	n/a
Andorra	5,000	5,000
Angola	5,000	n/a
Anguilla	5,000	415
Antigua and Barbuda	n/a	60
Argentina	5,000	5,000
Armenia	5,000	875
Aruba	5,000	830
Ascension	n/a	n/a
Australia	5,000	3,644
Austria	5,000	5,000
Azerbaijan	5,000	2,915
Bahamas	5,000	1,458 to Nassau or Freeport; 560 to other locations
Bahrain	5,000	n/a
Bangladesh	5,000	5,000
Barbados	5,000	238
Belarus	5,000	1,312
Belgium	650	650
Belize	5,000	1,600
Benin	5,000	n/a
Bermuda	5,000	440
Bhutan	5,000	22
Bolivia	5,000	n/a
Bonaire, Sint Eustatius, and Saba	5,000	5,000
Bosnia-Herzegovina	5,000	5,000
Botswana	5,000	73
Brazil	5,000	2,915
British Virgin Islands	n/a	500
Brunei Darussalam	5,000	n/a
Bulgaria	5,000	1,115
Burkina Faso	5,000	969
Burma (Myanmar)	5,000	n/a
Burundi	5,000	5,000
Cambodia	5,000	n/a
Cameroon	5,000	n/a
Canada	5,000	675
Cape Verde	5,000	n/a
Cayman Islands	5,000	n/a
Central African Republic	5,000	n/a
Chad	5,000	185
Chile	5,000	n/a
China	5,000	1,222

Exhibit 322.2 (p. 2)

**Priority Mail Express International and Priority Mail International
Merchandise Insurance Limits (in U.S. Dollars)**

Country	PMEI	PMI
Colombia	5,000	999
Comoros	n/a	690
Congo, Democratic Republic of the	5,000	n/a
Congo, Republic of the	5,000	1,685
Costa Rica	5,000	n/a
Cote d'Ivoire	5,000	5,000
Croatia	5,000	5,000
Cuba	n/a	n/a
Curacao	5,000	5,000
Cyprus	5,000	5,000
Czech Republic	5,000	5,000
Denmark	650	650
Djibouti	5,000	880
Dominica	5,000	n/a
Dominican Republic	5,000	n/a
Ecuador	5,000	n/a
Egypt	5,000	1,685
El Salvador	5,000	n/a
Equatorial Guinea	n/a	n/a
Eritrea	5,000	n/a
Estonia	5,000	2,187
Eswatini	5,000	560
Ethiopia	5,000	n/a
Falkland Islands	n/a	n/a
Faroe Islands	5,000	5,000
Fiji	5,000	n/a
Finland	650	650
France	650	650
French Guiana	5,000	5,000
French Polynesia	5,000	4,519
Gabon	5,000	523
Gambia	n/a	n/a
Georgia, Republic of	5,000	1,458
Germany	500	500
Ghana	5,000	n/a
Gibraltar	n/a	n/a
Greece	650	650
Greenland	n/a	5,000
Grenada	5,000	350
Guadeloupe	5,000	5,000
Guatemala	n/a	n/a
Guinea	5,000	948
Guinea-Bissau	5,000	2,915
Guyana	5,000	10
Haiti	5,000	n/a
Honduras	n/a	n/a
Hong Kong	5,000	5,000
Hungary	5,000	5,000
Iceland	650	650

Exhibit 322.2 (p. 3)

**Priority Mail Express International and Priority Mail International
Merchandise Insurance Limits (in U.S. Dollars)**

Country	PMEI	PMI
India	5,000	2,189
Indonesia	5,000	n/a
Iran	n/a	n/a
Iraq	5,000	n/a
Ireland	650	650
Israel	5,000	n/a
Italy	650	650
Ivory Coast (Cote d'Ivoire)	5,000	5,000
Jamaica	5,000	n/a
Japan	5,000	5,000
Jordan	n/a	n/a
Kazakhstan	5,000	5,000
Kenya	5,000	131
Kiribati	5,000	n/a
Korea, Democratic People's Republic of (North Korea)	n/a	n/a
Korea, Republic of (South Korea)	5,000	5,000
Kosovo, Republic of	n/a	n/a
Kuwait	5,000	2,000
Kyrgyzstan	5,000	5,000
Laos	5,000	n/a
Latvia	5,000	1,458
Lebanon	5,000	n/a
Lesotho	5,000	440
Liberia	5,000	440
Libya	n/a	n/a
Liechtenstein	5,000	5,000
Lithuania	5,000	5,000
Luxembourg	650	650
Macao	5,000	4,227
Madagascar	5,000	199
Malawi	n/a	n/a
Malaysia	5,000	1,429
Maldives	5,000	n/a
Mali	5,000	n/a
Malta	5,000	n/a
Martinique	5,000	5,000
Mauritania	5,000	635
Mauritius	5,000	165
Mexico	5,000	n/a
Moldova	5,000	2,915
Mongolia	5,000	n/a
Montenegro	n/a	5,000
Montserrat	n/a	2,200
Morocco	5,000	5,000
Mozambique	5,000	n/a
Namibia	5,000	4,405
Nauru	5,000	220
Nepal	5,000	n/a

Exhibit 322.2 (p. 4)

**Priority Mail Express International and Priority Mail International
Merchandise Insurance Limits (in U.S. Dollars)**

Country	PMEI	PMI
Netherlands	650	650
New Caledonia	5,000	1,775
New Zealand	5,000	1,025
Nicaragua	5,000	n/a
Niger	5,000	n/a
Nigeria	5,000	n/a
North Macedonia, Republic of	5,000	2,380
Norway	650	650
Oman	5,000	575
Pakistan	5,000	867
Panama	5,000	n/a
Papua New Guinea	5,000	445
Paraguay	5,000	n/a
Peru	5,000	n/a
Philippines	5,000	n/a
Pitcairn Island	n/a	n/a
Poland	5,000	5,000
Portugal	650	650
Qatar	5,000	n/a
Reunion	n/a	5,000
Romania	5,000	5,000
Russia	5,000	5,000
Rwanda	5,000	n/a
Saint Helena	n/a	170
Saint Kitts and Nevis	5,000	242
Saint Lucia	5,000	n/a
Saint Pierre and Miquelon	n/a	5,000
Saint Vincent and the Grenadines	5,000	130
Samoa	n/a	295
San Marino	5,000	5,000
Sao Tome and Principe	5,000	440
Saudi Arabia	5,000	n/a
Senegal	5,000	936
Serbia, Republic of	5,000	5,000
Seychelles	5,000	n/a
Sierra Leone	5,000	n/a
Singapore	5,000	3,000
Sint Maarten	5,000	5,000
Slovak Republic (Slovakia)	650	650
Slovenia	650	650
Solomon Islands	5,000	n/a
Somalia	n/a	n/a
South Africa	5,000	n/a
Spain	650	650
Sri Lanka	5,000	35
Sudan	n/a	n/a
Suriname	n/a	535
Sweden	650	650
Switzerland	650	650

Exhibit 322.2 (p. 5)

**Priority Mail Express International and Priority Mail International
Merchandise Insurance Limits (in U.S. Dollars)**

Country	PMEI	PMI
Syrian Arab Republic (Syria)	5,000	n/a
Taiwan	5,000	1,350
Tajikistan	5,000	5,000
Tanzania	5,000	248
Thailand	5,000	1,458
Timor-Leste, Democratic Republic of	n/a	n/a
Togo	5,000	n/a
Tonga	5,000	515
Trinidad and Tobago	5,000	n/a
Tristan da Cunha	n/a	n/a
Tunisia	5,000	3,834
Turkey	5,000	952
Turkmenistan	5,000	729
Turks and Caicos Islands	650	n/a
Tuvalu	n/a	675
Uganda	5,000	n/a
Ukraine	5,000	5,000
United Arab Emirates	5,000	5,000
United Kingdom of Great Britain and Northern Ireland	650	n/a
Uruguay	5,000	n/a
Uzbekistan	5,000	5,000
Vanuatu	n/a	n/a
Vatican City	5,000	2,380
Venezuela	n/a	n/a
Vietnam	5,000	n/a
Wallis and Futuna Islands	n/a	1,615
Yemen	5,000	820
Zambia	5,000	n/a
Zimbabwe	5,000	n/a

322.3 Additional Coverage and Fees

Additional merchandise insurance coverage above \$200 — up to the maximum amount allowed by the country (see [Exhibit 322.2](#)) but never to exceed \$5,000 — may be purchased at the sender's option. The insurance fee is in addition to postage and other applicable fees. See [Notice 123](#), *Price List*, for the fee schedule for optional Priority Mail Express International merchandise insurance coverage.

322.4 Return Receipt Service

Return receipt service is the only extra service that mailers may add to insured items. There is no additional charge for this service, and it is available only to certain countries. See the Individual Country Listings for availability. See [340](#) for additional information about return receipt service.

323 **Priority Mail International Insurance**

323.1 **Description**

Priority Mail International shipments containing merchandise are insured against loss, damage, or missing contents up to \$200 at no additional charge. Priority Mail International shipments containing only nonnegotiable documents are insured against loss, damage, or missing contents up to \$100 for document reconstruction at no additional charge. Indemnity is paid by the U.S. Postal Service as provided in [933](#). For a fee, the sender may purchase additional insurance to protect against loss, damage, or missing contents for Priority Mail International items containing merchandise, subject to individual country limitations. Additional document reconstruction insurance may not be purchased. If the item has been lost, or if it has been delivered to the addressee in damaged condition or with missing contents, payment is made to the sender unless the sender waives the right to payment, in writing, in favor of the addressee.

323.2 **Availability**

Merchandise insurance above the included \$200 amount is available for all Priority Mail International items to certain countries. See [Exhibit 322.2](#).

323.3 **Coverage and Fees**

Additional merchandise insurance coverage above the included \$200 — up to the maximum amount allowed by the country (see [Exhibit 322.2](#)) but never to exceed \$5,000 — may be purchased at the sender's option. The insurance fee is in addition to postage and other applicable fees and is based on the insured value. See [Notice 123](#), *Price List*, for the fee schedule for optional Priority Mail International merchandise insurance coverage.

323.4 **Return Receipt**

Return receipt service is the only extra service that mailers may add to insured items. It is available for an additional fee and is available only to certain countries. See the Individual Country Listings for availability. See [340](#) for additional information about return receipt service.

323.5 **Insured Value and Indemnity Claims**

323.51 **Insured Value and Declared Value**

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

323.52 **Indemnity Claims and Payments**

As proof of mailing and proof of insurance to file a claim, the sender must submit the following:

- a. The original mailing receipt.
- b. The sender's copy of the hard copy PS Form 2976-R or an electronically generated PS Form 2976-A.

For more information on indemnity claims and payments, see chapter [9](#).

323.6 Preparation of Insured Priority Mail International Parcels**323.61 Mailing Receipt and Insurance Number**

All Priority Mail International insured parcels must be numbered. The mailing receipt issued at the time of mailing, accompanied by either the hard copy PS Form 2976-R or an electronically generated PS Form 2976-A, will serve as proof of mailing and proof of insurance. Volume mailers may use PS Form 3877, *Firm Mailing Book for Accountable Mail*, as the sender's receipt.

323.62 Accepting Clerk's Responsibility

When a customer has purchased additional insurance, the accepting clerk must indicate on the hard copy PS Form 2976-R the amount for which the parcel is insured by writing the amount in U.S. dollars in ink in the "Insured Value (U.S. \$)" block. After using the information on PS Form 2976-R to electronically generate PS Form 2976-A, the accepting clerk must write a bold capital "V" in or near the boxes "Insured Amount (US \$)" and "Insurance Fees (US \$)" on PS Form 2976-A.

323.63 Postmarking

Postmark the item at the time of acceptance at all breaks (including any cut or torn edges) of any tape or tabs used in sealing the parcel.

323.7 Sender's Responsibility**323.71 Mailing Receipt**

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

323.72 Marking

The sender has the responsibility to do the following:

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

323.73 Sealing

The sender must seal all insured parcels.

330 Registered Mail

331 Description

Customers may use Registered Mail service for additional protection and security in dispatch and conveyance in the United States. For each registered item a mailing receipt is issued by the office of mailing and a record of delivery is maintained at the office of destination. Indemnity limits are much lower for Registered Mail items than for insured mail. In the United

States, Registered Mail items are handled separately from all other mail and are kept in a secure area with restricted access. In destination countries, Registered Mail items are handled according to their own internal procedures.

332 **Availability**

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

- a. First-Class Mail International items, including Free Matter for the Blind items.
- b. First-Class Package International Service items, including Free Matter for the Blind items.

333 **Fees and Indemnity Limits**

333.1 **Registration Fees**

See [Notice 123](#), *Price List*, for the registry fee.

333.2 **Indemnity Limit**

Regardless of the declared value of a registered item, the maximum amount of indemnity payable for loss, damage, or missing contents is \$41.54.

334 **Processing Requests**

334.1 **Mailing Receipt and Registration Number**

334.11 **General Use**

The Postal Service issues a receipt when it accepts a Registered Mail item. For individual transactions, use PS Form 3806, *Receipt for Registered Mail*. When presenting three or more items for registration at one time, the mailer may use PS Form 3877, *Firm Mailing Book for Accountable Mail* (see DMM 503). The registered number is determined by the barcode printed on the customs form, and the accepting clerk applies a nonbarcoded Label 200-N, *Registered Mail*, to the mailpiece. For items that do not require a customs form, the accepting clerk applies Label 200, Registered Mail, a preprinted self-adhesive label with a number series of nine digits preceded by a Service Type Code of two alpha characters and followed by the two-character Country Code "US." Only labels printed by the Postal Service may be used on international Registered Mail items.

334.12 **Sender's Responsibility**

The sender must:

- a. Enter the name and address of addressee on the mailing receipt before presenting the item for registration.

- b. Declare the full value of mail presented for registration. The value declared must be identical to the value stated on the hard copy PS Form 2976-R or on an electronically generated PS Form 2976. If the values declared are not identical, the Postal Service will refuse the items. (See [123.711](#).)
- c. The sender should retain the receipt and must submit it if he or she wishes to file a claim for the registered item (see chapter [9](#)).

334.13 **Accepting Clerk's Responsibility**

The accepting clerk must:

- a. Verify that the value declared on PS Form 3806 and the value declared on the hard copy PS Form 2976-R or an electronically generated PS Form 2976 are identical. Refuse items on which the declared values are not the same.
- b. For an item that requires a customs form, affix Label 200-N to the item on the address side — in the upper left, below the return address. For an item that does not require a customs form, similarly affix Label 200.
- c. If requested by the sender, show on the mailing receipt and on the Post Office record the time the item was accepted for mailing.
- d. On the receipt, the system will print the registration fee and postage plus the return receipt fee, if applicable.
- e. When federal government official mail is registered pursuant to [142.1](#), endorse the mailing receipt “OFFICIAL PAID” or “OFF. PD.”

334.14 **Preparation**

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

334.2 **Marking**

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

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

334.3 **Postmarking**

334.31 **Placement**

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

334.32 **Registered Free Matter for the Blind**

Postmark registered Free Matter for the Blind on the address side.

334.4 Sealing**334.41 Sender's Responsibility**

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

334.42 Registered Mail Service With Free Matter for the Blind

Registered Mail service is available when the mailer has paid all applicable Registered Mail service fees. Free Matter for the Blind items sent by Registered Mail service are not sealed against inspection.

334.5 Return Receipt

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

335 Indemnity Claims and Payments

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

340 Return Receipt

341 Description

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

342 Availability

Return receipt service can be purchased only at the time of mailing and is available only for a registered item or a Priority Mail International item with the purchase of additional merchandise insurance. Some countries do not admit return receipts or restrict them to Registered Mail items. See Individual Country Listings.

343 Fee

See [Notice 123](#), *Price List*, for the return receipt fee. This fee must be paid in addition to postage and other applicable charges.

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

344 Processing Requests**344.1 Form****344.11 Sender's Responsibility**

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

344.12 Accepting Clerk's Responsibility

The accepting clerk must:

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

344.2 Marking

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

344.3 Return Receipt Improperly Completed or Not Received

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

350 Restricted Delivery

Restricted delivery service is no longer available — it was discontinued effective January 27, 2013. (It was limited to First-Class Mail International items, Priority Mail International Flat Rate Envelopes, and Priority Mail International Small Flat Rate Priced Boxes when used in conjunction with Registered Mail service.)

360 (Reserved)

370 International Money Transfer Services

371 International Money Orders

371.1 Description

371.11 General

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

371.12 Maximum Amount

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

There is no limit on the number of money orders that may be sent to a payee during any time period. There is a limit on the total face value of money orders an individual customer may purchase on any one day (see DMM 509.3).

371.2 Availability

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

Exhibit 371.2

Countries Accepting the International Postal Money Order Form (MP1)

Albania	Dominica	Mali ²
Anguilla	Dominican Republic ²	Montserrat
Antigua and Barbuda	Ecuador ²	Peru
Bahamas	El Salvador (\$500)	Saint Kitts and Nevis
Barbados ¹	Grenada	Saint Lucia
Belize	Guinea ²	Saint Vincent and the Grenadines
Bolivia ²	Guyana (\$500)	Sierra Leone ²
British Virgin Islands	Honduras ²	Trinidad and Tobago ³
Cape Verde ²	Jamaica ³	

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

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

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

371.3 Fees

See [Notice 123](#), *Price List*, for the money order fee for countries that accept Form MP1.

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

Use the pink International Postal Money Order (Form MP1) for money orders payable to the countries listed in [Exhibit 371.2](#). Follow the issuance procedures in DMM 509.3.

371.4.2 Preparation by Purchaser

When Form MP1 is used to send funds, the purchaser should complete the information requested on both the money order and the customer's receipt. Follow the instructions for preparing domestic money orders in DMM 509.3 when using Form MP1. The Postal Service is not liable for money orders that are lost before the purchaser completes this information. Money orders may be made payable to the purchaser (either a person or a firm) or a payee by official title (e.g., Director of Publications).

371.4.3 Preparation by Postal Service Employee

Follow the instructions for preparing domestic money orders in DMM 509.3 when issuing Form MP1.

371.5 Procedures for Cashing Valid Money Orders Issued by Foreign Countries

Valid postal money orders issued by countries listed in [Exhibit 371.2](#) will be paid in accordance with the procedures for cashing domestic money orders (see DMM 509.3). However no international money order will be paid after the expiration of the validity date on the money order.

371.6 Lost Reissued Money Orders

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

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

371.7 Inquiries**371.7.1 Who May Receive Information**

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

money order transaction and when accompanied by a valid court order.
Send requests to the following address:

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

371.72 **Inquiries Regarding Payment**

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

Use PS Form 6401, *Money Order Inquiry*, in accordance with DMM 509.3 when filing inquiries or requests for replacement of an International Postal Money Order (Form MP1). Only the purchaser may file and receive payment. Replacement will not be made before 6 months after the date of issuance.

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

Use PS Form 6401, *Money Order Inquiry*, in accordance with DMM 509.3 when filing inquiries or requests for replacement of reissued international postal money orders. The U.S. payee may file and receive payment.

371.723 **FPS Form 6401 Money Order Inquiry**

See [Notice 123](#), *Price List*, for the fee charged for each PS Form 6401, *Money Order Inquiry*. The fee is not required if PS Form 6401 is filed by a bank, other financial institution, government agency that processes money orders directly with the Federal Reserve Bank, or a Postal Service official engaged in official USPS business.

372 **Sure Money (DineroSeguro)**

372.1 **Description**

Sure Money (DineroSeguro) is a service provided at certain Post Office locations for customers to electronically transfer money internationally to individuals or firms in certain Latin American countries. Funds are transferred to participating banks or other approved agents in Latin America, where payees can claim them. Funds are guaranteed to transfer in 15 minutes, and a currency conversion rate is provided to the sender at the time of purchase.

372.2 **Options and Restrictions**

The following restrictions apply to Sure Money service:

- a. The maximum purchase per day is \$1,500.
- b. Regardless of the amount of money sent, the payee must present an acceptable primary form of photo identification (see DMM 608.10.3), which must match exactly the name on the transaction, as well as a valid confirmation number that is provided to the sender at the time of purchase.
- c. For a fee and with an acceptable primary form of photo identification (see DMM 608.10.3), the sender may change the individual who is designated as the payee.
- d. For a fee and with an acceptable primary form of photo identification (see DMM 608.10.3), the sender may request a refund if for any reason payout in the destination country was unsuccessful.

372.3 Fees

See [Notice 123](#), *Price List*, for the fees for Sure Money service.

372.4 Participating Post Offices

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

372.5 Availability

Participating countries for Sure Money service are as follows:

- a. Argentina — but service is temporarily suspended as of October 28, 2013.
- b. Colombia.
- c. Dominican Republic.
- d. Ecuador.
- e. El Salvador.
- f. Guatemala.
- g. Honduras.
- h. Mexico.
- i. Nicaragua.
- j. Peru.

372.6 Currencies by Country

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

372.7 Service Guarantee

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

380 Supplemental Services

381 International Reply Coupons**381.1 Description**

As of January 27, 2013, the U.S. Postal Service no longer sells international reply coupons. Coupons previously sold by the U.S. Postal Service may no longer be used or exchanged (see [381.2](#)). The following standards apply to international reply coupons:

- a. The sender of a letter may prepay a reply by purchasing reply coupons that are sold and exchangeable for postage stamps by participating postal administrations in member countries of the Universal Postal Union.

- b. International reply coupons (in French, *Coupons-Reponse Internationaux*) are printed in blue ink on paper that has the letters “UPU” in large characters in the watermark. The front of each coupon is printed in French. The reverse side of the coupon, which has text relating to its use, is printed in German, English, Arabic, Chinese, Spanish, or Russian.

381.2 **Previously Sold Coupons and Exchange Value**

The following standards apply to the exchange of international reply coupons:

- a. International reply coupons sold by the United States Postal Service expired on December 31, 2013, or earlier, and may not be used or exchanged. Unused U.S. coupons (that is, those with the U.S. selling price stamped on them) may no longer be exchanged.
- b. With the exceptions noted in [381.3d](#), international reply coupons purchased in foreign countries are exchangeable at U.S. Post Office facilities toward the purchase of postage stamps and embossed stamped envelopes at the current maximum First-Class Mail International 1-ounce, letter-size price, per coupon, irrespective of the country where they were purchased. See [Notice 123](#), *Price List*.

381.3 **Processing Requests**

The following standards apply when processing international reply coupons:

- a. Under Universal Postal Union’s regulations, participating member countries are *not* required to place a control stamp or postmark on the international reply coupons that they sell. Therefore, some foreign issue reply coupons that are tendered for redemption may bear the name of the issuing country (generally in French) rather than the optional control stamp or postmark. Such coupons are exchangeable for U.S. postage as specified in [381.2b](#).
- b. A Post Office facility exchanging a foreign reply coupon must postmark it. Post Office facilities must not accept foreign coupons that already bear a United States Postal Service postmark.
- c. The only valid version of the international reply coupon is printed by the Universal Postal Union, bears the “Water of Life” design (water being poured over a cupped hand), measures approximately 3.75 inches by 6 inches, has a barcode on the reverse side, and has an expiration date of December 31, 2017.
- d. Reply coupons formerly issued by the Postal Union of the Americas and Spain are no longer valid. These coupons are printed in green ink and bear the caption *Cupon Respuesta America-Espanol*. Customers possessing any of these coupons should return them to their correspondents in the country of issue for redemption through the selling post office.

- e. Postmasters must process exchanged foreign international reply coupons as prescribed in Handbook F-101, *Field Accounting Procedures*, in section 11-6.6, “International Reply Coupons.”

Note: Only foreign international reply coupons are eligible for redemption — all USPS-issued international reply coupons expired December 31, 2013, or earlier.

382 International Business Reply Service

382.1 Description

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

382.2 Availability

IBRS is available to every country and territorial possession in the world that is a destination point for U.S.-originating international mail. To be admissible in the international mails IBRS envelopes and cards must conform to the size, weight, and format requirements that are specified in [382.5](#) and [382.6](#) respectively. Qualifying mailpieces receive airmail treatment upon being returned by the foreign postal administrations to United States addressees. See [382.4](#) for the IBRS price that applies to each envelope or card that is returned to the holder of a business reply mail (BRM) permit.

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

382.3 Who May Distribute IBRS Mail

In order to initiate IBRS mail the U.S. sender must be a business reply mail (BRM) permit holder who has paid the prescribed accounting fee to participate in the Qualified Business Reply Mail (QBRM) program (see DMM 505). Prior to producing IBRS mail the mailers must advise in writing the postmaster of the Post Office facility where their permit is held that they intend to distribute IBRS mail. IBRS mail must meet all specifications of QBRM including using unique ZIP+4 codes identification of the price category and using the corresponding barcode. The postmaster must assign the unique ZIP+4 codes as part of the application process. Participating mailers are encouraged to submit preproduction samples for approval. The postmaster responsible will issue a letter of authorization to the mailer.

382.4 Postage and Fees

See [Notice 123](#), *Price List*, for the applicable price that applies to each card, or each envelope (up to a 2-ounce maximum).

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

382.5 Size and Weight Requirements**382.51 Cards**

The following size and weight requirements apply to cards:

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

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

382.52 Envelopes

The following size and weight requirements apply to envelopes:

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

382.6 Formatting Requirements**382.61 General**

See [Exhibit 382.6](#) for an illustration of an IBRS mailpiece showing the items and formatting requirements discussed in [382.62](#) through [382.68](#).

382.62 Air Mail Endorsement

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

382.63 FIM

Each IBRS mailpiece must contain a Facing Identification Mark (FIM) pattern C printed at the top middle right on the address side of the mailpiece. The formatting requirements for the placement of the FIM are as follows:

- a. The top of the FIM C bar pattern must be within 1/8 of an inch of the edge of the mailpiece and may extend to the edge.
- b. The rightmost bar of the pattern must be within 2 inches (plus or minus 1/8 of an inch) of the right edge of the mailpiece.

- c. The FIM bars must be 5/8 of an inch long (plus or minus 1/8 of an inch).
- d. The entire FIM pattern must be completely contained within a rectangular clear zone measuring 1-1/4 inches in length and 5/8 of an inch in height, with its top edge formed by the top edge of the mailpiece and its right edge beginning 1-3/4 inches from the right edge of the mailpiece.

382.64 **No Postage Necessary Endorsement**

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

382.65 **Horizontal Bars**

A vertical column of horizontal bars parallel to the length of the mailpiece must appear immediately below the endorsement “NO POSTAGE NECESSARY IF MAILED TO THE UNITED STATES.” The formatting requirements for the horizontal bars are as follows:

- a. The bars must be uniform in length and thickness — at least 1 inch long, and 1/16 of an inch to 3/16 of an inch thick.
- b. The bars must be evenly spaced.
- c. The lowest bar must not extend below the delivery address line, which is the line above the line containing the ZIP+4 code.
- d. There must be at least 1/2 of an inch clearance between the ZIP+4 code and the bars.

382.66 **Business Reply Legend**

The legend “INTERNATIONAL BUSINESS REPLY MAIL/REPOSE PAYEE” or “INT’L BUSINESS REPLY MAIL/REPOSE PAYEE” must appear above the address. The formatting requirements for the legend are as follows:

- a. The legend must appear in capital letters at least 1/8 of an inch high.
- b. Immediately below the legend, the words “PERMIT NO.” followed by the permit number and the issuing Post Office facility (city and state) must appear in capital letters.
- c. The information in items a and b must appear between two horizontal bars at least 3/32 of an inch thick and at least 1/2 inch apart.
- d. The endorsement “POSTAGE WILL BE PAID BY ADDRESSEE” must appear in capital letters immediately below the lower horizontal bar.

382.67 **Delivery Address**

The complete delivery address must appear on four lines as follows:

1. The name of the permit holder.
2. The street address and/or Post Office box number.
3. The city, state, and unique preassigned ZIP+4 code.
4. The country of destination (United States of America).

The formatting requirements for the complete delivery address are as follows:

- a. The bottom line of the address must be no lower than 5/8 of an inch from the bottom edge of the mailpiece and no higher than 2-1/4 inches.
- b. A clear margin void of any extraneous matter of at least 1/2 inch is required between the left edge of the mailpiece and the delivery address.

382.68 **Barcode**

382.681 **Barcode Type**

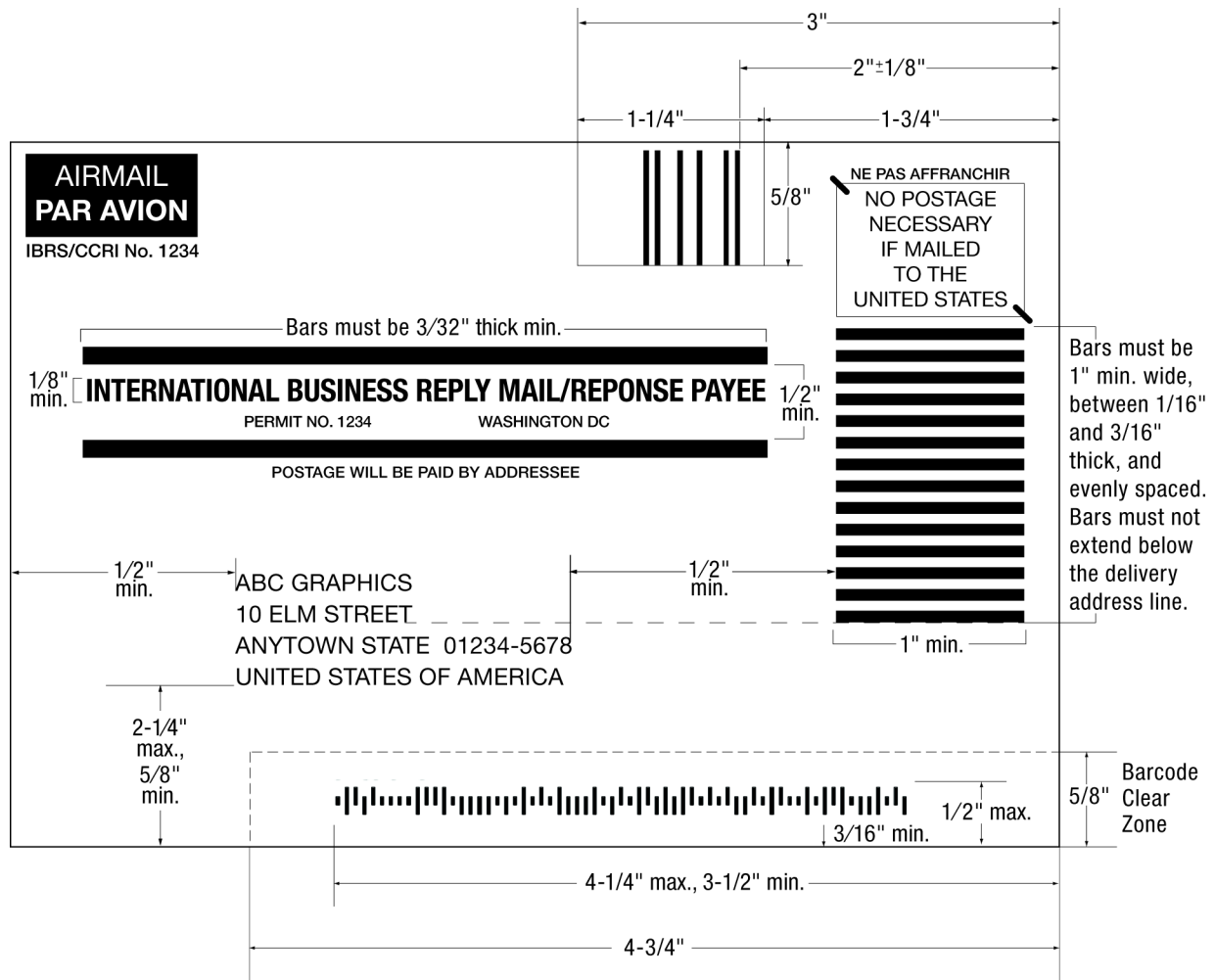
The unique Intelligent Mail barcode (IMb) or ZIP+4 POSTNET barcode preassigned by the U.S. Postal Service must appear on the address side of each IBRS mailpiece. When a mailer uses the Intelligent Mail barcode option, the barcode must contain the barcode ID, service type ID, a USPS-assigned mailer ID, and the correct ZIP+4 routing code, as specified in DMM 708.4.3.

382.682 **Barcode Placement**

The unique preassigned ZIP+4 barcode must appear on the address side of the mailpiece, positioned in either of the following two locations:

- a. As part of the delivery address block as defined in DMM 202.5.7.
- b. If printed directly on the mailpiece, within the barcode clear zone in the lower right corner of the piece. When a mailer uses this option, the “barcode read area” must be free of any printing other than the barcode. The formatting requirements for the barcode clear zone are as follows:
 - (1) The read area extends 5/8 of an inch from the bottom and 4-3/4 inches from the right edge of the mailpiece.
 - (2) The leftmost bar must be between 3-1/2 inches and 4-1/4 inches from the right edge of the mailpiece .
 - (3) The bottom of the barcode must be at least 3/16 inch from the bottom edge of the mailpiece.
 - (4) The top of the barcode must be no more than 1/2 inch from the bottom edge of the mailpiece.

Exhibit 382.6
Format Requirements – US IBRS



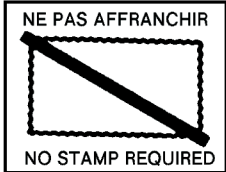
Drawing not to scale

382.7 Foreign International Business Reply Service

Mailers in every country and territorial possession in the world that is a destination point for U.S.-originating international mail may be authorized to distribute IBRS mail in the United States. These items similar to the format in [Exhibit 382.7](#) are accepted without the prepayment of postage for return by air to the destination country. These items are forwarded with ordinary letters and cards to the designated international air exchange office for return to the appropriate country.

Exhibit 382.7

Format Requirements — Foreign IBRS

By airmail Par avion	
IBRS NUMBER: CCRI NUMERO:	PHQ-B/15/SW
REPONSE PAYEE GRANDE-BRETAGNE	
ROYAL MAIL INTERNATIONAL 52 GROSVENOR GARDENS LONDON SW1W 0YA GREATBRITAIN	

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