

Contents

Summary of Changes

- Transmittal Letter i**

- 1 International Mail Services 1**

 - 110 General Information 1

 - 111 Scope 1
 - 112 Mailer Responsibility 1
 - 113 Individual Country Listings 1
 - 114 Availability 1
 - 115 Official Correspondence 2

 - 115.1 Communicating With Headquarters 2

 - 115.11 Operations 2
 - 115.12 Policy and Representation 2
 - 115.13 Transportation and Distribution 2
 - 115.14 Investigations 3
 - 115.15 International Money Orders 3

 - 115.2 Correspondence With Foreign Postal Authorities 3

 - 115.21 Correspondence Permitted 3
 - 115.22 Correspondence Not Permitted 3

 - 115.3 Correspondence With Foreign Individuals 3

 - 115.31 Correspondence Permitted 3
 - 115.32 Customer’s Address 3

 - 116 Trademarks of the USPS 4

 - 116.1 USPS Trademarks in the IMM 4
 - 116.2 Common Law Marks or USPS Marks with Pending Trademark Applications in the IMM 5

 - 120 Preparation for Mailing 5

 - 121 General Information for Mail Preparation 5

 - 121.1 Packaging — Sender’s Responsibility 5
 - 121.2 Use of Postal Service Equipment 5

 - 122 Addressing 6

 - 122.1 Destination Address 6
 - 122.2 Return Address 7

 - 122.21 General 7
 - 122.22 Elements of a Return Address 7
 - 122.23 Required Use of Return Address 8

| | | |
|--------|---|----|
| 123 | Customs Forms and Online Shipping Labels | 8 |
| 123.1 | USPS-Produced Customs Declaration Forms | 8 |
| 123.11 | General | 8 |
| 123.12 | Authorized Editions | 8 |
| 123.2 | Availability | 9 |
| 123.3 | Privately Printed Forms | 9 |
| 123.31 | Authorization | 9 |
| 123.32 | Required Electronic Transmission of Customs Declaration Information | 9 |
| 123.4 | Nonpostal Forms | 10 |
| 123.41 | Nonpostal Export Regulations | 10 |
| 123.42 | Commercial Invoices | 10 |
| 123.5 | Place of Mailing | 10 |
| 123.6 | Required Usage | 10 |
| 123.61 | Conditions | 10 |
| 123.62 | Known Mailers | 12 |
| 123.63 | Separation of Documents and Merchandise | 14 |
| 123.64 | Additional Security Controls | 15 |
| 123.7 | Completing Customs Forms | 15 |
| 123.71 | PS Form 2976, Customs Declaration CN 22 — Sender’s Declaration | 15 |
| 123.72 | PS Form 2976-A, Customs Declaration and Dispatch Note — CP 72 | 16 |
| 123.73 | PS Form 2976-B, Priority Mail Express International Shipping Label and Customs Form | 17 |
| 123.74 | PS Form 2976-R, USPS Customs Declaration and Dispatch Note | 18 |
| 123.75 | PS Form 2976-E, Customs Declaration Envelope — CP 91, and PS Form 2976-ES, Small Customs Form Envelope | 19 |
| 130 | Mailability | 20 |
| 131 | General | 20 |
| 131.1 | Domestic Limits | 20 |
| 131.2 | International Limits | 20 |
| 131.3 | Individual Country Prohibitions and Restrictions | 20 |
| 131.31 | Information Available | 20 |
| 131.32 | Prohibited and Restricted Articles | 20 |
| 131.33 | Return or Seizure of Mail | 20 |
| 131.34 | Foreign Customs Information | 20 |
| 131.4 | Mailer Responsibility | 21 |
| 131.5 | Preparation for Mailing | 21 |
| 131.51 | General Packaging Requirements | 21 |
| 131.52 | Special Packaging Requirements | 21 |
| 132 | Written, Printed, and Graphic Matter | 21 |
| 132.1 | Domestic Limits | 21 |
| 132.2 | Reply Cards and Envelopes | 22 |
| 133 | Improperly Addressed Mail | 22 |

Contents

| | | |
|--------|---|----|
| 134 | Valuable Articles | 22 |
| 134.1 | Service Options | 22 |
| 134.2 | List of Articles | 22 |
| 134.3 | Export of Rough Diamonds | 23 |
| 134.4 | Prohibitions | 23 |
| 135 | Mailable Dangerous Goods | 23 |
| 135.1 | Infectious Substances | 23 |
| 135.11 | General Conditions | 23 |
| 135.12 | Type of Mail | 24 |
| 135.13 | Senders and Receivers | 24 |
| 135.2 | Authorization | 24 |
| 135.21 | Authorized Institutions | 24 |
| 135.22 | Request for Authorization | 25 |
| 135.3 | Packaging, Marking, Labeling | 25 |
| 135.31 | Category B Infectious Substances | 25 |
| 135.32 | Nonregulated Materials (Noninfectious Biological Substances) | 26 |
| 135.33 | Exempt Human or Animal Specimens | 26 |
| 135.4 | Handling and Dispatch of Infectious Substances | 26 |
| 135.41 | Biological Substances | 26 |
| 135.42 | Infectious Substances | 26 |
| 135.5 | Radioactive Materials | 26 |
| 135.6 | Batteries | 27 |
| 135.61 | Availability — Mail Classes | 27 |
| 135.62 | General | 27 |
| 135.63 | Lithium Metal or Lithium Alloy (Non-Rechargeable) Cells and Batteries | 27 |
| 135.64 | Lithium-ion or Lithium Polymer (Rechargeable) Cells and Batteries | 28 |
| 136 | Nonmailable Goods | 28 |
| 136.1 | Dangerous Goods | 28 |
| 136.2 | Inert and Replica Explosive Devices | 29 |
| 136.3 | Counterfeit and Pirated Items | 29 |
| 136.4 | Cigarettes and Smokeless Tobacco | 29 |
| 137 | Firearms, Knives, and Sharp Instruments | 29 |
| 138 | Perishable Matter | 29 |
| 138.1 | Animals | 29 |
| 138.2 | Plants | 30 |
| 138.3 | Eggs | 30 |
| 138.31 | Restrictions | 30 |
| 138.32 | Packaging | 30 |
| 138.4 | Food and Other Perishable Articles | 30 |
| 139 | Cremated Remains | 30 |
| 139.1 | Eligibility | 30 |
| 139.2 | Packaging | 31 |
| 139.3 | Markings | 31 |

| | | |
|----------|---|-----------|
| 140 | International Mail Categories | 31 |
| 141 | Definitions | 31 |
| 141.1 | General | 31 |
| 141.2 | Global Express Guaranteed | 31 |
| 141.3 | Priority Mail Express International | 31 |
| 141.4 | Priority Mail International | 32 |
| 141.5 | First-Class Mail International | 32 |
| 141.6 | First-Class Package International Service | 33 |
| 142 | Official Mail | 33 |
| 142.1 | Mailings by Federal Agencies | 33 |
| 142.2 | Postal Service Mailings | 33 |
| 142.3 | Mail of a Former President and Surviving Spouse of a Former President | 33 |
| 142.4 | General Secretariat of the Organization of American States (OAS) | 33 |
| 142.5 | Pan American Sanitary Bureau Mail | 34 |
| 150 | Postage | 34 |
| 151 | Postage Prices | 34 |
| 152 | Payment Methods | 34 |
| 152.1 | Prepayment | 34 |
| 152.2 | Computing Postage | 34 |
| 152.21 | Determining Single-Piece Weight | 34 |
| 152.22 | Rounding Numerical Values | 35 |
| 152.3 | Stamps | 35 |
| 152.31 | Types of Stamps | 35 |
| 152.32 | Additional Postage for Nondenominated Postage Stamps, Forever Stamps, or Forever Print-on-Demand Indicias | 36 |
| 152.33 | Precanceled Stamps | 36 |
| 152.4 | Postage Meters, Postage Validation Imprints (PVI), Forever Print-on-Demand Indicia, and PC Postage | 36 |
| 152.5 | Additional Standards for Forever Print-on-Demand Indicia Labels | 36 |
| 152.6 | Permit Imprint | 36 |
| 152.61 | Conditions of Use | 36 |
| 152.62 | Place of Mailing | 37 |
| 152.63 | Usage Criteria | 37 |
| 152.64 | Required Format | 38 |
| 153 | Placement of Postage | 42 |
| 154 | Remailed Items | 42 |
| 2 | Conditions for Mailing | 43 |
| 210 | Global Express Guaranteed | 43 |
| 211 | Description and Physical Characteristics | 43 |
| 211.1 | General | 43 |
| 211.2 | Physical Characteristics | 43 |
| 211.21 | Weight Limits | 43 |
| 211.22 | Dimensions | 43 |

Contents

| | | |
|--------|---|----|
| 212 | Eligibility | 44 |
| 212.1 | General — All Global Express Guaranteed Shipments | 44 |
| 212.2 | Customs Forms Required | 44 |
| 212.3 | Mail Sealed Against Inspection | 44 |
| 212.4 | Inquiries, Service Guarantees, Postage Refunds, and Indemnity | 44 |
| 212.41 | Service Guarantee | 44 |
| 212.42 | Transit Days for Shipments | 44 |
| 212.43 | Inquiries | 45 |
| 212.44 | Postage Refunds | 45 |
| 212.45 | Global Express Guaranteed Insurance and Indemnity | 45 |
| 212.46 | Indemnity Claims | 45 |
| 212.47 | Liability for Lost or Damaged Contents | 46 |
| 212.5 | Extra Services — Insurance | 46 |
| 213 | Prices and Postage Payment Methods | 46 |
| 213.1 | Availability and Price Application — General | 46 |
| 213.2 | Postage Payment Methods — General | 46 |
| 213.3 | Determining Postage for Global Express Guaranteed Service | 46 |
| 213.31 | USPS-Produced Global Express Guaranteed Envelopes | 46 |
| 213.32 | Mailer-Supplied Packaging | 46 |
| 213.4 | Dimensional Weight | 47 |
| 213.41 | Determining Dimensional Weight for a Rectangular-Shaped Parcel | 47 |
| 213.42 | Determining Dimensional Weight for a Nonrectangular-Shaped Parcel | 47 |
| 213.5 | Destinating Countries and Price Groups | 47 |
| 213.6 | Commercial Prices | 53 |
| 213.61 | Commercial Base Prices | 53 |
| 213.62 | Commercial Plus Prices | 53 |
| 213.7 | Online Methods | 53 |
| 213.71 | Online Prices — Commercial Base or Commercial Plus Prices | 53 |
| 213.72 | Markings Requirements | 54 |
| 213.73 | Determining Online Prices | 54 |
| 213.74 | Notification | 54 |
| 213.75 | Postage Adjustments of Online Shipments | 54 |
| 213.76 | Deposit of Online Shipments within 24 Hours | 54 |
| 213.8 | Permit Imprint | 54 |
| 213.81 | Permit Imprint — General | 54 |
| 213.82 | Permit Imprint — Commercial Base or Commercial Plus Prices | 54 |
| 213.9 | Official Mail | 55 |
| 213.91 | Mailings by Federal Agencies | 55 |
| 213.92 | Postal Service Mailings | 55 |
| 214 | Mail Preparation | 55 |
| 214.1 | Preparation by the Sender | 55 |
| 214.2 | Preparation by Acceptance Employee | 56 |

| | | |
|--------|--|----|
| 215 | Mail Entry and Deposit | 56 |
| 215.1 | Entry Service Areas — U.S. Origins. | 56 |
| 215.2 | Place of Mailing | 58 |
| 215.21 | Items Eligible for Deposit or Pickup | 58 |
| 215.22 | Items Not Eligible for Deposit or Pickup | 58 |
| 215.23 | Items Paid With a Permit Imprint | 58 |
| 215.24 | Acceptance of Shipments | 58 |
| 215.3 | Pickup On Demand Service. | 59 |
| 215.4 | Package Pickup Service | 59 |
| 220 | Priority Mail Express International | 59 |
| 221 | Description and Physical Characteristics | 59 |
| 221.1 | General | 59 |
| 221.2 | Priority Mail Express International With Money-Back Guarantee Service. | 59 |
| 221.3 | Priority Mail Express International Flat Rate Envelopes | 60 |
| 221.4 | Physical Characteristics | 60 |
| 221.41 | Weight Limits | 60 |
| 221.42 | Dimensions — Priority Mail Express International Parcels. | 60 |
| 222 | Eligibility | 60 |
| 222.1 | General — All Priority Mail Express International Shipments | 60 |
| 222.2 | Prohibited Items in All Priority Mail Express International Shipments. | 60 |
| 222.3 | Priority Mail Express International Flat Rate Envelopes | 61 |
| 222.4 | Customs Forms Required | 61 |
| 222.5 | Mail Sealed Against Inspection | 61 |
| 222.6 | Priority Mail Express International Insurance and Indemnity. | 62 |
| 222.61 | Merchandise Insurance | 62 |
| 222.62 | Document Reconstruction Insurance. | 62 |
| 222.63 | Indemnity for Delivery Delays. | 62 |
| 222.7 | Extra Services — Merchandise Insurance. | 62 |
| 223 | Prices and Postage Payment Methods. | 62 |
| 223.1 | Prices. | 62 |
| 223.11 | Availability and Price Application — General | 62 |
| 223.12 | Commercial Base Prices | 62 |
| 223.13 | Commercial Plus Prices | 63 |
| 223.14 | Priority Mail Express International Flat Rate Envelope Prices | 63 |
| 223.2 | Postage Payment Methods | 63 |
| 223.21 | General | 63 |
| 223.22 | Permit Imprint. | 63 |
| 223.23 | USPS Corporate Account (USPSCA). | 64 |
| 223.24 | Online Methods | 64 |
| 223.3 | Official Mail | 65 |
| 223.31 | Mailings by Federal Agencies. | 65 |
| 223.32 | Postal Service Mailings | 65 |

Contents

| | | |
|--------|---|----|
| 224 | Mail Preparation | 65 |
| 224.1 | Preparation by Sender | 65 |
| 224.11 | Using PS Form 2976-B | 65 |
| 224.12 | Using an Online Combined Shipping Label and Customs Form That Electronically Transmits Customs-Related Data | 65 |
| 224.2 | Preparation by Acceptance Employee | 65 |
| 224.21 | Using PS Form 2976-R | 65 |
| 224.22 | Using an Online Combined Shipping Label and Customs Form That Electronically Transmits Customs-Related Data | 65 |
| 225 | Mail Entry and Deposit | 66 |
| 225.1 | Place of Mailing | 66 |
| 225.11 | Items Eligible for Deposit or Pickup | 66 |
| 225.12 | Items Not Eligible for Deposit or Pickup | 66 |
| 225.13 | Items Paid With a Permit Imprint | 66 |
| 225.2 | Pickup On Demand Service | 67 |
| 225.3 | Package Pickup Service | 67 |
| 230 | Priority Mail International | 67 |
| 231 | Description and Physical Characteristics | 67 |
| 231.1 | General | 67 |
| 231.2 | Physical Characteristics | 67 |
| 231.21 | Weight Limits | 67 |
| 231.22 | Dimensions — Priority Mail International Parcels | 68 |
| 231.23 | Measuring Parcel Dimensions | 68 |
| 232 | Eligibility | 70 |
| 232.1 | Priority Mail International Flat Rate Envelopes and Small Flat Rate Priced Boxes — General | 70 |
| 232.2 | Eligible Priority Mail International Flat Rate Envelopes and Small Flat Rate Priced Boxes | 70 |
| 232.3 | Priority Mail International Medium and Large Flat Rate Boxes | 71 |
| 232.4 | Eligible Priority Mail International Medium and Large Flat Rate Boxes | 71 |
| 232.5 | Priority Mail International Parcels | 72 |
| 232.51 | General | 72 |
| 232.52 | Priority Mail International Regional Rate Boxes | 72 |
| 232.6 | Customs Forms Required | 72 |
| 232.61 | Priority Mail International Flat Rate Envelopes and Small Flat Rate Priced Boxes | 72 |
| 232.62 | Priority Mail International Medium and Large Flat Rate Boxes | 72 |
| 232.63 | Priority Mail International Parcels | 73 |
| 232.7 | Mail Sealed Against Inspection | 73 |
| 232.8 | Priority Mail International Insurance and Indemnity | 73 |
| 232.81 | Indemnity | 73 |
| 232.82 | Exclusions | 73 |

| | | |
|--------|--|----|
| 232.9 | Extra Services | 73 |
| 232.91 | Merchandise Insurance | 73 |
| 232.92 | Return Receipt Service | 73 |
| 233 | Prices and Postage Payment Methods | 74 |
| 233.1 | Prices | 74 |
| 233.11 | Availability and Price Application — General | 74 |
| 233.12 | Commercial Base Prices | 74 |
| 233.13 | Commercial Plus Prices | 74 |
| 233.14 | Priority Mail International Flat Rate Envelopes and Small Flat Rate Priced Boxes | 75 |
| 233.15 | Priority Mail International Medium and Large Flat Rate Boxes | 75 |
| 233.16 | Priority Mail International Parcels | 75 |
| 233.2 | Postage Payment Methods | 75 |
| 233.21 | General | 75 |
| 233.22 | Permit Imprint | 75 |
| 233.23 | Online Methods | 76 |
| 233.3 | Official Mail | 76 |
| 233.31 | Mailings by Federal Agencies | 76 |
| 233.32 | Postal Service Mailings | 76 |
| 234 | Mail Preparation | 77 |
| 234.1 | Addressing | 77 |
| 234.2 | Marking | 77 |
| 234.3 | Customs Documentation | 77 |
| 234.4 | Sealing | 77 |
| 234.5 | Packaging | 77 |
| 234.51 | Packaging Requirements — General | 77 |
| 234.52 | Types of Containers | 77 |
| 234.53 | Closure Options for Wooden Boxes or Bags | 77 |
| 235 | Mail Entry and Deposit | 78 |
| 235.1 | Place of Mailing | 78 |
| 235.11 | Items Eligible for Deposit or Pickup | 78 |
| 235.12 | Items Not Eligible for Deposit or Pickup | 78 |
| 235.13 | Items Paid With a Permit Imprint | 78 |
| 235.2 | Pickup On Demand Service | 78 |
| 235.3 | Package Pickup Service | 79 |
| 240 | First-Class Mail International | 79 |
| 241 | Description and Physical Characteristics | 79 |
| 241.1 | General | 79 |
| 241.2 | Physical Characteristics | 79 |
| 241.21 | Physical Standards — Letters | 79 |
| 241.22 | Physical Standards — Cards | 81 |
| 241.23 | Physical Standards — Large Envelopes (Flats) | 82 |

Contents

| | | |
|--------|---|----|
| 242 | Eligibility | 85 |
| 242.1 | Content Eligibility | 85 |
| 242.2 | Merchandise | 85 |
| 242.3 | Mail Sealed Against Inspection | 85 |
| 242.4 | Extra Services | 85 |
| 242.41 | Certificate of Mailing | 85 |
| 242.42 | Registered Mail Service | 85 |
| 242.43 | Return Receipt Service | 85 |
| 243 | Prices and Postage Payment Methods | 85 |
| 243.1 | Prices | 85 |
| 243.11 | Prices and Price Application — General | 85 |
| 243.12 | Price Computation | 85 |
| 243.13 | Destinating Countries and Price Groups | 86 |
| 243.2 | Postage Payment Methods — General | 86 |
| 243.3 | Permit Imprint — General | 86 |
| 243.4 | Official Mail | 86 |
| 243.41 | Mailings by Federal Agencies | 86 |
| 243.42 | Postal Service Mailings | 86 |
| 244 | Mail Preparation | 86 |
| 244.1 | Addressing | 86 |
| 244.2 | Markings | 87 |
| 244.3 | Sealing | 87 |
| 244.4 | Packaging | 87 |
| 245 | Mail Entry and Deposit | 87 |
| 245.1 | Place of Mailing | 87 |
| 245.11 | Items Eligible for Deposit or Pickup | 87 |
| 245.12 | Items Not Eligible for Deposit or Pickup | 88 |
| 245.2 | Items Paid With a Permit Imprint | 88 |
| 250 | First-Class Package International Service | 89 |
| 251 | Description and Physical Characteristics | 89 |
| 251.1 | General | 89 |
| 251.2 | Physical Characteristics and Standards — Packages (Small Packets) | 89 |
| 251.21 | Weight Limit | 89 |
| 251.22 | Dimensions — Other Than Rolls | 89 |
| 251.23 | Dimensions — Rolls | 89 |
| 251.24 | Quality | 89 |
| 252.2 | Electronic USPS Delivery Confirmation International Service (E-USPS DELCON INTL) | 90 |
| 252.21 | Description | 90 |
| 252.22 | Availability | 90 |
| 252.23 | Customs Label and Marking | 90 |
| 252.24 | Additional Standards | 91 |
| 252.25 | Postage Payment Methods | 91 |

| | | |
|--------|--|----|
| 252.26 | Price Eligibility | 91 |
| 252.3 | Customs Forms Required | 91 |
| 252.4 | Mail Sealed Against Inspection | 91 |
| 252.5 | Extra Services | 91 |
| 252.51 | Certificate of Mailing | 91 |
| 252.52 | Registered Mail Service | 91 |
| 252.53 | Return Receipt Service | 91 |
| 253 | Prices and Postage Payment Methods | 92 |
| 253.1 | Prices | 92 |
| 253.11 | Prices and Price Application — General | 92 |
| 253.12 | Price Computation | 92 |
| 253.13 | Destinating Countries and Price Groups | 92 |
| 253.14 | Commercial Base Prices | 92 |
| 253.15 | Commercial Plus Prices | 92 |
| 253.2 | Postage Payment Methods | 93 |
| 253.21 | General | 93 |
| 253.22 | Permit Imprint | 93 |
| 253.23 | Online Methods | 93 |
| 253.3 | Official Mail | 94 |
| 253.31 | Mailings by Federal Agencies | 94 |
| 253.32 | Postal Service Mailings | 94 |
| 254 | Mail Preparation | 94 |
| 254.1 | Addressing | 94 |
| 254.2 | Markings | 94 |
| 254.3 | Sealing | 94 |
| 254.4 | Packaging | 95 |
| 255 | Mail Entry and Deposit | 95 |
| 255.1 | Place of Mailing | 95 |
| 255.11 | Items Eligible for Deposit or Pickup | 95 |
| 255.12 | Items Not Eligible for Deposit or Pickup | 95 |
| 255.2 | Items Paid With a Permit Imprint | 96 |
| 255.3 | Pickup on Demand Service | 96 |
| 255.4 | Package Pickup Service | 96 |
| 260 | Direct Sacks of Printed Matter to One Addressee (M-bags) | 96 |
| 261 | Description | 96 |
| 261.1 | General | 96 |
| 261.2 | Eligibility | 97 |
| 261.21 | Printed Matter | 97 |
| 261.22 | Other Articles | 97 |
| 261.23 | Mail Not Sealed Against Inspection | 97 |
| 262 | Postage Prices and Fees | 98 |
| 262.1 | Airmail M-bags | 98 |
| 262.2 | International Priority Airmail (IPA) M-bags | 98 |

Contents

| | | |
|--------|---|-----|
| 262.3 | International Surface Air Lift (ISAL) M-bags | 98 |
| 262.4 | Postage Calculation | 98 |
| 262.5 | Stamps, Postage Evidencing Systems, PVI Labels, or Permit Imprint | 99 |
| 263 | Weight and Size Limits | 99 |
| 263.1 | Weight Limits | 99 |
| 263.2 | Size Limits | 99 |
| 264 | Mail Preparation | 99 |
| 264.1 | Marking | 99 |
| 264.2 | Sacking and Labeling | 99 |
| 264.21 | Equipment | 99 |
| 264.22 | Tagging | 99 |
| 264.23 | Multiple Sacks to One Addressee | 100 |
| 264.24 | Country Destination Name | 100 |
| 264.3 | Customs Forms Required | 100 |
| 265 | Extra Services | 100 |
| 270 | Free Matter for the Blind | 100 |
| 271 | Description and Physical Characteristics | 100 |
| 271.1 | General | 100 |
| 271.2 | Weight Limits | 100 |
| 272 | Eligibility | 101 |
| 272.1 | Eligible Participants | 101 |
| 272.2 | Eligible Matter | 101 |
| 272.3 | Ineligible Matter | 101 |
| 272.4 | Customs Forms Required | 101 |
| 272.5 | Mail Not Sealed Against Inspection | 101 |
| 272.6 | Extra Services | 102 |
| 273 | Postage Prices and Fees | 102 |
| 274 | Mail Preparation | 102 |
| 274.1 | Addressing | 102 |
| 274.2 | Markings | 102 |
| 275 | Mail Entry and Deposit | 103 |
| 275.1 | Items Eligible for Deposit or Pickup | 103 |
| 275.2 | Items Not Eligible for Deposit or Pickup | 103 |
| 280 | (Reserved) | 103 |
| 290 | Commercial Services | 104 |
| 291 | (Reserved) | 104 |
| 292 | International Priority Airmail (IPA) Service | 104 |
| 292.1 | Description | 104 |
| 292.11 | General | 104 |
| 292.12 | Mail Sealed Against Inspection | 104 |
| 292.13 | IPA M-bags | 104 |
| 292.2 | Eligibility | 104 |
| 292.21 | Qualifying Mailpieces | 104 |
| 292.22 | Availability | 105 |

| | | |
|--------|--|-----|
| 292.23 | Minimum Quantity Requirements | 105 |
| 292.24 | Maximum Weight Limits | 105 |
| 292.25 | Dutiable Items | 105 |
| 292.26 | Customs Forms Requirements | 105 |
| 292.27 | Extra Services | 106 |
| 292.3 | Prices and Postage Payment Methods | 106 |
| 292.31 | Prices | 106 |
| 292.32 | Computation of Postage | 106 |
| 292.33 | Postage Payment Methods | 106 |
| 292.4 | Mail Preparation | 108 |
| 292.41 | Addressing and Return Address | 108 |
| 292.42 | Marking | 108 |
| 292.43 | Sealing and Packaging | 108 |
| 292.44 | Physical Characteristics and Requirements for All Bundles | 109 |
| 292.45 | IPA Foreign Office of Exchange Codes and Price Groups | 109 |
| 292.46 | Presort Mailings: Direct Country — Price Groups 1 through 14 | 116 |
| 292.47 | Presort Mailings: Mixed Country — Price Groups 9 through 14 | 118 |
| 292.48 | Presort Mailings — Price Groups 15 through 19 | 119 |
| 292.49 | Worldwide Nonpresort Preparation | 122 |
| 292.5 | Mail Entry and Deposit | 123 |
| 292.51 | Separation by Price Group | 123 |
| 292.52 | Full Service | 123 |
| 292.53 | Drop Shipment | 123 |
| 293 | International Surface Air Lift (ISAL) Service | 124 |
| 293.1 | Description | 124 |
| 293.11 | General | 124 |
| 293.12 | Mail Sealed Against Inspection | 125 |
| 293.13 | ISAL M-bags | 125 |
| 293.2 | Eligibility | 125 |
| 293.21 | Qualifying Mailpieces | 125 |
| 293.22 | Availability | 125 |
| 293.23 | Minimum Quantity Requirements | 125 |
| 293.24 | Maximum Weight Limits | 126 |
| 293.25 | Dutiable Items | 126 |
| 293.26 | Customs Forms Requirements | 126 |
| 293.27 | Extra Services | 126 |
| 293.3 | Prices and Postage Payment Methods | 126 |
| 293.31 | Prices | 126 |
| 293.32 | Computation of Postage | 127 |
| 293.33 | Postage Payment Methods | 127 |
| 293.4 | Mail Preparation | 128 |
| 293.41 | Addressing and Return Address | 128 |
| 293.42 | Marking | 129 |

Contents

| | | |
|----------|--|------------|
| 293.43 | Sealing and Packaging | 129 |
| 293.44 | Physical Characteristics and Requirements for All Bundles | 129 |
| 293.45 | ISAL Foreign Office of Exchange Codes and Price Groups | 130 |
| 293.46 | Presort Mailings: Direct Country — Price Groups 1 through 14 | 133 |
| 293.47 | Presort Mailings: Mixed Country — Price Groups 9 through 14 | 135 |
| 293.48 | Presort Mailings — Price Groups 15 through 19 | 136 |
| 293.49 | Worldwide Nonpresort Preparation | 139 |
| 293.5 | Mail Entry and Deposit | 140 |
| 293.51 | Separation by Price Group | 140 |
| 293.52 | Full Service | 140 |
| 293.53 | Drop Shipment | 140 |
| 294 | (Reserved) | 141 |
| 295 | (Reserved) | 141 |
| 296 | (Reserved) | 141 |
| 297 | Customized Agreements | 141 |
| 297.1 | Description | 141 |
| 297.2 | Qualifying Mailers | 142 |
| 297.3 | Criteria | 142 |
| 3 | Extra Services | 143 |
| 310 | Certificate of Mailing | 143 |
| 311 | Individual Pieces | 143 |
| 311.1 | Description | 143 |
| 311.2 | Availability | 143 |
| 311.21 | At Time of Purchase | 143 |
| 311.22 | After Mailing (Duplicate Copies) | 143 |
| 311.3 | Fees | 144 |
| 311.31 | Individual Pieces | 144 |
| 311.32 | Three or More Individual Pieces | 144 |
| 311.4 | Mailer Preparation | 144 |
| 311.41 | Individual Pieces | 144 |
| 311.42 | Three or More Individual Pieces | 144 |
| 312 | Bulk Quantities — Certificate of Mailing | 144 |
| 312.1 | Description | 144 |
| 312.2 | Availability | 145 |
| 312.21 | At Time of Entry | 145 |
| 312.22 | After Mailing (Duplicate Copies) | 145 |
| 312.3 | Fees | 145 |
| 312.4 | Mailer Preparation | 145 |
| 313 | Forms | 146 |
| 313.1 | Postal Service Forms | 146 |
| 313.2 | Treasury Department Forms | 146 |
| 313.3 | Accepting Clerk’s Responsibility for Treasury Department Forms | 146 |

| | | |
|--------|--|-----|
| 313.4 | Agriculture Department Forms | 146 |
| 320 | Insurance | 146 |
| 321 | Global Express Guaranteed Insurance | 146 |
| 321.1 | Description. | 146 |
| 321.2 | Availability | 147 |
| 321.3 | Additional Coverage and Fees | 147 |
| 322 | Priority Mail Express International Insurance | 147 |
| 322.1 | Description. | 147 |
| 322.2 | Availability | 147 |
| 322.3 | Additional Coverage and Fees | 152 |
| 322.4 | Return Receipt Service | 152 |
| 323 | Priority Mail International Insurance | 153 |
| 323.1 | Description. | 153 |
| 323.2 | Availability | 153 |
| 323.3 | Coverage and Fees | 153 |
| 323.4 | Return Receipt. | 153 |
| 323.5 | Insured Value and Indemnity Claims | 153 |
| 323.51 | Insured Value and Declared Value | 153 |
| 323.52 | Indemnity Claims and Payments | 153 |
| 323.6 | Preparation of Insured Priority Mail International Parcels | 154 |
| 323.61 | Mailing Receipt and Insurance Number | 154 |
| 323.62 | Accepting Clerk's Responsibility | 154 |
| 323.63 | Postmarking | 154 |
| 323.7 | Sender's Responsibility | 154 |
| 323.71 | Mailing Receipt. | 154 |
| 323.72 | Marking. | 154 |
| 323.73 | Sealing | 154 |
| 330 | Registered Mail | 154 |
| 331 | Description | 154 |
| 332 | Availability | 155 |
| 333 | Fees and Indemnity Limits | 155 |
| 333.1 | Registration Fees. | 155 |
| 333.2 | Indemnity Limit | 155 |
| 334 | Processing Requests | 155 |
| 334.1 | Mailing Receipt and Registration Number. | 155 |
| 334.11 | General Use | 155 |
| 334.12 | Sender's Responsibility | 155 |
| 334.13 | Accepting Clerk's Responsibility | 156 |
| 334.14 | Preparation. | 156 |
| 334.2 | Marking | 156 |
| 334.3 | Postmarking. | 156 |
| 334.31 | Placement. | 156 |
| 334.32 | Registered Free Matter for the Blind | 156 |
| 334.4 | Sealing. | 157 |

Contents

| | | |
|--------|---|-----|
| 334.41 | Sender's Responsibility | 157 |
| 334.42 | Registered Mail Service With Free Matter for the Blind | 157 |
| 334.5 | Return Receipt | 157 |
| 335 | Indemnity Claims and Payments | 157 |
| 340 | Return Receipt | 157 |
| 341 | Description | 157 |
| 342 | Availability | 157 |
| 343 | Fee | 158 |
| 344 | Processing Requests | 158 |
| 344.1 | Form | 158 |
| 344.11 | Sender's Responsibility | 158 |
| 344.12 | Accepting Clerk's Responsibility | 158 |
| 344.2 | Marking | 158 |
| 344.3 | Return Receipt Improperly Completed or Not Received | 158 |
| 350 | Restricted Delivery | 158 |
| 360 | (Reserved) | 158 |
| 370 | International Money Transfer Services | 159 |
| 371 | International Money Orders | 159 |
| 371.1 | Description | 159 |
| 371.11 | General | 159 |
| 371.12 | Maximum Amount | 159 |
| 371.2 | Availability | 159 |
| 371.3 | Fees | 160 |
| 371.4 | Processing Requirements | 160 |
| 371.41 | Form Required — International Postal Money Order (Form MP1) | 160 |
| 371.42 | Preparation by Purchaser | 160 |
| 371.43 | Preparation by Postal Service Employee | 160 |
| 371.5 | Procedures for Cashing Valid Money Orders Issued by Foreign Countries | 160 |
| 371.6 | Lost Reissued Money Orders | 160 |
| 371.7 | Inquiries | 160 |
| 371.71 | Who May Receive Information | 160 |
| 371.72 | Inquiries Regarding Payment | 161 |
| 372 | Sure Money (DineroSeguro) | 161 |
| 372.1 | Description | 161 |
| 372.2 | Options and Restrictions | 161 |
| 372.3 | Fees | 162 |
| 372.4 | Participating Post Offices | 162 |
| 372.5 | Availability | 162 |
| 372.6 | Currencies by Country | 162 |
| 372.7 | Service Guarantee | 162 |
| 380 | Supplemental Services | 162 |
| 381 | International Reply Coupons | 162 |
| 381.1 | Description | 162 |

| | | |
|----------|--|------------|
| 381.2 | Previously Sold Coupons and Exchange Value | 163 |
| 381.3 | Processing Requests | 163 |
| 382 | International Business Reply Service | 164 |
| 382.1 | Description | 164 |
| 382.2 | Availability | 164 |
| 382.3 | Who May Distribute IBRS Mail | 164 |
| 382.4 | Postage and Fees | 165 |
| 382.5 | Size and Weight Requirements | 165 |
| 382.51 | Cards | 165 |
| 382.52 | Envelopes | 165 |
| 382.6 | Formatting Requirements | 165 |
| 382.61 | General | 165 |
| 382.62 | Air Mail Endorsement | 165 |
| 382.63 | FIM | 165 |
| 382.64 | No Postage Necessary Endorsement | 166 |
| 382.65 | Horizontal Bars | 166 |
| 382.66 | Business Reply Legend | 166 |
| 382.67 | Delivery Address | 166 |
| 382.68 | Barcode | 167 |
| 382.7 | Foreign International Business Reply Service | 169 |
| 4 | Treatment of Outbound Mail | 171 |
| 410 | Postmarking | 171 |
| 420 | Unpaid and Shortpaid Mail | 171 |
| 421 | Check for Sufficient Postage | 171 |
| 422 | Unpaid Mail | 171 |
| 422.1 | Unpaid Mail With a Return Address | 171 |
| 422.2 | Unpaid Mail Without a Return Address | 171 |
| 423 | Shortpaid Mail | 171 |
| 423.1 | General Procedures at the Originating Mailing Office | 171 |
| 423.2 | Disposition | 171 |
| 423.21 | Global Express Guaranteed (GXG) Shipments | 172 |
| 423.22 | Priority Mail Express International Shipments | 172 |
| 423.23 | Priority Mail International Items | 172 |
| 423.24 | First-Class Mail International Items (including Postcards), First-Class Package International Service Items, and Airmail M-bags | 173 |
| 423.3 | Credit for Postage Paid | 173 |
| 423.4 | Parcels at Other Than Mailing Offices | 174 |
| 430 | Improperly Prepared Mail | 174 |
| 431 | Insufficient Address | 174 |
| 432 | Oversized or Undersized Items | 174 |
| 433 | Oversized Cards | 174 |
| 434 | Reply-Paid Cards | 174 |

Contents

| | | |
|----------|---|------------|
| 435 | Detached Customs Declaration Forms | 174 |
| 440 | Mailpiece Refused by an Air Carrier | 175 |
| 441 | Item Containing Nonmailable, Hazardous, or Perishable Material | 175 |
| 442 | Mailable Item | 175 |
| 450 | Extra Services Mail — Registered Mail | 175 |
| 451 | Recording and Dispatching | 175 |
| 452 | Registered Mail Found With Ordinary Mail | 175 |
| 452.1 | Disposition | 175 |
| 452.2 | Complete the Registration Process | 176 |
| 452.3 | Shortpaid Mail | 176 |
| 5 | Nonpostal Export Regulations | 177 |
| 510 | Office of Foreign Assets Control (OFAC) Regulations — U.S. Department of the Treasury | 177 |
| 511 | General | 177 |
| 512 | Prohibited Destinations, Specially Designated Nationals, and Blocked Persons | 177 |
| 513 | Additional Standards | 177 |
| 514 | Exceptions | 177 |
| 515 | Mailer Compliance | 178 |
| 516 | Additional Information | 178 |
| 520 | Foreign Trade Regulations — U.S. Census Bureau | 178 |
| 521 | General | 178 |
| 522 | Additional Assistance | 178 |
| 523 | Mailpieces Sent to APOs, FPOs, and DPOs | 178 |
| 524 | Internal Transaction Number (ITN) | 179 |
| 524.1 | General | 179 |
| 524.2 | Filing Requirements | 179 |
| 524.21 | Mandatory Filing | 179 |
| 524.22 | How to File EEI | 180 |
| 525 | AES Downtime Citation | 181 |
| 526 | AES Exemption | 182 |
| 526.1 | General | 182 |
| 526.2 | When Applicable | 182 |
| 527 | Placement of ITN, AES Downtime Citation, or AES Exemption | 183 |
| 530 | Commodities and Technical Data | 183 |
| 531 | Scope and Applicability of Export Licensing Requirements | 183 |
| 531.1 | U.S. Department of Commerce — Bureau of Industry and Security; Export Controls | 183 |
| 531.2 | Export Enforcement | 184 |
| 532 | Export Licenses | 184 |
| 532.1 | General | 184 |
| 532.2 | Export — Definition | 185 |
| 532.3 | How to Determine If an Export License Is Needed | 185 |

| | | |
|--------|--|-----|
| 532.4 | Additional Information | 185 |
| 533 | Additional Standards. | 186 |
| 533.1 | Shipper's Electronic Export Information Filing Required. | 186 |
| 533.2 | Mailer and USPS Responsibilities for Completing and Processing Forms | 186 |
| 533.21 | Mailer Responsibilities | 186 |
| 533.22 | USPS Responsibilities | 186 |
| 540 | Munitions (Defense Articles) and Related Technical Data | 186 |
| 541 | Licensing Requirements | 186 |
| 541.1 | Individual Licenses | 186 |
| 541.11 | Exporting Defense Articles. | 186 |
| 541.12 | Exporting Technical Data | 187 |
| 541.2 | Prohibited Countries | 187 |
| 541.3 | Restricted Countries | 187 |
| 541.4 | Exporting of Government Shipments | 188 |
| 541.5 | Obtaining Additional Information. | 188 |
| 542 | Mailing Under Individual Licenses. | 188 |
| 542.1 | Marking by Sender | 188 |
| 542.2 | Processing at Post Office Facilities. | 189 |
| 542.21 | Examination of List of Contents | 189 |
| 542.22 | Amount of Mailing Authorized by License | 189 |
| 550 | Dried Whole Eggs | 189 |
| 551 | Description | 189 |
| 552 | Charges. | 189 |
| 553 | How to Mail | 190 |
| 553.1 | Preparation by Sender. | 190 |
| 553.11 | Marking. | 190 |
| 553.12 | Certificate of Mailing Dried Whole Eggs. | 190 |
| 553.2 | Processing in Office of Mailing | 190 |
| 553.21 | Postage | 190 |
| 553.22 | Signature of Postmaster. | 190 |
| 560 | Export of Rough Diamonds | 191 |
| 561 | General | 191 |
| 562 | Mailing. | 191 |
| 563 | Additional Information | 192 |
| 570 | Consular and Commercial Invoices | 192 |
| 580 | Drawback Arrangement | 192 |
| 581 | Description | 192 |
| 582 | Processing Drawback Claims | 192 |
| 582.1 | Forms Required | 192 |
| 582.11 | List of Forms. | 192 |
| 582.12 | Where to Obtain the Forms | 192 |
| 582.2 | Preparation by Senders. | 193 |
| 582.21 | Claiming Drawback | 193 |

Contents

| | | |
|----------|--|------------|
| 582.22 | Waiver of the Right to Withdraw the Package | 193 |
| 582.3 | Processing by Postmaster. | 193 |
| 582.31 | Postmaster’s Certification | 193 |
| 582.32 | Disposal of Forms | 193 |
| 590 | Exporting Wildlife and Protected Plants | 194 |
| 591 | Special Requirements for Wildlife and Certain Plant Exports | 194 |
| 592 | Declaration Requirements. | 194 |
| 592.1 | Declaration of Wildlife Exports | 194 |
| 592.2 | Declaration of Scientific Specimens or Parts | 194 |
| 592.3 | Declaration of Plant Exports | 194 |
| 593 | Export Licenses and Inspection Requirements for Commercial Wildlife Exports. | 195 |
| 594 | Marking Requirements for Wildlife Exports. | 195 |
| 595 | Permit Requirements for Wildlife and Plant Exports. | 195 |
| 596 | Obtaining and Using Permits for Wildlife and Protected Plant Exports | 196 |
| 596.1 | Export Permits. | 196 |
| 596.2 | CITES Permit | 196 |
| 596.3 | Export of Migratory Birds | 196 |
| 597 | How to Obtain Additional Information. | 196 |
| 598 | Wildlife Inspection Offices. | 197 |
| 6 | Special Programs | 199 |
| 610 | Postal Qualified Wholesaler Program | 199 |
| 611 | Description | 199 |
| 612 | Pricing | 199 |
| 613 | Qualifying as a Wholesaler | 199 |
| 613.1 | Letter of Request. | 199 |
| 613.2 | Criteria | 200 |
| 613.3 | Disqualification | 201 |
| 614 | Benefits | 201 |
| 614.1 | Qualified List | 201 |
| 614.2 | Preapproved Advertising | 201 |
| 614.3 | Right of First Refusal | 201 |
| 615 | Length of Qualification | 202 |
| 615.1 | Approval Period. | 202 |
| 615.2 | Disqualification | 202 |

| | | |
|----------|---|------------|
| 620 | Global Direct Entry Wholesaler Program | 202 |
| 621 | Description | 202 |
| 622 | Qualifying as a GDE Wholesaler | 202 |
| 622.1 | Eligibility Criteria | 202 |
| 622.2 | Letter of Request | 204 |
| 622.3 | Length of Qualification — Approval Period | 204 |
| 623 | Disqualification as a GDE Wholesaler | 204 |
| 623.1 | Determining Factors | 204 |
| 623.2 | Notification of Disqualification and Appeal | 205 |
| 624 | List of Qualified GDE Wholesalers | 205 |
| 625 | Preapproved Advertising | 205 |
| 7 | Treatment of Inbound Mail | 207 |
| 710 | U.S. Customs Information | 207 |
| 711 | Customs Examination of Mail Believed to Contain Dutiable or Prohibited Articles | 207 |
| 711.1 | What Is Subject to Examination. | 207 |
| 711.2 | Treatment of Mail Believed to Contain Dutiable or Prohibited Articles | 207 |
| 711.21 | Treatment at Exchange Offices | 207 |
| 711.22 | Treatment at Distribution Offices | 208 |
| 711.23 | Priority Treatment of Airmail. | 208 |
| 711.3 | Examination of Registered Mail and Sealed Letters | 208 |
| 711.4 | Extraction of Samples for Advisory Information | 208 |
| 711.5 | Treatment of Mail Following Customs Examination | 209 |
| 711.51 | Repacking After Customs Examination | 209 |
| 711.52 | Identification of Dutiable/Nondutiable Articles | 209 |
| 711.6 | Handling Subsequent to Customs Inspection. | 209 |
| 711.61 | Postal Service Handling Procedures | 209 |
| 711.62 | U.S. Customs Service Locations | 209 |
| 712 | Customs Clearance and Delivery Fee. | 210 |
| 712.1 | Description. | 210 |
| 712.11 | Collecting Postal Service Fees. | 210 |
| 712.12 | Collecting Postal Service Fee for Each Package | 210 |
| 712.13 | Accounting for the Postal Service Fee | 211 |
| 712.2 | Articles Exempted From Postal Service Fee | 211 |
| 712.3 | Amount of Postal Service Fee | 211 |
| 712.4 | Postal Service Fee Not Refundable. | 211 |
| 712.5 | Customs Duties and Customs Fee Not Exempt | 211 |
| 713 | Treatment of Dutiable Mail at Delivery Office | 211 |
| 713.1 | Detection and Dispatch of Dutiable Mail | 211 |
| 713.11 | Detecting Dutiable Items | 211 |
| 713.12 | Dispatch to Delivery Units | 211 |

Contents

| | | |
|--------|--|-----|
| 713.2 | Delivery of Dutiable Mail | 211 |
| 713.21 | Delivery Methods | 211 |
| 713.22 | Delivery Procedures | 212 |
| 713.23 | Addressee Protests Duty Charged | 213 |
| 713.3 | Forwarding or Returning Dutiable Mail | 214 |
| 713.31 | Forwarding Dutiable Mail Within the U.S. | 214 |
| 713.32 | Forwarding Dutiable Mail to Another Country | 215 |
| 713.33 | Returning Dutiable Mail to Sender | 215 |
| 713.34 | Forwarding or Returning Dutiable Mail by Stations and Branches | 215 |
| 713.4 | Payment of Duty | 215 |
| 713.41 | Duty Rate Information | 215 |
| 713.42 | Prepayment of Customs Duty Abroad | 215 |
| 713.43 | Registration of Items to Be Returned to the United States | 215 |
| 713.44 | Return of Audio-Visual Materials | 216 |
| 713.45 | Assessment of Duty in Foreign Countries | 217 |
| 713.46 | Recording and Reporting Collections | 217 |
| 713.5 | Treatment of Uncollected Items | 217 |
| 713.51 | Disposal of Uncollected Items | 217 |
| 713.52 | Reporting of Uncollected Items | 217 |
| 713.53 | Past-Due Entries | 218 |
| 713.54 | Detached Customs Mail Entries | 218 |
| 713.6 | Refund of Customs Duty | 218 |
| 713.61 | Action by Postmaster | 218 |
| 713.62 | Refunds by Customs Service | 219 |
| 720 | Plant and Animal Quarantine Inspection | 219 |
| 721 | What Is Subject to Inspection | 219 |
| 722 | Segregation and Handling | 220 |
| 722.1 | Treatment of Packages Labeled for Inspection | 220 |
| 722.11 | Dispatch of Packages | 220 |
| 722.12 | Marking | 220 |
| 722.2 | Treatment of Packages Exempt From Inspection | 220 |
| 722.3 | Treatment of Unauthorized Importations | 220 |
| 722.4 | Packages Containing Prohibited Material | 220 |
| 723 | Agriculture Inspection Stations and Offices | 221 |
| 730 | Shortpaid Mail to the United States | 222 |
| 731 | Computation of Postage Due | 222 |
| 732 | Shortpaid Letters and Cards From Canada | 222 |
| 733 | Shortpaid Items Bearing U.S. Postage | 222 |
| 740 | Irregular Mail | 222 |
| 741 | Invalid Foreign Postage | 222 |
| 742 | Stamps Not Affixed | 223 |
| 742.1 | Marking | 223 |
| 742.2 | Parcels Without Postage Stamps | 223 |

| | | |
|--------|--|-----|
| 743 | Parcels Addressed Through Banks or Other Organizations | 223 |
| 743.1 | Notification of Arrival | 223 |
| 743.2 | Filing Authorization | 223 |
| 744 | Foreign Dispatch Notes | 224 |
| 744.1 | Delivery Instructions | 224 |
| 744.2 | Undeliverable Parcels | 224 |
| 744.3 | Dispatch Notes Not Associated With Parcels | 224 |
| 750 | Extra Services | 224 |
| 751 | Insured Parcels | 224 |
| 751.1 | Identification | 224 |
| 751.11 | Evidence of Insurance | 224 |
| 751.12 | List of Insurance Endorsements | 224 |
| 751.2 | Delivery | 224 |
| 751.3 | Indemnity Claims and Payments | 224 |
| 752 | Registered Mail | 225 |
| 752.1 | Identification | 225 |
| 752.11 | Evidence of Registration | 225 |
| 752.12 | List of Registry Endorsements | 225 |
| 752.13 | Treatment of Registered Items | 225 |
| 752.14 | Treated as Ordinary Mail | 225 |
| 752.2 | Treatment by Office of Delivery | 225 |
| 752.21 | Delivery | 225 |
| 752.22 | Mail Unaccounted for After Assignment for Delivery | 225 |
| 752.23 | Indemnity Claims and Payments | 225 |
| 753 | Return Receipt | 226 |
| 753.1 | Completion of Return Receipt Form | 226 |
| 753.2 | Foreign Receipt Form Missing | 226 |
| 754 | Restricted Delivery | 226 |
| 754.1 | Inbound Registered Mail | 226 |
| 754.2 | Failed Delivery Attempt | 226 |
| 760 | Forwarding | 226 |
| 761 | General Procedures | 226 |
| 761.1 | Items Addressed to Foreign Countries | 226 |
| 761.2 | Forwarding to a Third Country | 227 |
| 761.3 | Endorsement Not to Forward | 227 |
| 761.4 | Scanning Procedures | 227 |
| 762 | Mail of Domestic Origin | 227 |
| 762.1 | Addressee Moved to Another Country | 227 |
| 762.11 | Letters and Postcards | 227 |
| 762.12 | Mail Other Than Letters and Postcards | 227 |
| 762.2 | Undeliverable Domestic Mail Bearing U.S. Postage and a Foreign Return Address | 227 |

Contents

| | | |
|--------|--|-----|
| 763 | Items Mailed Aboard Ships (Paquebot) | 228 |
| 763.1 | General | 228 |
| 763.2 | Mail Forwarded by Air | 228 |
| 763.3 | Mail Posted on a U.S. Ship | 229 |
| 763.4 | Forwarding Ship Passenger and Crew Mail | 229 |
| 763.41 | Items That Do Not Contain Merchandise | 229 |
| 763.42 | Accepting Employee's Responsibility | 229 |
| 764 | Mail of Foreign Origin | 230 |
| 764.1 | Forwarding Within the United States | 230 |
| 764.11 | Mail Other Than Periodicals and Parcels | 230 |
| 764.12 | Periodicals | 230 |
| 764.13 | Parcels | 230 |
| 764.2 | Forwarding to Another Country | 230 |
| 764.21 | Mail Other than Periodicals and Parcels | 230 |
| 764.22 | Periodicals | 231 |
| 764.23 | Parcels | 231 |
| 764.24 | Customs Entry Forms | 231 |
| 764.3 | Backstamping | 231 |
| 765 | Directory Service | 232 |
| 766 | Retention Period | 232 |
| 766.1 | General Procedure | 232 |
| 766.2 | Exceptions | 232 |
| 766.21 | Refused, Undeliverable, or Unforwardable Item | 232 |
| 766.22 | Request for Return | 232 |
| 766.23 | Items Conditionally Refused by Addressee | 232 |
| 766.24 | Items Returned From Customs Custody | 232 |
| 766.25 | Request for Delivery to Alternate Addressee | 232 |
| 770 | Undeliverable Mail | 233 |
| 771 | Mail of Domestic Origin | 233 |
| 771.1 | General Procedure | 233 |
| 771.2 | Exceptions | 233 |
| 771.3 | Endorsements | 233 |
| 771.4 | Remailing of Returned Mail | 234 |
| 771.5 | Return Charges for Letter-post Items | 234 |
| 771.51 | General | 234 |
| 771.52 | Exceptions | 234 |
| 771.6 | Return Charges for Priority Mail International | 234 |
| 771.7 | Handling of Returned Parcels | 234 |
| 771.71 | Refused by Sender | 234 |
| 771.72 | Sender Has Moved to Another U.S. Address | 234 |
| 771.73 | Sender Has Moved to Another Country | 235 |

| | | |
|----------|---|------------|
| 772 | Mail of Foreign Origin | 235 |
| 772.1 | Marking | 235 |
| 772.11 | Reason for Nondelivery | 235 |
| 772.12 | Postmarking | 235 |
| 772.13 | Address | 235 |
| 772.14 | Method of Return | 235 |
| 772.15 | Abandoned Parcel | 235 |
| 772.2 | Dutiable Mail | 235 |
| 772.3 | Disposal | 236 |
| 772.31 | General Procedure | 236 |
| 772.32 | Exceptions | 236 |
| 780 | Items Mailed Abroad by or on Behalf of Senders in the United States | 236 |
| 781 | Payment Required | 236 |
| 781.1 | Postage Payment Required | 236 |
| 781.2 | Handling Charges | 237 |
| 782 | Definition of Terms | 237 |
| 782.1 | Resident | 237 |
| 782.2 | By or on Behalf | 237 |
| 782.3 | Place of Business | 237 |
| 782.4 | Agent | 237 |
| 783 | Advance Payment Required | 237 |
| 783.1 | Sample Mailpiece | 237 |
| 783.2 | Headquarters Notification | 238 |
| 784 | Advance Payment Not Made | 238 |
| 784.1 | Return or Disposal of Items | 238 |
| 784.2 | Mailings Without Advance Payment | 238 |
| 785 | Report of Mailings | 238 |
| 790 | International Inbound Mail Entry | 238 |
| 8 | (Reserved) | 239 |
| 9 | Inquiries, Indemnities, and Refunds | 241 |
| 910 | Reports Encouraged | 241 |
| 920 | Inquiries and Claims | 241 |
| 921 | Inquiries | 241 |
| 921.1 | Definition | 241 |
| 921.2 | Initiating an Inquiry | 241 |
| 921.3 | How to Initiate an Inquiry | 242 |
| 921.31 | Online Inquiry | 242 |
| 921.32 | Telephone Inquiry | 242 |
| 921.4 | Inquiry Process | 243 |
| 921.41 | Online Inquiry Process | 243 |
| 921.42 | Telephone Inquiry Process | 243 |

Contents

| | | |
|--------|---|-----|
| 921.5 | General Procedures | 244 |
| 921.51 | Nondelivery | 244 |
| 921.52 | Return Receipts Improperly Completed or Not Received | 244 |
| 921.53 | Priority Mail Express International Items, Registered Mail Items, and Insured and Ordinary Parcels With Damaged or Missing Contents | 244 |
| 921.54 | Wrapper Found Without Contents | 244 |
| 922 | Claims | 245 |
| 922.1 | General Description | 245 |
| 922.2 | Filing a Claim | 245 |
| 922.3 | Claims Process | 245 |
| 922.31 | Determination of Claim | 245 |
| 922.32 | Evidence of Indemnity Coverage | 246 |
| 922.33 | Evidence of Value | 246 |
| 922.4 | Processing Claims for Damaged or Missing Contents | 247 |
| 922.41 | Customer | 247 |
| 922.42 | Postal Service | 247 |
| 923 | Disposition of Damaged Mail | 247 |
| 930 | Indemnity Payments | 248 |
| 931 | Adjudication and Approval | 248 |
| 931.1 | When to Be Instituted | 248 |
| 931.2 | International Claims | 248 |
| 931.21 | Indemnity Claims for International Registered Mail, Insured Parcels, and Ordinary Parcels of U.S. and Foreign Origin | 248 |
| 931.22 | Country of Origin Pays Indemnity | 248 |
| 931.3 | Appeals | 248 |
| 931.31 | Appealing a Claims Decision | 248 |
| 931.32 | Final Postal Service Decision of Claims | 249 |
| 932 | General Exceptions to Payment — Registered Mail and Priority Mail International Parcels | 249 |
| 933 | Payments for Priority Mail International Parcels | 250 |
| 933.1 | General Provisions | 250 |
| 933.11 | Payment of Indemnity | 250 |
| 933.12 | Indemnity Will Not Be Paid | 250 |
| 933.13 | Priority Mail International Parcels — Indemnity Limitations | 251 |
| 933.14 | Priority Mail International Parcels — Exceptions to Indemnity | 251 |
| 933.2 | Special Provisions | 251 |
| 934 | Payments for Registered Mail | 252 |
| 934.1 | General Provisions | 252 |
| 934.11 | Indemnity Paid by Country of Origin | 252 |
| 934.12 | Parcels Erroneously Accepted as Registered Mail | 252 |
| 934.13 | Limitations to Indemnity Payment | 252 |
| 934.14 | Indemnity Paid by Country of Destination | 252 |
| 934.2 | Special Provisions | 252 |

| | | |
|--------|--|------------|
| 935 | Payments for Priority Mail Express International | 252 |
| 935.1 | When Authorized | 252 |
| 935.2 | When Prohibited | 252 |
| 940 | Postage Refunds | 253 |
| 941 | Postage Refunds for First-Class Mail International, First-Class Package International Service, and Priority Mail International | 253 |
| 941.1 | General | 253 |
| 941.2 | Applications by Senders | 253 |
| 941.3 | Processing Refund Applications | 253 |
| 941.31 | Items Originating in United States | 253 |
| 941.32 | Items Originating in a Country Other Than the United States | 253 |
| 942 | Postage Refunds for Priority Mail Express International Items | 254 |
| 942.1 | Who May File | 254 |
| 942.2 | Conditions | 254 |
| 942.21 | Priority Mail Express International Refunds | 254 |
| 942.22 | Priority Mail Express International With Money-Back Guarantee Refunds ... | 254 |
| 942.3 | Applications by Senders | 255 |
| 942.31 | Priority Mail Express International Refunds | 255 |
| 942.32 | Priority Mail Express International With Money-Back Guarantee Refunds ... | 255 |
| 942.4 | Processing of Refund | 255 |
| 942.5 | Unallowable Refunds — Priority Mail Express International With No Service Guarantee | 255 |
| 942.51 | Postage Refunds — Priority Mail Express International | 255 |
| 942.52 | Unallowable Refunds — Priority Mail Express International With Money-Back Guarantee Service | 256 |
| 942.53 | Consequential Damages | 256 |
| 943 | Processing Refund Applications | 256 |
| 943.1 | Items Originating in the United States | 256 |
| 943.2 | Items Originating in a Country Other Than the United States | 256 |
| | Index of Countries and Localities | 257 |
| | Country Price Groups and Weight Limits | 263 |
| | Individual Country Listings | 269 |
| | List of Exhibits | 761 |
| | Index | 765 |