

## 503 Extra Services

### Overview

- 1.0 Extra Services for Express Mail
- 2.0 Registered Mail
- 3.0 Certified Mail
- 4.0 Insured Mail
- 5.0 Certificate of Mailing
- 6.0 Return Receipt
- 7.0 Restricted Delivery
- 8.0 Return Receipt for Merchandise
- 9.0 Delivery Confirmation
- 10.0 Signature Confirmation
- 11.0 Collect on Delivery (COD)
- 12.0 Special Handling
- 13.0 Confirm
- 14.0 Money Orders

### 1.0 Extra Services for Express Mail

#### 1.1 Available Services

##### 1.1.1 Mailing Receipt

A receipt showing the time and date of mailing must be provided to the mailer on acceptance of Express Mail by the USPS. This receipt is a copy of the multipart Express Mail label affixed to the mailpiece and serves as evidence of mailing. Mailers authorized to present Express Mail under Express Mail Manifesting procedures in [705.2.0](#) must use a one-ply label and retain the verification manifest as the mailing receipt. [S500.1.1]

##### 1.1.2 Proof of Delivery

Proof of delivery information for Express Mail is available as follows:

- a. Individual requests by article number can be retrieved at [www.usps.com](http://www.usps.com) or by calling 1-800-222-1811. A proof of delivery letter is provided via fax or mail.
- b. Bulk proof of delivery letters are available only to mailers using Express Mail Manifesting service and can be obtained in CD-ROM or Signature Extract File formats. For additional information see Publication 80, *Bulk Proof of Delivery Program*. [S500.1.2]

##### 1.1.3 Return Receipt

Return receipt service under [6.0](#) may be purchased for Express Mail. The return receipt serves as evidence of delivery. The fee paid for this service does not insure the mailpiece against loss or damage. If a return receipt is requested, the mailer must show a complete return address on the mailpiece. The return address on the Express Mail label meets this requirement. [S500.1.3]

503.1.1.4

**1.1.4 Restricted Delivery**

Restricted delivery service under 7.0 is not available for Express Mail. [S500.1.4]

**1.1.5 COD**

Collect on delivery (COD) service under 11.0 may be purchased with Express Mail next day and second day service only. [S500.1.5]

**1.1.6 Insurance and Indemnity**

Express Mail is insured against loss, damage, or rifling, subject to these standards:

- a. Insurance coverage for Express Mail drop shipment ends on receipt at the destination postal facility.
- b. All Express Mail signed for by the addressee, the addressee's agent, or the delivery employee constitutes a valid delivery, and no indemnity for loss is paid. A waiver of signature cannot be used for Express Mail Custom Designed Service, Express Mail COD, or Express Mail with additional insurance.
- c. Merchandise insurance coverage is provided against loss, damage, or rifling and is limited to a maximum liability of \$100. (Additional insurance under 1.1.7 may be purchased up to a maximum coverage of \$5,000.) Nonnegotiable documents are insured against loss, damage, or rifling, up to \$100 per piece, subject to the maximum limit per occurrence as defined in 609, *Filing Indemnity Claims for Loss or Damage*.
- d. Additional terms, coverage, and procedures of indemnity claims are in 609. [S500.1.6]

**1.1.7 Additional Insurance**

Additional insurance, up to a maximum coverage of \$5,000, may be purchased for merchandise valued at more than \$100 sent by Express Mail. The insurance fee is entered in the block marked "Insurance" on the mailing label. If the label does not contain this specific block, the mailer uses the "COD" block by crossing out "COD," writing "INS" to the right, and entering the fee for the applicable coverage. Coverage is limited to the actual value of the contents, regardless of the fee paid, or the highest insurance value increment for which the fee is fully paid, whichever is lower. If a waiver of signature is requested, additional insurance coverage is void.

[S500.1.7]

**1.1.8 Fees for Express Mail Insurance**

Fee, in addition to postage and other fees:

<b>Express Mail Insurance</b>	
(Amount for Merchandise Insurance Coverage Desired)	
	<b>Fee<sup>1</sup></b>
\$0.01 to \$100.00	\$0.00
100.01 to 5,000.00	\$1.00 per \$100 or fraction thereof over \$100 in desired coverage

1. Express Mail merchandise maximum coverage: \$5,000.00.  
Document reconstruction maximum liability: \$100.00.

[R900.11.0]

**1.2 Express Mail Drop Shipment**

For an Express Mail drop shipment, the content of each Express Mail pouch is considered one mailpiece for indemnity coverage, and the mail enclosed may receive only the following services:

- a. First-Class Mail pieces may be sent with Certified Mail service or special handling or, for First-Class Mail parcels only, electronic option Delivery Confirmation service or electronic option Signature Confirmation service.
- b. Priority Mail pieces may be sent with Certified Mail service, special handling, electronic option Delivery Confirmation, or electronic option Signature Confirmation.
- c. Standard Mail pieces subject to the residual shape surcharge (except Customized MarketMail) may be sent with electronic option Delivery Confirmation service.
- d. Package Services mail may be sent with special handling or, for Package Services parcels only, electronic option Delivery Confirmation service or electronic option Signature Confirmation service. [S500.2.0]



Postal Service maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing return receipt service. See [6.0](#) for details. [S911.1.1]

### 2.2.2 Eligible Matter

Only matter prepaid with postage at the First-Class Mail rates may be registered. The face (address side) of the registered article must be at least 5 inches long and 3-1/2 inches high, regardless of thickness. Items returned under merchandise return service ([507.9.0](#)) may be registered without prepayment of postage and fees. [S911.1.2]

### 2.2.3 Place of Mailing

Registration may be obtained by presenting mail to the following:

- a. A retail employee at a post office, station, or branch (including any contractor-operated unit). A postmaster may require that an article of unusually high value be presented only at the main office or at designated stations and branches.
- b. A rural carrier on a rural route. The article and sufficient cash for postage and required fees for mailing the article may be left in a rural mailbox. The carrier must hand any change to the sender or place it in an envelope and leave the envelope in the box on the carrier's next trip. Responsibility is not assumed for the article or cash until a receipt is issued. No responsibility is assumed for the change left in the box by the carrier.
- c. A rural carrier at a nonpersonnel rural unit. The sender must meet the rural carrier to have mail registered. [S911.1.3]

### 2.2.4 Ineligible Matter

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

- a. Sent as business reply mail or in a business reply envelope.
- b. Placed in a street letterbox or post office maildrop.
- c. Addressed to a post office to which it cannot be transported safely.
- d. Prepared improperly or packed inadequately to withstand normal handling (see [2.4.7, Fragile Item](#)).
- e. Tied or fastened with one or more articles, unless enclosed in the same envelope or wrapper.
- f. Presented for mailing in a padded envelope; envelope or mailer manufactured of spun-bonded olefin, such as Tyvek; plastic envelope or mailer; or envelope or mailer made of glossy-coated paper. [S911.1.4]

### 2.2.5 Additional Services

Purchasing Registered Mail service allows customers to then purchase restricted delivery service or a return receipt. The following additional services may be combined with Registered Mail if the applicable standards for the services are met and the additional service fees are paid:

- a. Collect on delivery (COD) service.
- b. Delivery Confirmation.

c. Signature Confirmation. [S911.1.5]

## 2.3 Fees and Liability

### 2.3.1 Full Value

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

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

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

[S911.2.1]

### 2.3.2 Fee and Postage

The fee and postage may be paid with ordinary postage stamps, meter stamps, or permit imprints. If a permit imprint is used, the exact amount of postage and fees paid must be shown within the permit imprint. For pieces that are part of a manifest mailing, only the registry fee must be shown within the permit imprint. The fee and postage on official mail of authorized federal agencies may also be paid with penalty stamps, penalty meter stamps, or penalty permit imprints. The fees and postage on items registered with merchandise return service are paid through a postage due account under [507.9.0](#). [S911.2.2]

### 2.3.3 Postal Insurance

Postal insurance is provided for articles with a value of at least \$0.01 up to a maximum insured value of \$25,000. Insurance is included in the fee. Postal insurance is not available for articles with no value (\$0.00). [S911.2.3]

**2.3.4 Refund**

A fee for Registered Mail is not refunded after the USPS accepts the mail even if the sender later withdraws the mail under 2.4.10. A fee for return receipt service or restricted delivery service is not refunded unless the USPS fails to provide the service. The sender must present the Registered Mail receipt showing payment of these services. [S911.2.4]

**2.3.5 Official Mail**

Official mail of authorized government agencies, if prepared under applicable standards in 703.7.0 for transmission of mail without prepayment of postage, may be sent by Registered Mail without prepayment of a registration fee. [S911.2.5]

**2.3.6 Merchandise Return**

Matter registered with merchandise return service under 507.9.0 may be sent by Registered Mail without prepayment of postage and fees. [S911.2.6]

**2.3.7 Indemnity**

Except for matter registered with merchandise return service, no indemnity is paid for any matter registered without prepayment of postage and fees. If a government agency wants indemnity coverage, both the applicable postage and registry fee must be paid in full with stamps or meter stamps. [S911.2.7]

**2.4 Mailing****2.4.1 USPS**

USPS employees are not permitted to help customers prepare or seal mail to be registered. [S911.3.1]

**2.4.2 Addressing**

The mail must bear the complete names and addresses of both sender and addressee. [S911.3.2]

**2.4.3 Opened Envelope**

Any envelope or package that appears to have been opened and resealed, or otherwise improperly prepared, may not be registered. [S911.3.3]

503.2.4.4

**2.4.4 Label 200**

Registered Mail must bear a barcoded red Label 200 (see [Exhibit 2.4.4](#)). The label must be placed above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. A large-volume mailer can obtain Label 200 in rolls of 600. [S911.3.4]

**Exhibit 2.4.4 Label 200**

[Exhibit S911.3.4]

**2.4.5 Privately Printed Label 200**

If authorized, a mailer may use a privately printed Label 200 for domestic mail only. Privately printed labels must be nearly identical in design and color to the USPS form, with a barcode and human-readable numbers that meet USPS specifications in Publication 109. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer must print sample labels with barcodes to be certified under the technical requirements in Publication 109.

[S911.3.5]

**2.4.6 Sealing**

The mailer must securely seal envelopes. Paper or cellulose strips or wax or paper seals must not be placed over the intersections of flaps of letter-size envelopes where the postmark impressions are made. Packages must be sealed with mucilage or glue or with plain paper or cloth tape. Packages containing currency or securities may not be sealed exclusively by paper strips, but must first be sealed securely with mucilage or glue. Large envelopes (flats) that are completely sealed and that also have paper strips or paper tape across the intersections of the flaps may be considered packages for sealing requirements. To be used on Registered Mail, tape must visibly damage the envelope or wrapper if removed and must absorb the ink in a postmark impression. [S911.3.6]

**2.4.7 Fragile Item**

The mailer must tell the USPS employee whether the item is fragile and, if so, describe the interior packing. All articles presented for registration must be packed as specified in [601.2.0](#). The USPS may refuse packages not properly packed to withstand normal handling in the mail. Indemnity may be denied if articles are not properly packaged. [S911.3.7]



#### **2.4.8 Window Envelope**

A window envelope must have a transparent panel covering the opening to be eligible for registry. If the panel is glued to the envelope, the envelope may contain only matter without intrinsic value. If the panel is part of the envelope, the envelope may be used for all Registered Mail. [S911.3.8]

#### **2.4.9 Firm Sheet**

If three or more registered articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet) or privately printed firm sheets. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to Registered Mail. The mailer submits the forms in duplicate and receives one copy as a mailing receipt after the entries are verified by the postal employee accepting the mailing. All entries made on firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line. [S911.3.9]

#### **2.4.10 Withdrawal or Recall**

The sender may withdraw or recall Registered Mail without charge before its delivery by writing on the receipt "Withdrawn before dispatch," and signing and surrendering the receipt; or filing a written request for its return after dispatch at the post office where the article was mailed, giving names and addresses of sender and addressee, the registry number, and date of mailing. The sender must pay for all telephone calls. If remailed, the article must be under new cover and bear new postage and fees. [S911.3.10]

### **2.5 Delivery**

#### **2.5.1 Basic Standards**

Delivery of Registered Mail is subject to [508.1.0, Recipient Options](#). The postmaster may require the addressee to call for Registered Mail at the post office if delivery by carrier would not be safe. [S911.4.1]

#### **2.5.2 Bad Condition**

If the addressee accepts a registered article in bad condition (i.e., one repaired with sealing stamps or reenclosed in a new envelope or wrapper), the addressee must open it without disturbing the seal, in the delivering employee's presence. If anything is missing, the envelope or wrapper must be given to the employee after it is endorsed to show what was missing. [S911.4.2]

### **2.6 Inquiry on Uninsured Article**

#### **2.6.1 Who May File**

If postal insurance was purchased, the claim procedures in [609](#) apply. The procedures in this section apply only to uninsured Registered Mail. Only the mailer may file an inquiry on uninsured Registered Mail. For matter registered without postal insurance with merchandise return service, only the permit holder may file an inquiry. [S911.5.1]

**2.6.2 When to File**

The mailer may not file any inquiry until 15 days after the mailing date of the article. An inquiry may be filed at any post office, classified station, or classified branch, except for an inquiry about matter registered with merchandise return service, which must be filed by the permit holder at the post office where the permit is held. Form 1000 must be used in processing an inquiry for uninsured Registered Mail. An inquiry may be filed in the following manner:

- a. Any mailer filing an inquiry for the alleged loss of Registered Mail must provide proof that a loss occurred before a post office may accept the inquiry.
- b. Proof may be provided by these methods:
  1. The mailer may obtain Form 1000 from any post office. The mailer must complete the form and send it to the addressee. USPS employees may not mail the inquiry for the mailer, but they may help a mailer complete the form if requested. The addressee must complete item 13 and items 17 through 19 on Form 1000 and return it to the mailer. If the addressee signs the claim form and indicates the article was not received 15 days or more after the mailing date, the mailer may then take the claim form, with the original mailing receipt, to a post office and file an inquiry.
  2. If the mailer has the addressee's written and signed documentation (such as a letter dated at least 15 days after the mailing date) stating the addressee did not receive the article, the mailer may take this documentation to a post office, with the original mailing receipt, and file an inquiry.
  3. If the mailer cannot obtain the addressee's cooperation in signing Form 1000 for a registered article or, if preferable, the mailer may send a check or money order for the "return receipt requested after mailing" fee in [6.1.1](#) to the post office of address and request a copy of the delivery record, if 15 days or more have passed since the mailing date. Any such request for a delivery record must contain the date the article was mailed, the registered number, and the complete names and addresses of the mailer and addressee. The response to this search of delivery records ends the inquiry process.
- c. A merchandise return permit holder must ask the addressee to complete items 1 through 12 and 14 through 16 of Form 1000 and return it, along with the original mailing receipt, to the permit holder. The permit holder must complete item 13 and items 17 through 19 and submit the completed form, along with the original mailing receipt, to the post office where the permit is held. An inquiry may be filed no sooner than 15 days after the mailing date. [\[S911.5.2\]](#)

**2.6.3 Duplicate Inquiry**

A duplicate inquiry may not be filed sooner than 30 days after the original inquiry. [\[S911.5.3\]](#)

## 3.0 Certified Mail

### 3.1 Certified Mail Fees

#### 3.1.1 Certified Fees

Fee, in addition to postage and other fees, per piece: \$2.30. [R900.7.0]

#### 3.1.2 Fee and Postage

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

[S912.1.3]

### 3.2 Basic Information

#### 3.2.1 Description

Certified Mail service provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. Customers can retrieve the delivery status in three ways: (1) over the Internet at [www.usps.com](http://www.usps.com) by entering the article number shown on the mailing receipt; (2) by telephone at 1-800-222-1811; or (3) by bulk electronic file transfer for mailers who provide an electronic manifest to the Postal Service. Certified Mail is dispatched and handled in transit as ordinary mail. Delivery of Certified Mail is subject to [508.1.0](#) and [508.2.0](#). No insurance coverage is provided. The Postal Service maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing return receipt service. See [6.0](#) for details. [S912.1.1]

#### 3.2.2 Eligible Matter

Only mailable matter on which postage is paid at a First-Class Mail rate (including Priority Mail) may be accepted as Certified Mail. [S912.1.2]

#### 3.2.3 Additional Services

Purchasing Certified Mail service allows customers to then purchase restricted delivery service or a return receipt. [S912.1.4]

#### 3.2.4 Delivery Record

Mailers may request a delivery record after mailing under [6.0, Return Receipt](#).

[S912.1.5]

### 3.3 Mailing

#### 3.3.1 Where to Mail

A mailer may mail Certified Mail at a post office, branch, or station or give it to a rural carrier. Certified Mail may also be deposited in a post office maildrop, a street letterbox, a nonpersonnel unit, or any other receptacle for First-Class Mail, subject to [3.3.5](#). [S912.2.1]

#### 3.3.2 Available Destinations

Certified Mail may be addressed for delivery only in the United States and its territories and possessions, through APOs and FPOs, or through the United Nations Post Office, New York. [S912.2.2]

**3.3.3 Form 3800**

Certified Mail must bear a barcoded green Form 3800 (see [Exhibit 3.3.3](#)). The label part of the form must be placed above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. [S912.2.3]

**Exhibit 3.3.3 Form 3800**

[Exhibit S912.2.3]

**3.3.4 Privately Printed Form 3800**

If authorized, a mailer may use a privately printed Form 3800. The privately printed form must be nearly identical in design, color, and fluorescent properties to the USPS form with a barcode and human readable numbers that meet the USPS specifications in Publication 109. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer must print sample labels with barcodes to be certified under the technical requirements in Publication 109. [S912.2.4]

**3.3.5 Procedure**

A mailer of Certified Mail must:

- a. Enter on Form 3800 the name and complete address of the person or firm to whom the mail is addressed.
- b. If a return receipt is requested, check the block on the mailing receipt to show the fee. Near the Certified Mail endorsement on the address side, add the endorsement "Return Receipt Requested." Enter the Certified Mail number on the return receipt card, address it to himself or herself, and attach it to the back of a small envelope or on the front of a package or large envelope, if the card does not cover the address. Enter the name and delivery address on the reverse of the return receipt to show where the receipt is to be sent. When a return receipt is requested, a complete return address (sender's name and delivery address) is required on the mailpiece. The name and delivery address entered on the reverse of the return receipt do not have to match the sender's name and return address on the mailpiece.
- c. Affix to the envelope enough postage to pay for the Certified Mail fee and First-Class Mail rate and, if requested, the return receipt fee.

- d. If a postmarked sender's receipt is requested, attach the Certified Mail sticker to the address side of the article and present the article and the completed receipt to the USPS employee, who then round-dates the receipt to show when the article was accepted. If asked to do so, the USPS employee also shows on the receipt the time the article was accepted. Otherwise, attach the "Certified Mail" sticker to the address side of the article, detach the receipt, and mail the article. Mark the receipt to show the date.
- e. If restricted delivery of Certified Mail to the addressee or someone named by the addressee in writing is requested, endorse the mail "Restricted Delivery." This service is available only for articles addressed to individuals by name. [S912.2.5]

### 3.3.6 Firm Sheet—Three or More Pieces

If three or more certified articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet) or privately printed firm sheets. Privately printed or computer-generated sheets that contain the same information as Form 3877 may be approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to Certified Mail. If the mailer wants the firm sheets receipted by the USPS, the mailer must present the books with the articles to be mailed at a post office. The sheets of the books become the mailer's receipts. All entries made in firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line. [S912.2.6]

## 4.0 Insured Mail

### 4.1 Insured Mail Fees

#### 4.1.1 Insurance Fees

Fee, in addition to postage and other fees, for merchandise insurance liability, per piece:

Insurance (Amount for Merchandise Insurance Coverage Desired)	Fee <sup>1</sup>
\$0.01 to \$50	\$1.30
50.01 to 100	2.20
100.01 to 200	3.20
200.01 to 300	4.20
300.01 to 400	5.20
400.01 to 500	6.20
500.01 to 600	7.20
600.01 to 5,000 (maximum liability is \$5000)	\$7.20 plus \$1.00 per \$100 or fraction thereof over \$600 in desired coverage.

- 1. Bulk insurance discount \$0.01 to \$50.00: \$0.60 per piece.  
(See 503.4.4 for eligibility.)
- Bulk insurance discount \$50.01 to \$5,000.00: \$0.80 per piece.  
(See 503.4.4 for eligibility.)

[R900.12.0]

**4.1.2 Fee and Postage**

The applicable insurance fee must be prepaid in addition to the postage, except on official mail sent under applicable provisions. The fee and postage may be paid with postage stamps, meter stamps, or permit imprints. The mailer guarantees to pay return and forwarding postage, unless the mailer writes instructions on the wrapper or envelope not to forward or return the mail. [S913.1.4]

**4.2 Basic Information****4.2.1 Description**

Insured mail provides the following features:

- a. Insured mail purchased at a retail post office provides up to \$5,000 indemnity coverage for a lost, rifled, or damaged article, subject to the standards for the service and payment of the applicable fee.
- b. Insured mail purchased online provides up to \$200 indemnity coverage for lost, rifled, or damaged articles, subject to the standards for the service and payment of the applicable fee.
- c. A bulk insurance discount is available for insured articles entered by authorized mailers who meet the criteria in 4.4. This service is not available for insurance purchased online.
- d. Insured mail service provides the mailer with a mailing receipt. No record of insured mail is kept at the office of mailing. For mail insured for more than \$50, the Postal Service maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing return receipt service. See 6.0 for details. [S913.1.1]

**4.2.2 Eligible Matter**

The following types of mail may be insured:

- a. First-Class Mail (including Priority Mail), if it contains matter that may be mailed as Standard Mail or Package Services.
- b. Standard Mail pieces subject to the residual shape surcharge (bulk insurance only).
- c. Package Services.
- d. Official government mail endorsed "Postage and Fees Paid." [S913.1.2]

**4.2.3 Ineligible Matter**

The following types of mail may not be insured:

- a. Parcels containing matter offered for sale, addressed to prospective purchasers who have not ordered or authorized their sending. If such matter is mailed, payment is not made for loss, rifling, or damage.
- b. Nonmailable matter.
- c. Articles so fragile that they cannot be carried safely in the mail regardless of packaging.
- d. Articles not adequately prepared to withstand normal handling in the mail. As a rule, any mailable package should be insurable.

- e. Mail not bearing the complete names and addresses of the sender and addressee.
- f. Standard Mail pieces that are not subject to the residual shape surcharge.
- g. Matter mailed at First-Class Mail rates (including Priority Mail) that consists of items described in [123.3.0, Content Standards](#); [133.3.0, Content Standards](#); [233.2.0, Content Standards for First-Class Mail Letters](#); [333.2.0, Content Standards for First-Class Mail Flats](#); and [433.2.0, Content Standards for First-Class Mail Parcels](#), and required to be mailed at First-Class Mail rates. [S913.1.3]

#### 4.2.4 Additional Services

Insuring an item for more than \$50 allows customers to purchase restricted delivery service or return receipt service at a retail post office. The following additional services may be purchased at a retail post office and combined with insurance if the applicable standards for the services are met and the additional service fees are paid:

- a. Delivery Confirmation.
- b. Parcel airlift service (PAL).
- c. Return receipt for merchandise (for items insured for up to \$50).
- d. Signature Confirmation.
- e. Special handling. [S913.1.5]

#### 4.2.5 Delivery Record

Mailers may request a delivery record after mailing under [6.3.2](#). [S913.1.6]

### 4.3 Mailing

#### 4.3.1 Where to Mail

Insured mail may be mailed as follows:

- a. A mailer must mail insured mail at a post office, branch, or station or give the mail to a rural carrier. Such mail may be placed in, but not on, a rural box. Such mail must not be placed in a post office maildrop or in or on a street letterbox. A mailer may leave the mail in a rural box with a note showing the requested amount of insurance, if stamps are affixed for postage and fees, or money for postage and fees is left in the box. The USPS is not liable for any article or money left in a rural box until the carrier receipts the article. A mailer at a nonpersonnel rural unit must meet the rural carrier at the unit for insurance service.
- b. A mailer who purchases insurance online may mail at a post office, branch, station, give the mail to the carrier assigned to that delivery address, or place the mail in a post office maildrop or a collection box. A mailer may leave the mail in a rural box, schedule an on-demand pickup, or schedule a carrier pickup using [www.usps.com](http://www.usps.com). The USPS is not liable for any article or money left in a rural box until the carrier receipts the article. [S913.2.1]

### 4.3.2 USPS Inquiries

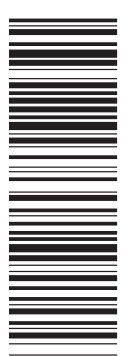
USPS employees are required to ask whether the mailpiece presented for insurance contains anything liquid, fragile, perishable, flammable, or potentially hazardous. [S913.2.2]

### 4.3.3 Markings and Forms

The treatment of pieces is determined by the insurance amount:

- a. Retail insured for \$50 or less: Each piece must be stamped on the address side with an elliptical insured marking as shown in Exhibit 4.3.3. This marking must be placed above the delivery address and to the right of the return address.
- b. Retail insured for more than \$50: Each piece must have barcoded Form 3813-P (see Exhibit 4.3.3) affixed above the delivery address and to the right of the return address. Form 3813-P must not be used for pieces insured for \$50 or less.
- c. Mail for which insurance is purchased online must include the text “Insured” in the indicia area of the online label; the markings in 4.3.3a and 4.3.3b are not required.
- d. All insured pieces, regardless of insurance amount, must be postmarked unless postage is paid by postage meter stamp, permit imprint, or PC Postage (when insurance is purchased online). [S913.2.3]

### Exhibit 4.3.3 Insurance Marking and Form 3813-P

VV 600 437 438 US United States Postal Service® <b>INSURED MAIL</b> DOMESTIC - INTERNATIONAL		VV 600 437 438 US VV 600 437 438 US	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: left;">U.S. Postal Service®</th> </tr> <tr> <th colspan="2" style="text-align: left;">INSURED MAIL RECEIPT</th> </tr> <tr> <th colspan="2" style="text-align: center;">OFFICIAL USE</th> </tr> <tr> <td style="width: 60%;">Postage</td> <td style="width: 40%;">\$</td> </tr> <tr> <td>Insurance Fee</td> <td> <input type="checkbox"/> Fragile <input type="checkbox"/> Liquid  <input type="checkbox"/> Perishable                  Insurance Coverage:             </td> </tr> <tr> <td>Restricted Delivery Fee (Domestic only; endorsement required)</td> <td rowspan="4" style="text-align: center; vertical-align: middle;">                 Postmark Here             </td> </tr> <tr> <td>Special Handling Fee</td> </tr> <tr> <td>Return Receipt Fee (Except for Canada; endorsement required)</td> </tr> <tr> <td>Total Postage &amp; Fees</td> </tr> <tr> <td colspan="2">                 Sent to:                  Street, Apt. No., or PO Box No.                  City, State, ZIP+4®, Country             </td> </tr> <tr> <td colspan="2" style="font-size: small;">                 PS Form 3813-P, May 2004 <span style="float: right;">See Reverse for Instructions</span> </td> </tr> </table>	U.S. Postal Service®		INSURED MAIL RECEIPT		OFFICIAL USE		Postage	\$	Insurance Fee	<input type="checkbox"/> Fragile <input type="checkbox"/> Liquid <input type="checkbox"/> Perishable Insurance Coverage:	Restricted Delivery Fee (Domestic only; endorsement required)	Postmark Here	Special Handling Fee	Return Receipt Fee (Except for Canada; endorsement required)	Total Postage & Fees	Sent to: Street, Apt. No., or PO Box No. City, State, ZIP+4®, Country		PS Form 3813-P, May 2004 <span style="float: right;">See Reverse for Instructions</span>	
U.S. Postal Service®																						
INSURED MAIL RECEIPT																						
OFFICIAL USE																						
Postage	\$																					
Insurance Fee	<input type="checkbox"/> Fragile <input type="checkbox"/> Liquid <input type="checkbox"/> Perishable Insurance Coverage:																					
Restricted Delivery Fee (Domestic only; endorsement required)	Postmark Here																					
Special Handling Fee																						
Return Receipt Fee (Except for Canada; endorsement required)																						
Total Postage & Fees																						
Sent to: Street, Apt. No., or PO Box No. City, State, ZIP+4®, Country																						
PS Form 3813-P, May 2004 <span style="float: right;">See Reverse for Instructions</span>																						



[Exhibit S913.2.3]



#### 4.3.4 Privately Printed Form 3813-P

If authorized, a mailer may use a privately printed Form 3813-P for domestic mail only. The privately printed form must be nearly identical in design and color to the USPS form with a barcode and human readable numbers that meet the USPS specifications in Publication 109. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer must print sample labels with barcodes to be certified under the technical requirements in Publication 109. [S913.2.4]

#### 4.3.5 Integrated Barcodes

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

- a. An integrated barcode may be used by Confirmation Services electronic option mailers who wish to combine insurance with Delivery Confirmation or insurance with Signature Confirmation into a single barcode on the shipping label to eliminate multiple labels and barcodes on packages. Additional information on the integrated barcode solution can be found in Publication 91, *Confirmation Services Technical Guide*.
- b. Mailers have another option for printing labels with insurance (see [Exhibit 4.3.5b](#)). The privately printed label must meet the specifications described in Publication 91. Applicable certification procedures must be followed, also as specified in Publication 91.

#### Exhibit 4.3.5b Mailer-Printed Label With Integrated Barcode



[Exhibit S913.2.5]

- c. An integrated barcode must be used when insurance is purchased online (see [Exhibit 4.3.5c](#)). This barcode combines the insurance and electronic option Delivery Confirmation or Signature Confirmation Services into a single barcode

503.4.3.6





on the shipping label and is available for Priority Mail and parcels mailed as Parcel Post, First-Class Mail, and Media Mail. Additional information on the integrated barcode can be found in Publication 91.

1. Insurance purchased online for \$50 or less with electronic option confirmation services; the human readable text above the integrated barcode must state “e/USPS DELIVERY CONFIRMATION.”
2. Insurance purchased online for more than \$50 up to \$200 with electronic option Confirmation Services; the human readable text above the integrated barcode must state “e/USPS INSURED.”

**Exhibit 4.3.5c Integrated Barcodes With Routing ZIP Code**

Click-N-Ship Insurance Label

Click-N-Ship Delivery Confirmation Label

 <b>Click-N-Ship®</b>	
	<small>www.usps.com 0503 8555 7490 3145 7319 0060 5001 0012 0260</small> <small>\$6.05</small> <b>US POSTAGE INSURED</b>
<small>08/27/04 1 lb 0 oz Mailed from 98765 071V00501225</small>	
<b>USPS PRIORITY MAIL®</b>	
<small>JOHN A SAMPLE 99 OAK ST ANYTOWN WA 98765</small>	
<small>SHIP TO: JANE SAMPLE RM 425 475 L'ENFANT PLZ SW WASHINGTON DC 20260-0004</small>	
	
<b>ZIP - e/ USPS INSURED</b>	
	
<small>420 20260 9105 0385 5574 9031 4573 19</small>	
<small>Electronic Rate Approved #0385557 49</small>	

 <b>Click-N-Ship®</b>	
	<small>www.usps.com 0703 8555 7491 2582 9129 0051 5001 0012 0260</small> <small>\$5.15</small> <b>US POSTAGE INSURED</b>
<small>08/27/04 1 lb 0 oz Mailed from 98765 071V00501225</small>	
<b>USPS PRIORITY MAIL®</b>	
<small>JOHN A SAMPLE 99 OAK ST ANYTOWN WA 98765</small>	
<small>SHIP TO: JANE SAMPLE RM 425 475 L'ENFANT PLZ SW WASHINGTON DC 20260-0004</small>	
	
<b>ZIP - e/ USPS DELIVERY CONFIRMATION™</b>	
	
<small>420 20260 9107 0385 5574 9125 8291 29</small>	
<small>Electronic Rate Approved #0385557 49</small>	

[S913.2.5]

**4.3.6 Prohibited Markings**

Private insurance endorsements or markings may not appear on the address side of mail but may appear elsewhere, if they do not resemble official postal endorsements and are not confused with postal endorsements. [S913.2.6]

**4.3.7 Receipt**

Receipts are provided as follows:

- a. For each retail insured mail article, the mailer receives a USPS sales receipt and the appropriate postmarked (i.e., round-dated) insured mail form as follows:
  1. Form 3813 when the insurance coverage is \$50 or less.
  2. Form 3813-P when the insurance coverage is more than \$50.

- b. For each online mail article, the mailer has access to an electronic record of purchase and the option for a printed record of purchase as follows:
  1. A computer printout from the web-based application through which the label was printed and insurance was purchased. The printout must clearly identify the following information: the Delivery Confirmation or Signature Confirmation services number of the insured piece, total postage paid, insurance fee paid, declared value, declared mailing/shipping date, origin ZIP Code, and delivery ZIP Code.
  2. A printed online label record. [S913.2.7]

#### 4.3.8 USPS Records

The USPS keeps no mailing records for insured pieces. The mailer must write the addressee's name and address on the receipt and keep it. The mailer must show the receipt when making a claim for loss or filing an inquiry. [S913.2.8]

#### 4.3.9 Firm Sheet—Three or More Pieces

If three or more insured articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet) or privately printed firm mailing bills. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to insured mail. The mailer must present the books with the articles to be mailed at a post office. The sheets become the mailer's receipts. All entries made on firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line. [S913.2.9]

### 4.4 Bulk Insurance for Standard Mail

#### 4.4.1 Eligibility

To mail at the bulk insured service rates, mailers must obtain an authorization under 4.4.2 and must meet the following criteria:

- a. Enter mailings of insured articles under an approved manifest mailing system agreement.
- b. Mail a minimum of 10,000 insured articles annually. To meet the minimum volume requirement, mailers may total all insured articles mailed at multiple locations.
- c. Provide a printed Form 3877 or facsimile and a copy of Form 3877 on a disk or other electronic medium.
- d. Effective at a future date, provide a soft (electronic) copy of Form 3877 in a new, approved format. [S913.3.1]
- e. Mailings on which bulk insurance is requested must have postage and fees paid with permit imprint under a manifest mailing system (705.2.0). [P600.5.1]

#### 4.4.2 Authorization

Mailers must apply for authorization to mail at the bulk insured service rates through their local postmaster or designee by completing the customer portion of the bulk insured service verification form. The postmaster or designee will verify on this form

## 503.4.5

that the mailer meets the requirements in 4.4.1. If the mailer does not meet the requirements, the application will be denied. If the mailer meets the requirements in 4.4.1, the postmaster or designee will certify on the bulk insured service verification form that the mailer qualifies and forward the form to the manager of Claims Processing at the St. Louis Accounting Service Center (ASC). After reviewing the information, the ASC will notify the postmaster of their concurrence of the application and provide a range of claim numbers to be used by the mailer for filing claims. The postmaster or designee will then provide the customer with the approval of the application and with information needed to file claims, including the assigned claim numbers. At a future date, electronic filing of indemnity claims will become mandatory. Prior to mandatory electronic claims filing, customers will be provided with the format instructions for the new electronic (soft copy) of Form 3877 and instructions for electronic filing of indemnity claims. [S913.3.2]

**4.5 Delivery**

An item insured for \$50 or less is delivered as ordinary mail. Delivery of insured mail is subject to 508.1.0, *Recipient Options*, and 508.2.0, *Conditions of Delivery*. [S913.4.0]

**5.0 Certificate of Mailing****5.1 Certificate of Mailing Fees****5.1.1 Individual**

Fee, in addition to postage:

- a. For each piece (Form 3817): \$0.90.
- b. For each piece listed (Form 3877): \$0.30 (minimum charge \$0.90).
- c. For duplicate copy of Form 3817 or Form 3877, per page: \$0.90. [R900.6.1]

**5.1.2 Bulk**

Fee, in addition to postage:

- a. For first 1,000 pieces or fraction thereof (Form 3606): \$4.50.
- b. For each additional 1,000 pieces or fraction thereof (Form 3606): \$0.50.
- c. For duplicate copy of Form 3606, per page: \$0.90. [R900.6.2]

**5.1.3 Fee and Postage**

In addition to the correct postage, the applicable certificate of mailing fee must be paid for each article on Form 3817 or for additional copies of either Form 3817 or Form 3877. The correct fee, based on the quantity mailed, must be paid in addition to postage for mailings of identical pieces of First-Class Mail (including Priority Mail) and Package Services. Mailers paying with ordinary stamps, precanceled stamps, or meter stamps reported on Form 3606 must affix stamps or meter stamps to pay the bulk certificate of mailing fees. Mailers using Form 3877 with a permit imprint mailing can pay certificate of mailing fees with permit imprint. [S914.1.6]

## 5.2 Basic Information

### 5.2.1 Description

Certificate of mailing service provides evidence that mail has been presented to the Postal Service for mailing. Certificate of mailing service does not provide a record of delivery. [S914.1.1]

### 5.2.2 Eligible Matter—Single Piece

Form 3817 is used for a certificate for a single piece of First-Class Mail (including Priority Mail) or Package Services. Facsimile forms also may be used. [S914.1.3]

### 5.2.3 Three or More Pieces

When requesting a certificate of mailing for three or more pieces presented at one time, a mailer may use Form 3877 (firm sheet) or a facsimile, subject to payment of the applicable fee for each item listed. Facsimile Forms 3877 must contain the same information as the postal-provided form. The sheets of the books become the sender's receipts. All entries made in firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated by drawing a diagonal line through them. [S914.1.4]

### 5.2.4 Eligible Matter—Bulk Quantities

Form 3606 is used for a bulk mailing as a certificate to specify the number of pieces mailed. This certificate is provided only for a mailing of identical pieces of First-Class Mail, Standard Mail, and Package Services. This certificate states only the total number of articles mailed and must not be used as an itemized list. A certificate of mailing cannot be issued for a bulk mailing paid with a permit imprint. [S914.1.2]

### 5.2.5 Mailer Preparation

A certificate of mailing must be completed by the mailer, using a typewriter, ink, or ballpoint pen. Individual and firm sheet certificates must show the names and addresses of the sender and addressee and may show the amount of postage paid. The mailer may also place identifying invoice or order numbers on the certificate. [S914.1.5]

### 5.2.6 Additional Services

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

- a. Parcel airlift service (PAL).
- b. Special handling. [S914.1.7]

## 5.3 Presentation

### 5.3.1 Rural Carriers

A mailer on a rural route or at a nonpersonnel rural unit may provide mail to the rural carrier with the fee for the certificate. The carrier obtains the certificate at the post office, attaches the stamps, cancels them by postmark, and delivers the certificate to the mailer on the next trip. [S914.2.1]

## 503.5.3.2

**5.3.2 Quantity Mailings**

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

- a. When the mailer wants individual certificates on Form 3817, the forms must be affixed by the stub to the pieces, or the forms must be numbered consecutively and fastened together.
- b. When the mailer describes and lists the pieces on firm sheets or approved forms, but does not present the pieces in the order shown on the sheets, the mailer must consecutively number each entry and lightly number each piece to show the sheet and line number on which described. [S914.2.2]

**5.3.3 After Mailing**

To obtain an additional certificate after mailing, the mailer must present the original certificate and an additional certificate endorsed "Duplicate" or a copy showing the original dates of mailing. The additional certificate must be postmarked to show the current date. [S914.2.3]

## 6.0 Return Receipt

## 6.1 Return Receipt Fees

**6.1.1 Fees**

Fee, in addition to postage and other fees, per piece:

<b>Return Receipt</b> (Form 3811 in conjunction with another service)	<b>Fee</b>
Requested at time of mailing (receive by mail)	\$1.75
Requested at time of mailing (receive electronically)	1.30
Requested after mailing (Form 3811A) (receive by fax, mail, e-mail)	3.25

[R900.23.0]

**6.1.2 Fee and Postage**

The applicable fee for return receipt service must be paid in addition to postage and other fees. For purposes of computing postage, the weight of the return receipt is *excluded* from the weight of the mailpiece to which it is attached. [S915.1.4]

**6.1.3 Refund**

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

[S915.1.6]

## 6.2 Basic Information

**6.2.1 Description**

Return receipt service provides a mailer with evidence of delivery (to whom the mail was delivered and date of delivery), along with information about the recipient's actual delivery address. A mailer purchasing return receipt service at the time of

mailing may choose to receive the return receipt by mail or electronically. The electronic option is not available for items mailed to APO or FPO addresses or U.S. territories, possessions, and freely associated states. A mailer purchasing return receipt service after mailing may choose to receive the proof of delivery record by fax, mail, or electronically. Electronic return receipts requested at the time of mailing also are available in bulk to mailers using privately printed Certified Mail, Registered Mail, numbered insured mail, or COD labels. Bulk delivery information can be obtained in CD-ROM or signature extract file formats. For additional information, see Publication 80, *Bulk Proof of Delivery Program*. [S915.1.1]

### 6.2.2 Eligible Matter

Return receipt service is available for:

- a. Express Mail.
- b. First-Class Mail (including Priority Mail) when purchased at the time of mailing with Certified Mail, COD, insured mail (for more than \$50), or Registered Mail service.
- c. Standard Mail subject to the residual shape surcharge when bulk insurance (for more than \$50) is purchased at the time of mailing.
- d. Package Services when purchased at the time of mailing with COD or insured mail (for more than \$50) service. [S915.1.2]

### 6.2.3 Endorsement

Mail for which return receipt service is requested by mail (Form 3811) must be endorsed "Return Receipt Requested" above the delivery address and to the right of the return address. No endorsement is required on mail for which electronic return receipt service is requested or is provided in bulk via a signature extract file or a CD-ROM. [S915.1.3]

### 6.2.4 Additional Services

If return receipt service has already been purchased with one of the services listed in 6.2.2 then one or more of the following extra services may be combined with those services at the time of mailing if the applicable standards for the services are met and the additional service fees are paid:

- a. Delivery Confirmation (First-Class Mail parcels, Priority Mail, and Package Services parcels).
- b. Parcel airlift service (PAL) (Priority Mail and Package Services).
- c. Restricted delivery.
- d. Signature Confirmation (Priority Mail and Package Services parcels).
- e. Special handling. [S915.1.7]

### 6.2.5 Privately Printed Form 3811

If authorized, a mailer may use a privately printed Form 3811. The privately printed form must be nearly identical in design and color to postal-provided forms. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review and approval by the mailpiece design analyst. [S915.1.5]

503.6.3

## 6.3 Obtaining Service

### 6.3.1 At Time of Mailing

The mailer may request the service at the time of mailing by using Form 3811 and marking the mail "Return Receipt Requested." A firm mailer must complete the mailer's entries on the form, including the article identification number; attach the form; and place the correct one on the article. The name and address of the person or organization to which the return receipt is to be returned must be that of the mailer or the mailer's agent. The mailpiece must bear the return address of either the mailer or mailer's agent. [S915.2.1]

### 6.3.2 After Mailing

The mailer may request a delivery record after mailing for Express Mail, Certified Mail, Registered Mail, COD mail, and mail insured for more than \$50. When a delivery record is available, the USPS provides the mailer information from that record, including to whom the mail was delivered and the date of delivery. The mailer requests a delivery record by completing Form 3811-A, paying the appropriate fee in 6.1.1, and submitting the request to the appropriate office as follows:

- a. For items mailed to an APO/FPO, U.S. territory or possession, or freely associated state (with the exception of Puerto Rico and the U.S. Virgin Islands), the form should be sent to the office of delivery.
- b. For all other items, send the form to any post office. [S915.2.2]

### 6.3.3 Time Limit

A request for a return receipt after mailing for Express Mail must be submitted within 90 days after the date of mailing. All other requests must be submitted within 2 years from the date of mailing. [S915.2.3]

## 6.4 Delivery

Delivery of mail for which a return receipt is requested is subject to [508.1.0, Recipient Options](#), and [508.2.0, Conditions of Delivery](#). [S915.3.0]

## 6.5 Requests for Delivery Information

### 6.5.1 Receipt Not Received

After a reasonable period, not longer than 2 years after the date of mailing, a mailer who did not receive return receipt service for which the mailer had paid may request information from the delivery record, using Form 3811-A. Any request for such information for Express Mail must be filed within 90 days after the date of mailing. [S915.4.1]

### 6.5.2 Form 3811-A

The mailer must complete Form 3811-A at any post office. The applicable fee is waived if the mailer can produce a receipt showing that the applicable return receipt fee was paid. [S915.4.2]

### 6.5.3 Fee Not Charged

The fee for a return receipt after mailing is not charged for a duplicate receipt for Certified Mail if the original Form 3800 was date-stamped by a post office at the time of mailing. [S915.4.3]



## 7.0 Restricted Delivery

### 7.1 Restricted Delivery Fee

#### 7.1.1 Fee

Fee, in addition to postage and other fees, per piece: \$3.50. [R900.22.0]

#### 7.1.2 Fee and Postage

The applicable fee for restricted delivery service must be paid in addition to postage and other fees. The fee and postage may be paid with postage stamps, meter stamps, or permit imprint. [S916.1.3]

#### 7.1.3 Refund

Restricted delivery fees are refunded only when the USPS fails to give restricted delivery service. [S916.1.6]

### 7.2 Basic Information

#### 7.2.1 Description

Restricted delivery service permits a mailer to direct delivery only to the addressee or addressee's authorized agent. The addressee must be an individual (or natural person) specified by name. [S916.1.1]

#### 7.2.2 Eligible Matter

Restricted Delivery service is available for:

- a. First-Class Mail (including Priority Mail) when purchased at the time of mailing with Certified Mail, COD, insured mail (for more than \$50), or Registered Mail service.
- b. Standard Mail subject to the residual shape surcharge when bulk insurance (for more than \$50) is purchased at the time of mailing.
- c. Package Services when purchased at the time of mailing with COD or insured mail (for more than \$50) service. [S916.1.2]

#### 7.2.3 Endorsement

Mail for which restricted delivery service is requested must be endorsed "Restricted Delivery." The endorsement must be placed above the address and to the right of the return address. [S916.1.5]

#### 7.2.4 Return Receipt

The mailer may obtain a return receipt by paying the applicable fees. [S916.1.4]

#### 7.2.5 Additional Services

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

- a. Delivery Confirmation.
- b. Parcel airlift service (PAL).
- c. Signature Confirmation.
- d. Special handling. [S916.1.7]

## 7.3 Obtaining Service

### 7.3.1 At Time of Mailing

The mailer may request restricted delivery at the time of mailing by advising the USPS clerk or by marking the mail "Restricted Delivery." A firm mailer must enter the proper fee in the correct column of the firm sheet and place the required endorsement on the mail. If a return receipt is requested, the correct block on Form 3811 must be checked to show that restricted delivery is also required. [S916.2.1]

### 7.3.2 After Mailing

The mailer may request restricted delivery after mailing by notifying the mailing post office in writing. The mailer must identify the article, including item number and addressee, and pay the service fee and communication costs required to effect restricted delivery. USPS failure to provide the service because delivery was made before the delivery office received the request is not grounds for a refund of the fee or communication costs. [S916.2.2]

## 7.4 Delivery

### 7.4.1 Conditions

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

- a. Mail for famous personalities and executives of large organizations is normally delivered to an agent authorized to sign for such mail.
- b. Mail for officials of executive, legislative, and judicial branches of the government of the United States or of the states and possessions and their political subdivisions, or to members of the diplomatic corps, may be delivered to a person authorized by the addressee or by regulations or procedures of the agency or organization to receive the addressee's mail.
- c. Mail for the commander, staff sections, or other officials of military organizations by name and title, is delivered to the unit mail clerk, mail orderly, postal clerk, assistant postal clerk, or postal finance clerk, when such individuals are designated on DD (Department of Defense) Form 285 to receipt for all mail addressed to the units for which they are designated. If the person accepting mail is designated on DD Form 285 to receipt for ordinary mail only, then restricted delivery mail addressed to the commander, or other official by name and title, is delivered to the mail clerk only if the addressee authorizes under [7.4.3](#).
- d. Mail for an inmate of a city, state, or federal penal institution, in cases where a personal signature cannot be obtained, is delivered to the warden or designee.
- e. Mail for minors or persons under guardianship may be delivered to their parents or guardians. [S916.3.1]

### 7.4.2 Identification

The USPS may require proof of identification from the addressee (or agent). [S916.3.2]

### 7.4.3 Agent Authorization

An addressee who regularly receives restricted delivery mail may authorize an agent on Form 3801 or by letter to the postmaster. The addressee must make the notation “this authorization is extended to include restricted delivery mail” on Form 3801 (in the area for signatures of authorized agents) or in the letter to the postmaster. Form 3849 may be left for the authorization if the post office has no standing delivery order or letter on file. The addressee may enter the name of the agent on the back of Form 3849 in the space provided and sign the form. The agent must sign for receipt of the article on the back of the form. [S916.3.3]

### 7.4.4 Joint Addressees

When mail is addressed to two or more persons jointly (as shown by the word “and” or symbol “&” connecting their names), all addressees or their agents are notified to be present to accept delivery together. The delivery receipt obtained and the return receipt, if any, must be signed by all joint addressees or their agents. The mail may then be delivered to any of the addressees or their agents unless one or more addressees or their agents object, in which case delivery is not made until all the addressees or their agents sign a statement designating who is to receive the mail. [S916.3.4]

### 7.4.5 Addressed “In Care Of”

Either person may sign for mail addressed to one person in care of another. [S916.3.5]

## 8.0 Return Receipt for Merchandise

### 8.1 Return Receipt for Merchandise Fees

#### 8.1.1 Fees

Fee, in addition to postage and other fees, per piece: \$3.00. [R900.24.0]

#### 8.1.2 Fee and Postage

The applicable fee for return receipt for merchandise service must be paid in addition to the correct postage and the fees for any other service selected. The fees and postage may be paid with stamps, meter stamps, or permit imprint. The fees and postage on official mail of federal government agencies and departments are collected under applicable reimbursement procedures. [S917.1.4]

### 8.2 Basic Information

#### 8.2.1 Description

Return receipt for merchandise service is a form of return receipt service that provides the sender with a mailing receipt and a return receipt. After delivery, the return receipt is mailed back to the sender. A delivery record is maintained by the Postal Service, but no record is kept at the office of mailing. A return receipt for merchandise also supplies the recipient’s actual delivery address if it is different from the address used by the sender. Mail using this service is dispatched and handled in transit as ordinary mail. This service does not include insurance coverage. A return receipt for merchandise may not be requested after mailing, and restricted delivery service is not available. [S917.1.1]

503.8.2.2

**8.2.2 Eligible Matter**

Return receipt for merchandise is available for merchandise sent as Priority Mail, Standard Mail pieces subject to the residual shape surcharge, and Package Services. [S917.1.2]

**8.2.3 Return Receipt for Merchandise for Standard Mail**

If return receipt for merchandise is requested for all of the pieces in the mailing and the mailing consists of pieces of identical weight, then postage may be paid with metered postage or permit imprint under the applicable standards in 244.2.0 for letters, 344.2.0 for flats, and 444.2.0 for parcels. If return receipt for merchandise is not requested for all of the pieces in the mailing, or if the pieces are not identical weight, then either the exact metered postage must be affixed to each piece or postage must be paid with permit imprint under a manifest mailing system (705.2.0). Use of precanceled stamps is not permitted with return receipt for merchandise. [P600.5.3]

**8.2.4 Additional Services**

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

- a. Delivery Confirmation.
- b. Insurance (for up to \$50).
- c. Parcel airlift service (PAL).
- d. Special handling. [S917.1.3]

**8.3 Mailing****8.3.1 Where to Mail**

A mailer must mail articles at a post office, branch, or station or give them to a rural carrier. Articles must not be placed in post office maildrops or in or on street collection boxes. They may be placed in, but not on, rural mailboxes. [S917.2.1]

**8.3.2 How to Mail**

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

- a. Enter on the receipt part of the return receipt for merchandise, the name and complete address of the person or firm to whom the mail is addressed.
- b. Affix the numbered part of the gummed label from Form 3804 to the mailpiece.
- c. Place the correct endorsement on the address side. Enter the return receipt for merchandise number on Form 3811. Address the form to yourself and attach it to the front of the mailpiece. If the Form 3811 would cover the address, attach it to the back of the mailpiece. The name of the person to whom the return receipt is to be returned must be the same as that of the sender. If the return receipt is to show the address where the article was delivered, check the block at the top of Form 3811.
- d. Attach to the article, enough postage to pay for the postage rate desired, the return receipt for merchandise fee, and the special handling fee.

- e. Attach the return receipt for merchandise label to the address side of the article and give the completed receipt to a USPS employee. If asked to do so, the USPS employee must show on the receipt the time the article is accepted for mailing. If given to a rural carrier, the carrier returns the postmarked receipt to the customer.
- f. By signing the waiver on Form 3804, customers may instruct the USPS to deliver without obtaining a signature. This option allows the delivery employee to sign for the article on the first delivery attempt to the listed address, if the addressee or the addressee’s agent is not available to accept the shipment. Customers who waive the signature requirement must accept the delivery employee’s signature and date of delivery as proof of delivery. To waive the signature, detach both parts of the gummed label and attach to the mailpiece. [S917.2.2]


**8.3.3 Available Destinations**

Return receipt for merchandise mail may be addressed for delivery only in the United States and its territories and possessions, through Army/Air Force (APO) and Navy (FPO) post offices, or through the United Nations Post Office, New York. [S917.2.3]

**8.3.4 Form 3804**

Return receipt for merchandise mail must bear a barcoded brown Form 3804 (see Exhibit 8.3.4). The label part of the form and the endorsement “Return Receipt Requested” must be placed above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. [S917.2.4]

**Exhibit 8.3.4 Form 3804**

8099 3400 0000 5773 9080	<b>RETURN RECEIPT FOR MERCHANDISE</b>	8099 3400 0000 5773 9080	<input type="checkbox"/> <b>WAIVER OF SIGNATURE</b> I wish delivery to be made without obtaining signature of the addressee or other person named in the address. I understand that the signature of the delivery employee will constitute valid proof of delivery.	8099 3400 0000 5773 9080	U.S. Postal Service <b>RETURN RECEIPT FOR MERCHANDISE</b> (Domestic Mail Only; No Insurance Coverage Provided)											
				CUSTOMER SIGNATURE	<div style="border: 1px solid black; padding: 5px;"> <b>OFFICIAL USE</b> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Postage</td> <td style="width: 5%;">\$</td> <td style="width: 25%;"></td> </tr> <tr> <td>Return Receipt for Merchandise Fee (Endorsement Required)</td> <td></td> <td></td> </tr> <tr> <td>Special Handling Fee</td> <td></td> <td></td> </tr> <tr> <td><b>Total Postage &amp; Fees</b></td> <td><b>\$</b></td> <td></td> </tr> </table> Waiver of Signature <input type="checkbox"/> YES <input type="checkbox"/> NO	Postage	\$		Return Receipt for Merchandise Fee (Endorsement Required)			Special Handling Fee			<b>Total Postage &amp; Fees</b>	<b>\$</b>
Postage	\$															
Return Receipt for Merchandise Fee (Endorsement Required)																
Special Handling Fee																
<b>Total Postage &amp; Fees</b>	<b>\$</b>															
				Sent To Street, Apt. No., or PO Box No. City, State, ZIP+4												
				Postmark Here												
				PS Form 3804, June 2002 <span style="float: right;">See Reverse for Instructions</span>												

[Exhibit S917.2.4]

**8.3.5 Privately Printed Form 3804**

If authorized, a mailer may use a privately printed Form 3804. The privately printed form must be nearly identical in design and color to the USPS form with a barcode and human readable numbers that meet the USPS specifications in Publication 109. A minimum of three preproduction samples must be submitted to the business mail

## 503.8.3.6

entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer must print sample labels with barcodes to be certified under the technical requirements in Publication 109. [S917.2.5]

**8.3.6 Firm Sheet—Three or More Pieces**

If three or more return receipt for merchandise articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet), provided by the USPS at no charge, or privately printed firm sheets. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to return receipt for merchandise mail. The mailer must present the books with the articles to be mailed at a post office. The sheets of the books become the mailer's receipts. All entries made in firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line. [S917.2.6]

**8.3.7 Receipt Not Received**

A mailer who does not receive return receipt for merchandise service for which the mailer has paid may request information from the delivery record, at no additional charge, by using Form 3811-A. Any request must be filed within 2 years after the date of mailing. Mailers cannot request a delivery record unless the item originally was sent with return receipt for merchandise. [S917.2.7]

**8.4 Delivery**

Delivery of return receipt for merchandise mail is subject to [508.1.0, Recipient Options](#), and [508.2.0, Conditions of Delivery](#). [S917.3.0]

**9.0 Delivery Confirmation****9.1 Delivery Confirmation Fee****9.1.1 Fee**

Fee, in addition to postage and other fees, per piece:

<b>Delivery Confirmation</b>		<b>Fee</b>
First-Class Mail (parcels only)	Retail	\$0.55
	Electronic	0.13
Priority Mail	Retail	0.45
	Electronic	0.00
Package Services (parcels only) <sup>1</sup>	Retail	0.55
	Electronic	0.13
Standard Mail <sup>2</sup>	Electronic	0.13

1. No charge for Parcel Select electronic option.

2. Available only for pieces subject to the residual shape surcharge.

[R900.10.0]

### 9.1.2 Fees and Postage

The applicable Delivery Confirmation fee in 9.1.1 must be paid in addition to the correct postage. The fee and postage may be paid with postage stamps, meter stamps, or permit imprint. Precanceled stamps are not permitted as postage payment. [S918.1.5]

## 9.2 Basic Information

### 9.2.1 Description

Delivery Confirmation service provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt. Delivery Confirmation service is available only at the time of mailing. No record is kept at the office of mailing. Delivery Confirmation service does not include insurance, but insurance may be purchased as an additional service (see 9.2.6). Some statutes and regulations governing the mailing of documents with legal significance may require the use of Certified Mail or Registered Mail rather than Delivery Confirmation. [S918.1.1]

### 9.2.2 Eligible Matter

Delivery Confirmation is available for First-Class Mail parcels defined in 401.1.0 as machinable (with no minimum weight), irregular, or outside parcels; for all Priority Mail pieces; for Standard Mail pieces subject to the residual shape surcharge (electronic option only); and for Package Services parcels defined in 401.1.0 as machinable, irregular, or outside parcels. For the purposes of using Delivery Confirmation with a First-Class Mail parcel or a Package Services parcel, the parcel must meet these additional requirements:

- a. The surface area of the address side of the parcel must be large enough to contain completely and legibly the delivery address, return address, postage, and any applicable markings, endorsements, and extra service labels.
- b. Except as provided in 9.2.2c for machinable parcels, the parcel must be greater than 3/4 inch thick at its thickest point.
- c. If the mailpiece is a machinable parcel under 401.1.0 and no greater than 3/4 inch thick, the contents must be prepared in a strong and rigid fiberboard or similar container or in a container that becomes rigid after the contents are enclosed and the container is secured. The parcel must be able to maintain its shape, integrity, and rigidity throughout processing and handling without collapsing into a letter-size or flat-size piece. [S918.1.2]

### 9.2.3 Electronic Option Delivery Confirmation for Standard Mail

If electronic option Delivery Confirmation is requested for all of the pieces in the mailing and the mailing consists of pieces of identical weight, then postage may be paid with metered postage or permit imprint under the applicable standards in 244.2.0 for letters, 344.2.0 for flats, and 444.2.0 for parcels. If electronic option Delivery Confirmation is not requested for all of the pieces in the mailing, or if the pieces are not identical weight, then either the exact metered postage must be affixed to each piece or postage must be paid with permit imprint under a manifest mailing system (705.2.0). Use of precanceled stamps is not permitted with Delivery Confirmation. [P600.5.2]

503.9.2.4

**9.2.4 Ineligible Matter**

Delivery Confirmation is not available for the following:

- a. Express Mail and Periodicals pieces.
- b. First-Class Mail letter-size and flat-size pieces.
- c. Standard Mail pieces not subject to the residual shape surcharge and all Enhanced Carrier Route Standard Mail pieces.
- d. Package Services flat-size pieces.
- e. Mail paid with precanceled stamps.
- f. Mail addressed to APO/FPO destinations.
- g. Mail addressed to any U.S. territory, possession, or Freely Associated State listed in [608.2.0](#), with the exception of Puerto Rico and the U.S. Virgin Islands. [S918.1.3]

**9.2.5 Service Options**

The two Delivery Confirmation service options are:

- a. Retail option: Available at post offices at the time of mailing. A mailing receipt is provided. Mailers can access delivery information over the Internet at [www.usps.com](http://www.usps.com) or by calling 1-800-222-1811 toll-free and providing the article number.
- b. Electronic option: Available to mailers who establish an electronic link with the USPS to exchange acceptance and delivery data. No mailing receipt is provided. [S918.1.4]

**9.2.6 Additional Services**

Delivery Confirmation may be combined with:

- a. Collect on delivery (COD).
- b. Insured mail.
- c. Registered Mail.
- d. Restricted delivery, if purchased with insurance for more than \$50, COD, or registry service.
- e. Return receipt, if purchased with insurance for more than \$50, COD, or registry service.
- f. Return receipt for merchandise.
- g. Special handling. [S918.1.6]

**9.2.7 Where to Mail**

A mailer may mail articles with retail option Delivery Confirmation at a post office, branch, or station, or give articles to a rural carrier. [S918.1.7]

**9.2.8 Firm Sheets—Three or More Pieces**

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





503.9.3.1

- b. Label 314, available at no charge to electronic option mailers (see [Exhibit 9.3.1b, Label 314](#)).

**Exhibit 9.3.1b Label 314**



[Exhibit S918.2.1b]

- c. Privately printed barcoded labels that meet the requirements in 9.3 and 9.4 (see [Exhibit 9.3.1c](#)). On the Priority Mail label, mailers must use the registered trademark symbol following the Priority Mail text or add the following statement at the bottom of the label in at least 6-point Helvetica type: "Priority Mail is a registered trademark of the U.S. Postal Service." [S918.2.1]

**Exhibit 9.3.1c Privately Printed Label**



[Exhibit S918.2.1c]

### 9.3.2 Label Placement

The barcoded label section of Label 314 or Form 152 must be placed either above the delivery address and to the right of the return address or to the left of the delivery address. A privately printed Delivery Confirmation label that is separate from the address label must be placed in close proximity to the address label. In all cases, the entire Delivery Confirmation label must be placed on the address side and not overlap any adjacent item. [S918.2.2]

## 9.4 Barcodes

### 9.4.1 Symbology

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

- a. Mailers printing their own barcodes and using the retail service option (9.2.5a) must use the Automatic Identification Manufacturers' (AIM) Uniform Specifications for USS Code Interleaved 2 of 5 barcode symbology. Each barcode must contain a unique Package Identification Code (PIC) as specified in 9.4.2. Barcodes also must meet the specifications in Publication 91.
- b. Effective January 31, 2005, mailers printing their own barcodes and using the electronic service option (9.2.5b) must use the UCC/EAN Code 128 barcode symbology. All new mailers must use this symbology. Through January 30, 2005, mailers printing their own barcodes and using the electronic service option may use one of the following barcode symbologies: UCC/EAN Code 128, USS Code Interleaved 2 of 5, USS Code 39, or USS Code 128. Each barcode must contain a unique PIC as specified in 9.4.2. Barcodes also must meet the specifications in Publication 91. Refer to 507.9.0 for Delivery Confirmation with Merchandise Return Service. [S918.3.1]

### 9.4.2 Package Identification Code (PIC)

Each barcode symbology must contain a unique PIC:

- a. For UCC/EAN 128, each barcode must contain a unique PIC and be made up of five fields totaling 22 characters. Additional information and specifications can be found in Publication 91. The five required data fields are:
  1. Application Identifier (AI): two characters; identifies the article as a Delivery Confirmation piece.
  2. Service Type Code (STC): two characters; identifies the type of product or service used for each item.
  3. Customer ID: nine characters; DUNS® number that uniquely identifies the customer.
  4. Package Sequence Number (PSN): eight characters; fixed sequential number.
  5. Modulus 10 Check digit: one character.
- b. For USS Code Interleaved 2 of 5, USS Code 39, and USS Code 128, each barcode must contain a unique PIC and be made up of four fields totaling 20 characters. The four required data fields are fields 2 through 5 above. Additional information and specifications can be found in Publication 91. These symbologies do not use an Application Identifier (AI). [S918.3.2]

**9.4.3 Printing**

Labels printed by mailers must meet the following specifications:

- a. Each barcoded label must bear a unique Delivery Confirmation PIC barcode as specified in [9.4.2](#). The text “USPS DELIVERY CONFIRMATION” (if using retail service option, as specified in [9.2.5](#)) or “e/USPS DELIVERY CONFIRMATION” (if using electronic service option, as specified in [9.2.5](#), and the postage is evident on the mailpiece) must be printed between 1/8 inch and 1/2 inch above the barcode in minimum 12-point bold sans serif type. Additionally, mailers approved for the electronic service option, at their discretion, may print the text “ELECTRONIC RATE APPROVED #[DUNS® NUMBER]” in minimum 8-point bold sans serif type directly below the bottom horizontal identification bar (see [Exhibit 9.4.3](#)). Human-readable characters that represent the barcode ID must be printed between 1/8 inch and 1/2 inch under the barcode in minimum 10-point bold sans serif type. These characters must be parsed in accordance with Publication 91. A minimum 1/8-inch clearance must be between the barcode and any printing. The preferred range of widths of narrow bars and spaces is 0.015 inch to 0.017 inch. The width of the narrow bars or spaces must be at least 0.013 inch but no more than 0.021 inch. All bars must be at least 3/4 inch high. Minimum 1/16-inch bold bars must appear between 1/8 inch and 1/2 inch above and below the human-readable endorsements to segregate the Delivery Confirmation barcode from other areas of the shipping label. The line length should extend across the width of the label but must extend the length of the barcode at a minimum (see [Exhibit 9.3.1c](#)). Only information relating to Delivery Confirmation and other extra services must be placed between these lines.
- b. Each barcode must meet the requirements in [9.4.1](#) for the type of service requested.
- c. Mailers must obtain USPS certification for each printer used to print barcoded Delivery Confirmation labels. For certification, a mailer must forward for evaluation and approval 20 barcoded labels/forms generated by each printer to the National Customer Service Center (NCSC), Attention Barcode Certification (see [608.8.0](#) for address). The USPS will issue the mailer a Form 3152 for each printer certified. All barcodes must be in accordance with [9.3](#) and [9.4](#). Further certification instructions are included in Publication 91.

- d. Barcodes that do not meet specifications will not be accepted by the USPS. The USPS will contact the mailer if problems with the barcodes are found and will try to resolve the problem. The USPS may suspend a mailer's certification if electronic file quality does not meet specifications. [S918.3.3]

#### Exhibit 9.4.3 Electronic Service Option Identification



[Exhibit S918.3.3]

#### 9.4.4 Integrated Barcodes

An integrated barcode may be used by mailers printing their own barcodes and using the electronic service option. Mailers may combine Delivery Confirmation and insurance services into a single barcode on the shipping label and eliminate multiple labels and barcodes on packages. Mailers must still meet existing specifications in 9.4.1 and 9.4.2. Minor modifications allow users to request multiple extra services on Priority Mail and Package Services. Two required changes are:

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

[S918.3.4]

### 9.5 Electronic File Transmission

Mailers must meet the following standards for electronic file transmission:

- a. Publication 91 contains specifications for electronic file transmission. A test file transmission must be uploaded and approved before mailings begin. Upon certification, the USPS will issue the mailer Form 3152.
- b. Mailers using the electronic option must transmit a file with a unique record for each article mailed. The USPS will contact the mailer if problems with the file are found and will try to resolve those problems. The USPS may suspend a mailer's certification if the electronic file quality does not meet specifications. In addition, USPS acceptance units will be notified to charge the customer the retail Delivery Confirmation fee.
- c. Mailers using the electronic option must include additional fields in the electronic file when planning to use the integrated barcode. For more information consult Publication 91. [S918.4.0]

503.9.6

**9.6 Acceptance**

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

- a. Presorted or permit imprint mailings containing pieces for which fees are paid for Delivery Confirmation service must be presented to a post office business mail entry unit (BMEU), detached mail unit (DMU) at the mailer's plant, bulk mail center or auxiliary service facility business mail entry unit, or other postal facility capable of properly verifying the mailing and at which the mailer has obtained the necessary permits or license and paid any applicable mailing fee.
- b. Mailers who use the electronic option or print their own labels must submit a copy of the original Form 3152 with their first mailing using Confirmation Services (see exception in 9.6c). The business mail or detached mail entry unit office will retain a copy of the form. However, mailers who wish to obtain an electronic entry scan must submit Form 3152 with each mailing to include the electronic file number associated with that mailing. The electronic file number on the form must be in either a barcode format (preferred) or written on the form. All barcode formats must comply with the standards in Publication 91. Mailers should keep the certification form on file while using Confirmation Services. If requested by the Postal Service, the form must be presented within 24 hours.
- c. Mailers of single-piece rate mail with postage affixed using the electronic option rate are not required to submit Form 3152 with their initial mailing. This includes mailings generated from the Postal Service online shipping label application at [www.usps.com](http://www.usps.com) or labels generated from a third-party vendor or system that supports the electronic option rates. All labels must meet USPS format and design requirements, including the "e" (electronic rate) endorsement in the barcode text line. [S918.5.0]

**10.0 Signature Confirmation****10.1 Signature Confirmation Fees****10.1.1 Fee**

Available for First-Class Mail parcels, Priority Mail, and Package Services parcels. Fee, in addition to postage and other fees, per piece:

Signature Confirmation		Fee
First-Class Mail (parcels only)	Retail	\$1.80
	Electronic	1.30
Priority Mail	Retail	1.80
	Electronic	1.30
Package Services (parcels only)	Retail	1.80
	Electronic	1.30

[R900.26.0]

**10.1.2 Fees and Postage**

The applicable Signature Confirmation fee in [10.1.1](#) must be paid in addition to the correct postage. The fee and postage may be paid with postage stamps, meter stamps, or permit imprint. Precanceled stamps are not permitted as postage payment. [S919.1.6]

**10.2 Basic Information****10.2.1 Description**

Signature Confirmation service provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt. A delivery record, including the recipient's signature, is maintained by the USPS and is available, via fax or mail, upon request. No acceptance record is kept at the office of mailing. Signature Confirmation service is available only at the time of mailing. Signature Confirmation service does not include insurance, but insurance may be purchased as an additional service (see [10.2.6](#)). Some statutes and regulations governing the mailing of documents with legal significance may require the use of Certified Mail or Registered Mail rather than Signature Confirmation. [S919.1.1]

**10.2.2 Eligible Matter**

Signature Confirmation is available for First-Class Mail parcels defined in [401.1.0](#) as machinable (with no minimum weight), irregular, or outside parcels; for all Priority Mail pieces; and for Package Services parcels defined in [401.1.0](#) as machinable, irregular, or outside parcels. For the purposes of using Signature Confirmation with a First-Class Mail parcel or a Package Services parcel, the parcel must meet these additional requirements:

- a. The surface area of the address side of the parcel must be large enough to contain completely and legibly the delivery address, return address, postage, and any applicable markings, endorsements, and extra service labels.
- b. Except as provided in [10.2.2c](#) for machinable parcels, the parcel must be greater than 3/4 inch thick at its thickest point.
- c. If the mailpiece is a machinable parcel under [401.1.0](#) and no greater than 3/4 inch thick, the contents must be prepared in a strong and rigid fiberboard or similar container or in a container that becomes rigid after the contents are enclosed and the container is secured. The parcel must be able to maintain its shape, integrity, and rigidity throughout processing and handling without collapsing into a letter-size or flat-size piece. [S919.1.2]

**10.2.3 Ineligible Matter**

Signature Confirmation is not available for the following:

- a. Express Mail, Periodicals, and Standard Mail pieces.
- b. First-Class Mail letter-size and flat-size pieces.
- c. Package Services flat-size pieces.
- d. Mail paid with precanceled stamps.
- e. Mail addressed to APO/FPO destinations.

## 503.10.2.4

- f. Mail addressed to any U.S. territory, possession, or Freely Associated State listed in 608, with the exception of Puerto Rico and the U.S. Virgin Islands.

[S919.1.3]

#### 10.2.4 Service Options

The two Signature Confirmation service options are:

- a. Retail option: Available at post offices at the time of mailing. A mailing receipt is provided. Mailers can access delivery information over the Internet at [www.usps.com](http://www.usps.com) or by calling 1-800-222-1811 toll-free and providing the article number.
- b. Electronic option: Available to mailers who establish an electronic link with the USPS to exchange acceptance and delivery data. No mailing receipt is provided. [S919.1.4]

#### 10.2.5 Proof of Delivery

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

- a. Individual requests by article number can be retrieved at [www.usps.com](http://www.usps.com) or by calling 1-800-222-1811. A proof of delivery letter is provided via fax or mail.
- b. Bulk proof of delivery letters are available only to mailers using Signature Confirmation service electronic option or privately printed labels. Bulk proof of delivery letters can be obtained in CD-ROM or Signature Extract File formats. For additional information see Publication 80, *Bulk Proof of Delivery Program*.

[S919.1.5]

#### 10.2.6 Additional Services

Signature Confirmation may be combined with:

- a. Collect on delivery (COD).
- b. Insured mail.
- c. Registered Mail.
- d. Restricted delivery, if purchased with insurance for more than \$50, COD, or registry service.
- e. Special handling. [S919.1.7]

#### 10.2.7 Where to Mail

A mailer may mail articles with retail option Signature Confirmation at a post office, branch, or station, or give articles to a rural carrier. [S919.1.8]

#### 10.2.8 Firm Sheets—Three or More Pieces

If three or more articles are presented for mailing at one time, the mailer may use Form 3877 provided by the USPS at no charge, or privately printed firm sheets. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be used if approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to Signature Confirmation mail. Required elements are the package identification code (PIC), 5-digit destination ZIP Code, and applicable fees. If the mailer wants the firm sheets receipted by the USPS, the mailer must present the books with the articles to be mailed at a post office. The sheets of the books are the mailer's receipts. All entries



made in firm sheets must be made by typewriter or ink. Alterations must be initiated by the mailer and accepting postal employee. All unused portions of the addressee column must be obliterated with a diagonal line. A receipt is required for refund requests. [S919.1.9]

**10.3 Labels**

**10.3.1 Types of Labels**

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

- a. Form 153, obtained from the post office at no charge. This form may be used only with the retail option (see [Exhibit 10.3.1a](#)).

**Exhibit 10.3.1a Form 153**

[Exhibit S919.2.1a]

503.10.3.1

- b. Label 315, available at no charge to electronic option mailers (see [Exhibit 10.3.1b](#)).

**Exhibit 10.3.1b Label 315**



[Exhibit S919.2.1b]

- c. Privately printed barcoded labels that meet the requirements in [10.3, Labels](#), and [10.4](#) (see [Exhibit 10.3.1c](#)). On the Priority Mail label, mailers must use the registered trademark symbol following the Priority Mail text or add the following statement at the bottom of the label in at least 6-point Helvetica type: "Priority Mail is a registered trademark of the U.S. Postal Service." [S919.2.1]

**Exhibit 10.3.1c Privately Printed Label**



[Exhibit S919.2.1c]

**10.3.2 Label Placement**

The barcoded label section of Label 315 or Form 153 must be placed either above the delivery address and to the right of the return address or to the left of the delivery address. A privately printed Signature Confirmation label that is separate from a privately printed address label must be placed in close proximity to the address label. In all cases, the entire Signature Confirmation label must be placed on the address side of the mailpiece and not overlap any adjacent item. [S919.2.2]

**10.4 Barcodes****10.4.1 Symbology**

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

- a. Mailers printing their own barcodes and using the retail service option (10.2.4a) must use the Automatic Identification Manufacturers' (AIM) Uniform Specifications for USS Code Interleaved 2 of 5 barcode symbology. Each barcode must contain a unique Package Identification Code (PIC) as specified in 10.4.2. Barcodes also must meet the specifications in Publication 91.
- b. Effective January 31, 2005, mailers printing their own barcodes and using the electronic service option (10.2.4b) must use the UCC/EAN Code 128 barcode symbology. All new mailers must use this symbology. Through January 30, 2005, mailers printing their own barcodes and using the electronic service option may use one of the following barcode symbologies: UCC/EAN Code 128, USS Code Interleaved 2 of 5, USS Code 39, or USS Code 128. Each barcode must contain a unique PIC as specified in 10.4.2. Barcodes also must meet the specifications in Publication 91. [S919.3.1]

**10.4.2 Package Identification Code (PIC)**

Each barcode symbology must contain a unique PIC:

- a. For UCC/EAN 128, each barcode must contain a unique PIC and be made up of five fields totaling from 16 to 22 characters. Additional information and specifications can be found in Publication 91. The five required data fields are:
  1. Application Identifier (AI): two characters; identifies the barcode as a postal barcode.
  2. Service Type Code (STC): two characters; identifies the type of product or service used for each item.
  3. Customer ID: nine characters; DUNS® number that uniquely identifies the customer.
  4. Package Sequence Number (PSN): variable from two to eight numbers.
  5. Modulus 10 Check digit: one character. See Publication 91 for use of the concatenated barcode for routing purposes.
- b. For USS Code Interleaved 2 of 5, USS Code 39, and USS Code 128, each barcode must contain a unique PIC and be made up of four fields totaling 20 characters. The four required data fields are fields 2 through 5 above with a fixed sequential number of 8 digits. Additional information and specifications can be found in Publication 91. These symbologies do not use an Application Identifier (AI). [S919.3.2]

### 10.4.3 Printing

Labels printed by mailers must meet the following specifications:

- a. Each barcoded label must bear a return address and a unique Signature Confirmation PIC barcode as specified in [10.4.2](#). The text “USPS SIGNATURE CONFIRMATION” (if using retail service option, as specified in [10.2.4](#)) or “e/USPS SIGNATURE CONFIRMATION” (if using electronic service option, as specified in [10.2.4](#), and the postage is evident on the mailpiece) must be printed between 1/8 inch and 1/2 inch above the barcode in minimum 12-point bold sans serif type. Additionally, mailers approved for the electronic service option, at their discretion, may print the text “ELECTRONIC RATE APPROVED #[DUNS® NUMBER]” in minimum 8-point bold sans-serif type directly below the bottom horizontal identification bar (see [Exhibit 10.4.3c](#)). Human-readable characters that represent the barcode ID must be printed between 1/8 inch and 1/2 inch under the barcode in minimum 10-point bold sans serif type. These characters must be parsed in accordance with Publication 91. A minimum 1/8-inch clearance must be maintained between the barcode and any printing. The preferred range of widths of narrow bars and spaces is 0.015 inch to 0.017 inch. The width of the narrow bars or spaces must be at least 0.013 inch but no more than 0.021 inch. All bars must be at least 3/4 inch high. Minimum 1/16-inch bold bars must appear between 1/8 inch and 1/2 inch above and below the human-readable endorsements to segregate the Signature Confirmation barcode from other areas of the shipping label. The line length should extend across the width of the label but must extend the length of the barcode at a minimum (see [Exhibit 10.3.1c](#)). Only information relating to Signature Confirmation and other extra services must be placed between these lines.
- b. Each barcode must meet the requirements in [10.4.1](#) for the type of service requested.
- c. Mailers must obtain USPS certification for each printer used to print barcoded Signature Confirmation labels. For certification, a mailer must forward for evaluation and approval 20 barcoded labels/forms generated by each printer to the National Customer Support Center (NCSC), Attention Barcode Certification (see [608.8.0](#) for address). The USPS will issue the mailer a Form 3152 for each printer certified. All barcodes must be in accordance with [10.3, Labels](#), and [10.4](#). Further certification instructions are included in Publication 91.

#### Exhibit 10.4.3c Electronic Service Option Identification



[Exhibit S919.3.3]

- d. Barcodes that do not meet specifications will not be accepted by the USPS. The USPS will contact the mailer if problems with the barcodes are found and will try to resolve the problem. The USPS may suspend a mailer's certification if electronic file quality does not meet specifications.
- e. Mailers who have previously received certification for label printing under the Delivery Confirmation program are not required to obtain any additional certification to use Signature Confirmation. [S919.3.3]

#### 10.4.4 Integrated Barcodes

An integrated barcode may be used by mailers printing their own barcodes and using the electronic service option. Mailers may combine Signature Confirmation and insurance services into a single barcode on the shipping label and eliminate multiple labels and barcodes on packages. Mailers must still meet existing specifications in 10.4.1 and 10.4.2. Minor modifications allow users to request multiple extra services on Priority Mail and Package Services. Two required changes are:

- a. Change the text above the barcode to identify the service requested. Exhibits are included in Publication 91.
- b. Change the service type code in the barcode to identify the class of mail and/or type of extra services combined with Signature Confirmation. Additional information on the Service Type Code Matrix can be found in Publication 91. [S919.3.4]

### 10.5 Electronic File Transmission

Mailers must meet the following standards for electronic file transmission:

- a. Publication 91 contains specifications for electronic file transmission. A test file transmission must be uploaded and approved before mailings begin. Upon certification, USPS will issue the mailer Form 3152.
- b. Mailers using the electronic option must transmit a file with a unique record for each article mailed. The USPS may suspend a mailer's certification if the electronic file quality does not meet specifications. In addition, USPS acceptance units will be notified to charge the customer the retail option Signature Confirmation fee.
- c. Mailers who previously received certification for electronic file transmission under the Delivery Confirmation program are not required to obtain an additional certification for Signature Confirmation use.
- d. Mailers using the electronic option must include additional fields in the electronic file when planning to use the integrated barcode. For more information see Publication 91. [S919.4.0]

### 10.6 Acceptance

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

- a. Presorted or permit imprint mailings containing pieces for which fees are paid for Signature Confirmation service must be presented to a post office business mail entry unit (BMEU), detached mail unit (DMU) at the mailer's plant, bulk mail

## 503.10.6

center or auxiliary service facility business mail entry unit, or other postal facility capable of properly verifying the mailing and at which the mailer has obtained the necessary permits or license and paid any applicable mailing fee.

- b. Mailers who use the electronic option or print their own labels must submit a copy of their original Form 3152 with their first mailing using Confirmation Services (see exception in 10.6c). The business mail or detached mail entry unit office will retain a copy of the form. However, mailers who wish to obtain an electronic entry scan must submit Form 3152 with each mailing to include the electronic file number associated with that mailing. The electronic file number on the form must be in either a barcode format (preferred) or written on the form. All barcode formats must comply with standards in Publication 91. Mailers should keep the certification form on file while using Confirmation Services. If requested by the USPS, the form must be presented within 24 hours.
- c. Mailers of single-piece rate mail with postage affixed using the electronic option rate are not required to submit Form 3152 with their initial mailing. This includes mailings generated from the Postal Service online shipping label application at [www.usps.com](http://www.usps.com) or labels generated from a third-party vendor or system that supports the electronic option rates. All labels must meet USPS format and design requirements, including the “e” (electronic rate) endorsement in the barcode text line. [S919.5.0]

11.0 Collect on Delivery (COD)

11.1 Collect on Delivery Fees

11.1.1 Fee

Fee, in addition to postage and other fees, per piece:

<b>Amount to be collected or insurance coverage desired, whichever is higher<sup>1</sup></b>	<b>Fee</b>
\$0.00 to \$50	\$4.50
50.01 to 100	5.50
100.01 to 200	6.50
200.01 to 300	7.50
300.01 to 400	8.50
400.01 to 500	9.50
500.01 to 600	10.50
600.01 to 700	11.50
700.01 to 800	12.50
800.01 to 900	13.50
900.01 to 1,000	14.50
<b>Additional COD Services</b>	<b>Fee</b>
Restricted delivery <sup>2</sup>	\$3.50
Notice of nondelivery	3.00
Alteration of COD charges or designation of new addressee	3.00
Registered COD <sup>3</sup>	4.00

1. For Express Mail COD shipments valued at \$100 or less, the COD fee charged is based on the amount to be collected. Express Mail insurance automatically provides up to \$100 merchandise insurance.
2. Not available with Express Mail COD.
3. Regardless of amount to be collected or insurance value.

[R900.8.0]

11.1.2 Fee and Postage

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

[S921.1.5]

11.2 Basic Information

11.2.1 Description

Any mailer may use collect on delivery (COD) service to mail an article for which the mailer has not been paid and have its price and the cost of the postage collected from the recipient. The recipient has the option to pay the COD charges using either cash or personal check. Only one form of payment may be used for a single mailpiece. If the recipient pays the amount due by check payable to the mailer, the USPS forwards the check to the mailer. If the recipient pays the amount due in cash,

## 503.11.2.2

the USPS collects the money order fee(s) from the recipient and sends a postal money order(s) to the mailer. The amount collected from the recipient may not exceed \$1,000. COD service provides the mailer with a mailing receipt. The Postal Service maintains a record of delivery (which includes the recipient's signature) for a specified period of time. Customers may obtain a delivery record by purchasing return receipt service. See 6.0 for details. [S921.1.1]

**11.2.2 Eligible Matter**

COD service may be used for Express Mail, First-Class Mail, Priority Mail, and any Package Services subclass if:

- a. The mail has the complete names and addresses of the mailer and addressee.
- b. The mailer guarantees to pay any return postage, unless otherwise specified on the mail.
- c. The goods shipped are ordered by the addressee. [S921.1.2]

**11.2.3 Additional Services**

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

- a. Delivery Confirmation (not available with Express Mail COD).
- b. Registered Mail.
- c. Signature Confirmation (not available with Express Mail COD).
- d. Special handling. [S921.1.4]

**11.2.4 Registered COD Mail**

Sealed domestic mail of any class bearing First-Class postage may be sent as registered COD mail. Such mail is handled the same as other Registered Mail. The maximum amount collectible from the recipient on an individual parcel is \$1,000. Indemnity may be purchased up to the registry limit of \$25,000 by paying the applicable registry fee for the value declared. The total fees charged for registered COD service include the proper registry fee for the value declared plus the registered COD fee. The mailer must declare the full value of the article being mailed, regardless of the amount to be collected from the recipient. The registered label and the COD form must be affixed to each article. The registration number is used for delivery receipt and indemnity claims. [S921.1.8]

**11.2.5 Express Mail COD**

Any article sent COD also may be sent by Express Mail next day and second day service. Such mail is handled in the same manner as other Express Mail. The maximum amount collectible from the addressee on an individual article is \$1,000, and indemnity for failure to collect or issue payment is limited to \$1,000. Express Mail postage and the proper COD fees must be paid. Both the Express Mail label and COD form must be affixed to each article. The Express Mail article number is used for delivery receipt and indemnity claims. [S921.1.9]

**11.2.6 Ineligible Matter**

COD service may not be used for:



- a. Collection agency purposes.
- b. The return of merchandise about which some dissatisfaction arises, unless the new addressee consents in advance to such return.
- c. The mailing of only bills or statements of account, even with the addressee's consent. If a legitimate COD shipment of merchandise is mailed, the balance due on a past or expected transaction may be included in the charges on a COD article, if the addressee consents in advance to such action. In such a case, USPS indemnity is limited to the value of the article lost or damaged, not the full COD charges to be collected.
- d. Moving-picture films mailed by exhibitors to moving-picture manufacturers, distributors, or exchanges. Such films may be sent as insured mail or, if sealed, as registered First-Class Mail.
- e. Articles sent to or from an APO or FPO address, including official mail and shipments to Armed Forces agencies. [S921.1.3]

#### **11.2.7 Altering COD Charges or Address**

The mailer of a COD package may alter the COD charges or direct delivery to a new addressee by filing a request with the postmaster at the office of address and paying the applicable fee. The request must show the post office and date of mailing, the COD number, the name and address of addressee shown on form, the name and address of new addressee if applicable, and the new COD charges or delivery to be made without collecting COD charges. [S921.1.6]

#### **11.2.8 Notice to Mailer**


A mailer wanting a notice of undelivered COD mail must request Form 3849-D by checking the proper box on the COD form. The request may also be placed on the address label. It must appear conspicuously, directly under the return name and address of the mailer and separate from other instructions, as follows: "Form 3849-D Requested." A mailer's request may include directions to send the notice to the mailer or designated representative. When the mailer's representative is designated, the representative's name and local or nearby address must be shown in a bordered space with instructions, reading: "Do not deliver to mailer's designated representative without collecting COD charges," or "Deliver without collecting COD charges to mailer's designated representative." [S921.1.7]

**11.3 Forms**

**11.3.1 Form 3816**

Mailers must complete barcoded Form 3816 (see [Exhibit 11.3.1](#)) and attach it either above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. If more than three articles are sent at a time, the mailer may use Form 3816-AS. [S921.2.1]

**Exhibit 11.3.1 Form 3816**

<b>DELIVERY EMPLOYEE - Remove Copies 1 &amp; 2 at Time of Delivery</b>			
Collect the amount shown below if customer pays by CHECK made payable to the mailer.		Collect the amount shown below if customer pays in CASH (includes MO fee).	
Check Amount \$		Cash Amount \$	
<input type="checkbox"/> Registered Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Form 3849-D Requested		 * M 4 0 8 9 8 4 4 4 9 *	
Date of Mailing	<input type="checkbox"/> Remit COD Charges to Sender via Express Mail	EMCA No.	
<b>FROM:</b>		<b>TO:</b>	
Delivered By	Date Delivered	Received By: <i>(Print Name and Sign)</i>	
Check Number	MO Number	Date Payment Sent to Mailer	Date Form 3849-D Sent
PS Form 3816, December 2004		<b>Copy 1 - Delivery Unit</b>	
1. DO NOT allow the recipient (addressee or agent) to examine the contents before payment. 2. DO NOT deliver this article until payment is collected.		3. If payment is by check, enter check number above	

[Exhibit S921.2.1]

**11.3.2 Privately Printed Form 3816-AS**

If authorized, a mailer may use a privately printed Form 3816-AS. The privately printed form must be nearly identical in design and color to postal-provided forms, with COD article numbers that can be read by automated postal equipment. A minimum of three preproduction samples must be submitted to the business mail entry manager serving the mailer's location for review by the mailpiece design analyst. Once approved, the mailer is provided a block of COD numbers to be used. [S921.2.2]

**11.3.3 Nursery Stock**

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

- a. If the firm does not want the undeliverable parcel disposed of to the highest bidder, the firm's instructions on the back of the delivery office part of the COD form (1), and on the remittance coupon (2), should read as follows:

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

[S921.2.3]

## 11.4 Mailing

### 11.4.1 Identifying Number

COD articles are identified by a number that appears on each section of the COD form. When Express Mail COD service is used, the mailer must place the completed Express Mail label and the COD form on the front of the article. The Express Mail article number is used for delivery receipt and indemnity claims. When registered COD mail service is used, the mailer must place the completed registered label and the COD form on the front of the article. The registration number is used for delivery receipt and indemnity claims. [S921.3.1]

### 11.4.2 Numbering for Large Volumes

A mailer who regularly mails a large volume of COD mail must ensure that a unique COD number is used for each article mailed. [S921.3.2]

### 11.4.3 Completing COD Forms

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

## 503.11.4.4

information required on the COD form must be handwritten with ink, typewritten, or computer printed. The mailer may not stipulate “Cash Only” on the COD form.

[S921.3.3 and S921.3.4]

**11.4.4 Addressing Forms**

The name and address of the person to whom the remittance is to be sent must appear in the proper spaces on the COD form and in the return address area on the COD article itself, with the postal endorsements for return if undeliverable. The return address on the COD form must be the same as the return address on the COD article, except that a mailer using a privately printed COD form may print a different address on the remittance coupon where payments are to be sent. The mailer's address where undeliverable articles are to be returned must appear on the other parts of the form. Only domestic addresses may be used. [S921.3.5]

**11.4.5 Receipt**

A mailer of one or two parcels per mailing receives a section of Form 3816 as a receipt. If three or more COD articles are presented for mailing at one time, the mailer may use Form 3877 (firm sheet), provided by the USPS at no charge, or privately printed firm sheets. (Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local postmaster; the mailer may omit columns from Form 3877 that are not applicable to COD mail.) The mailer submits the forms in duplicate and receives one copy of the postmarked form as a mailing receipt after the entries are verified by the postal employee accepting the mailing. All entries made on firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line. [S921.3.6]

**11.4.6 Where to Mail**

COD mail must be mailed at a post office, station, or branch or through a rural carrier or a nonpersonnel rural unit. It may not be placed in a post office maildrop or in or on a street letterbox. It may be placed in, but not on, a rural mailbox. [S921.3.7]

**11.4.7 Rural Carriers**

COD articles may be given to rural carriers for mailing. The articles must be prepared properly and stamps for the required postage and fees affixed. If the mailer wants insurance for an amount more than the COD amount to be collected, that amount must be shown. The USPS assumes no responsibility for any article or money left in a rural mailbox until the carrier issues a receipt. Customers at nonpersonnel rural units must meet the rural carrier at the unit for COD service. [S921.3.8]

**11.4.8 Delays**

Mailers may report delays in remittance (more than 60 days for domestic mailings) to the Postal Inspection Service, giving all necessary particulars. [S921.3.9]

**11.5 Delivery**

Delivery of COD mail is subject to [508.1.0](#), [Recipient Options](#), and [508.2.0](#), [Conditions of Delivery](#). Except for Express Mail COD, a postmaster may restrict delivery of COD mail if the amount to be collected makes the carrier a potential target for theft or if previous experience indicates that the addressee will be

unavailable to receive the article at the time of delivery. If payment is by check, the recipient's check, made payable to the mailer, may be accepted by the USPS employee upon the recipient's presentation of adequate identification. If payment is made by cash, in addition to the COD amount a money order fee is collected from the recipient. [S921.4.0]

## 12.0 Special Handling

### 12.1 Fees for Special Handling

#### 12.1.1 Fees

Fee, in addition to postage and other fees, per piece:

Weight	Fee
Not more than 10 pounds	\$5.95
More than 10 pounds	8.25

[R900.27.0]

#### 12.1.2 Fee and Postage

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

[S930.1.5]

### 12.2 Basic Information

#### 12.2.1 Description

Special handling service provides preferential handling, but not preferential delivery, to the extent practicable in dispatch and transportation. The service does not itself insure the article against loss or damage. Special handling service is mandatory for material that requires extra care in handling, transportation, and delivery. [S930.1.1]

#### 12.2.2 Availability

Special handling service is available only for First-Class Mail, Priority Mail, and Package Services. [S930.1.2]

#### 12.2.3 Additional Services

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

- a. COD.
- b. Delivery Confirmation.
- c. Insurance.
- d. PAL (for Package Services only).
- e. Return receipt for merchandise.
- f. Signature Confirmation. [S930.1.3]

503.12.2.4

**12.2.4 Bees and Poultry**

Unless sent at the First-Class Mail or Priority Mail rates, special handling is required for parcels containing honeybees or baby poultry. Under [601.9.3.8](#), only queen honeybees may be shipped by aircraft. Check with your local post office for mailability prior to mailing honeybees other than queen honeybees at First-Class Mail or Priority Mail rates. [\[S930.1.4\]](#)

**12.2.5 Marking**

The marking “Special Handling” must appear prominently above the address and to the right of the return address on each piece for which special handling service is requested. [\[S930.1.6\]](#)

**12.2.6 Nonmachinable Parcel Post**

The Parcel Post nonmachinable surcharge is not charged on parcels sent special handling. [\[S930.1.7\]](#)

13.0 Confirm

**13.1 Confirm Fees**

**13.1.1 Fee**

Fee, in addition to postage and other fees:

Subscription Level	Subscription Fee and Term	Additional ID Code Fee and Term	Additional Scans Fee and Number
Silver	\$2,000 3 months	\$500 each 3 months	\$500 block of 2 million scans
Gold	\$4,500 12 months	\$500 each 3 months	\$750 block of 6 million scans
Platinum	\$10,000 12 months	\$500 each 3 months	NA

[\[R900.9.0\]](#)

**13.1.2 Fees and Postage**

The Confirm subscription fees as defined in [13.2.7](#) and shown in [13.1.1](#) must be paid in advance. These subscription fees are in addition to other postage and fees. [\[S941.1.8\]](#)

**13.1.3 Deposit**

The class of mail and rate claimed and the postage payment method used determine the point of deposit or entry. [\[S941.1.9\]](#)

**13.2 Basic Information**

**13.2.1 Description**

Confirm is a service that provides an authorized subscriber with data electronically collected from the optical scanning of specially barcoded mailpieces as they pass through certain automated mail processing operations. Scanned data can include the postal facility where such pieces are processed, the postal operation used to

process the pieces, the date and time when the pieces are processed, and the numeric equivalent of two barcodes that help to identify the specific pieces. Any piece intended to generate scanned data must meet the appropriate physical characteristics and standards in 13.0, although not every properly prepared piece is guaranteed such data or complete data. Confirm does not provide proof of delivery. [S941.1.1]

### 13.2.2 Available Service and Handling

Confirm is available only to authorized subscribers as described in 13.2.3. Service applications are described in 13.2.6 and subscription levels in 13.2.7. Confirm may be used for one or more pieces in a mailing. Mail prepared for Confirm is dispatched and handled in transit as ordinary mail unless combined with a service available for the class of mail and rate claimed that requires different handling. [S941.1.2]

### 13.2.3 Authorization

Confirm requires USPS authorization after applicable fees are paid and technical requirements for certification are met. For certification, a mailer must submit for evaluation and approval mailpieces bearing both PLANET Code barcodes and POSTNET barcodes to the National Customer Support Center (see 608.8.0 for address). Certification also includes, if applicable, evaluation and approval of the electronic format and uploading of the Advance Shipping Notice (ASN) file and the associated shipment identification barcode printed on required documentation accompanying mailings. Confirm may be used only after authorization is received, and information generated from the service is provided only if the standards for participation are met. [S941.1.3]

### 13.2.4 Availability

Confirm is available to authorized subscribers for tracking automation-compatible letter-size or flat-size mail in the following classes:

- a. First-Class Mail (including Priority Mail).
- b. Periodicals.
- c. Standard Mail.
- d. Package Services. [S941.1.4]

### 13.2.5 Additional Services

Confirm does not preclude or require the use of any extra service available for the class of mail and rate claimed. [S941.1.5]

### 13.2.6 Service Applications

Two service applications are available:

- a. Origin Confirm for incoming mail. This use notifies the subscribing mailer of various movements of individual reply pieces, such as business reply mail being returned by customers, before delivery to the Confirm subscriber.
- b. Destination Confirm for outgoing mail. This use notifies the subscribing mailer of various movements of individual pieces, such as letter-size or flat-size pieces in a specific mailing, from the entry of the mailing to final automated processing steps of the pieces before delivery to the destination address. [S941.1.6]

### **13.2.7 Subscription Levels**

Confirm is available in three distinct subscription levels as defined below. A mailer may subscribe to one or more of these levels at the same time, at different times, or at overlapping times:

- a. *Silver Subscription.* The Silver subscription level has a term of 3 consecutive months, includes one five-digit identification code assigned by the USPS, and provides up to 15 million scans. A mailer subscribing to this level may also:
  1. License additional identification codes for a term of 3 consecutive months or until the expiration of the underlying subscription, whichever occurs first.
  2. License additional scans in blocks of 2 million scans at any time before the underlying subscription expires. Unused scans expire at the end of the subscription term.
- b. *Gold Subscription.* The Gold subscription level has a term of 12 consecutive months, includes one five-digit identification code assigned by the USPS, and provides up to 50 million scans. A mailer subscribing to this level may also:
  1. License additional identification codes for a term of 3 consecutive months or until the expiration of the underlying subscription, whichever occurs first.
  2. License additional scans in blocks of 6 million scans at any time before the underlying subscription expires. Unused scans expire at the end of the subscription term.
  3. Raise the subscription level to a Platinum subscription level at any time before the expiration of the Gold subscription by paying the difference of the respective subscription fees. This change in service level does not extend the term of the underlying initial subscription.
- c. *Platinum Subscription.* The Platinum subscription level has a term of 12 consecutive months, includes three five-digit identification numbers assigned by the USPS, and provides an unlimited number of scans. A mailer subscribing to this level may also license additional identification codes for a term of 3 consecutive months or until the expiration of the underlying subscription, whichever occurs first. [S941.1.7]

## **13.3 Barcodes**

### **13.3.1 General Barcode Requirement**

At the time of mailing, each piece in a mailing that is intended to generate Confirm information must bear a PLANET Code barcode. The USPS does not apply subscriber PLANET Code barcodes to mail after deposit by the subscriber. The use of POSTNET barcodes, which must meet the applicable specifications in [708.4.0](#), is as follows:

- a. Origin Confirm pieces must bear both a PLANET Code barcode and a POSTNET barcode at the time of mailing. For business reply mail, the POSTNET barcode must correspond to the subscriber's business reply mail



ZIP+4 codes assigned by the USPS under [507.8.0](#). For all other reply mail, the POSTNET barcode must correspond to the appropriate 5-digit ZIP Code, ZIP+4 code, or delivery point code for the delivery address.

- b. Destination Confirm pieces must bear a PLANET Code barcode and, if required by the rate claimed at the time of mailing, an appropriate POSTNET barcode that corresponds to the delivery address. If a POSTNET barcode is not required by the rate claimed, the mailer has the option to apply the POSTNET barcode to such pieces for optimal Confirm information if the barcode correctly corresponds to the delivery address. [S941.2.1]

### 13.3.2 POSTNET Barcode

The type of POSTNET barcode (e.g., ZIP+4 barcode or delivery point barcode) and the placement of the barcode on a Confirm piece must meet the standards for the rate claimed. If two POSTNET barcodes are applied to the same piece, they must meet these standards:

- a. Only one POSTNET barcode may be used in the address block as provided in [13.3.6](#).
- b. The second POSTNET barcode must be placed outside the address block in a position meeting the applicable standards in [708.4.0](#) for letter-size mail or flat-size mail. [S941.2.2]

### 13.3.3 PLANET Code Barcode Use

Only one PLANET Code barcode may appear on a Confirm piece. For letter-size mail, the PLANET Code barcode may be placed in any position permitted in [708.4.0](#) for a POSTNET barcode except the lower right corner barcode clear zone. For flat-size mail, the PLANET Code barcode may appear in any position of the piece permitted for a POSTNET barcode in [708.4.0](#). Any PLANET Code barcode printed on mail for Confirm information must:

- a. Be generated by the method used to receive USPS barcode certification during the application process in [13.2.3](#).
- b. Meet the barcode specifications in [13.3.4](#).
- c. Meet the format specifications in [13.3.5](#). [S941.2.3]

### 13.3.4 PLANET Code Barcode Specifications

The PLANET Code barcode symbology, which is the inverse of the POSTNET barcode symbology, uses a unique combination of three tall and two short bars to define each digit from 0 to 9. PLANET Code barcodes must meet the same dimensional specifications (including pitch, tilt, and baseline positioning) and print specifications (including reflectance) as required in [708.4.0](#) for POSTNET barcodes and in Publication 197, *Customer Guide to Confirm Service*. Publication 197 is available from the National Customer Support Center (see [608.8.0](#) for address). [S941.2.4]

### 13.3.5 PLANET Code Barcode Format

PLANET Code barcodes must meet the following format standards required in Publication 197 for service type:

- a. Origin Confirm mailpieces (incoming reply mail) require these data fields in the following order from left to right:
  1. Mailpiece type identification: two digits; identifies type of reply mail (courtesy reply mail, business reply mail (BRM), or Qualified BRM) and physical characteristic of piece (letter, card, or flat); defined by USPS.
  2. Customer identification: nine or eleven digits; identifies mailpiece; defined by subscriber.
  3. Check digit: one digit; defined as the number which, when added to the sum of the other digits in the barcode, results in a total that is a multiple of 10.
- b. Destination Confirm mailpieces (outgoing mail) require these data fields in the following order from left to right:
  1. Mailpiece type identification: two digits; identifies class of mail and physical characteristic of piece (letter, card, or flat); defined by USPS.
  2. Identification code: five digits; identifies mailer; assigned by USPS.
  3. Mailing: four (or six) digits; identifies specific mailing; defined by subscriber.
  4. Check digit: one digit; defined as the number which, when added to the sum of the other digits in the barcode, results in a total that is a multiple of 10. [S941.2.5]

### **13.3.6 Address Block Barcoding**

If both a PLANET Code barcode and a POSTNET barcode are used as part of the delivery address block, the following standards must be met:

- a. One barcode must be placed in the upper part of the address block in one of two positions:
  1. Between the top address line (the first line of the delivery address block usually containing the recipient's name or attention line) and any keyline, optional endorsement line, or carrier route information line directly above the top address line.
  2. Directly above any keyline, optional endorsement line, or carrier route information line that is directly above the top address line.
- b. The other barcode must always be placed directly below the bottom address line (the city, state, and ZIP Code line).
- c. Both barcodes must maintain a minimum clearance of 1/25 inch directly above and below the barcodes.
- d. The entire address block must be placed on the piece under the applicable standards in [708.4.0](#). The barcodes and address block, along with any keyline, optional endorsement line, or carrier route information line, must maintain the other applicable minimum clearances under [708.4.0](#), including clearances for inserts in window envelopes. [S941.2.6]

### **13.3.7 Reply Mail Barcodes**

Reply pieces prepared for the Origin Confirm service application under [13.2.6](#) must meet any applicable format and barcode standards as follows:

- a. For business reply mail (BRM), [507.8.0](#).
- b. For Qualified BRM, [507.8.0](#).
- c. For courtesy reply mail (CRM), [202](#) for letters, [302](#) for flats. [S941.2.7]

## 13.4 Advance Shipping Notice

### 13.4.1 Purpose

Every mailing for which Destination Confirm information is desired requires the electronic submission of an Advance Shipping Notice (ASN), in a specific file format, before or at the time of the mailing. This electronic notice enables the USPS to match mailing data provided by the mailer with actual scans taken on Confirm pieces in the mailing and to generate various reports for analysis from the matched data. A test file transmission must be uploaded and approved before Confirm mailings may be made as provided in [13.2.3](#). [S941.3.1]

### 13.4.2 Data Format

The ASN data file is a single data file in comma-delimited flat file format. Each record is made up of a single row of data consisting of 16 data elements (fields) as defined in Publication 197. ASN data include specific mailer-generated information about each Destination Confirm mailing, such as drop location, drop date, mailer identification, volume, presort level, and number of pieces bearing PLANET Code barcodes. [S941.3.2]

### 13.4.3 Shipment ID Barcode

In addition to an electronic ASN transmission for each mailing, an ASN Shipment ID barcode (used as a shipment identification) must be printed on the documentation accompanying the mailing. This documentation is either Form 8125 for mail prepared as a plant-verified drop shipment or Form 3152-A for mail entered and verified at a business mail entry unit. The USPS scans the ASN Shipment ID barcode to “start the clock” for the Destination Confirm mailing and to provide the base point for recording the actual processing time used for the mail. ASN Shipment ID barcode symbology is USS Code 128 Subset B and must meet the technical specifications in Publication 197. [S941.3.3]

## 13.5 Delivery

Any mailpiece prepared for Confirm is delivered as ordinary mail unless combined with any available service subject to [508.1.0](#), [Recipient Options](#), and [508.2.0](#), [Conditions of Delivery](#). [S941.4.0]

503.14.1

## 14.0 Money Orders

### 14.1 Fees for Money Orders

Fee, each:

- a. Domestic money order:

Service	Fee
Domestic money order, \$0.01 to \$500	\$0.90
Domestic money order, \$500.01 to \$1000	1.25
Postal military money order (issued by military facilities)	0.25
Inquiry fee (includes the issuance of a copy of a paid money order)	3.00
Maximum amount per money order—\$1000	

- b. APO/FPO money order (\$0.01 to \$1,000.00): \$0.25.
- c. Inquiry (includes the issuance of a copy of a paid money order): \$3.00.  
[R900.16.0]

### 14.2 Issuing Money Orders

#### 14.2.1 Availability

Domestic money orders may be purchased from:

- a. All post offices, branches, and stations in the United States and its territories and possessions.
- b. Money order facilities for members of the U.S. Armed Forces.
- c. Rural route carriers and authorized highway contract route carriers. A customer fills out Form 6387 (available from the carrier) and gives it and the payment to the carrier. Unless the customer provides a preaddressed envelope and pays postage and any required fees for mailing, the carrier delivers the money order on the next trip. [S020.1.1]

#### 14.2.2 Purchase Restrictions

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

- a. The maximum amount of any single money order is \$1,000.
- b. *Without exception*, no customer may buy money orders on any 1 day whose total value exceeds \$10,000. This daily limit applies regardless of the number of visits made by a customer to one or more postal facilities.
- c. Any customer whose daily total of purchased money orders is from \$3,000 to \$10,000 must also complete Form 8105-A and show identification bearing the purchaser's photograph, name, and address. [S020.1.2]

#### 14.2.3 Purchase Method

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

- a. In U.S. currency and coins (in any amount).

- b. With established traveler's checks payable in U.S. dollars if the purchase is for at least 50% of the value of the traveler's checks.
- c. With ATM/debit cards at locations approved by USPS Corporate Treasury where the customer's personal identification number must be entered on a keypad connected to a credit/debit terminal. [S020.1.3]

#### **14.2.4 Purchaser**

The purchaser must complete the money order and customer's receipt by filling in the names and addresses of the payee and purchaser. Money orders must be made payable to a single identifiable party, which can be the purchaser. The USPS does not guarantee a 100% refund on a stolen money order if the customer's receipt is not presented with the claim for refund. [S020.1.4]

#### **14.2.5 Replacement**

The USPS replaces without charge a defective money order or one that is spoiled during imprinting or customer completion if the customer returns the negotiable portion of the money order and the matching customer receipt. [S020.1.5]

### **14.3 Cashing Money Orders**

#### **14.3.1 Validity and Value**

Domestic money orders are paid regardless of the time passed since their issue. Money orders are not interest-bearing instruments; they are paid only in the exact amount imprinted up to the authorized maximum amount. USPS records serve as the basis for adjudicating claims for payment of money orders. [S020.2.1]

#### **14.3.2 Redemption**

All U.S. money orders, including military, may be cashed at any U.S. post office or bank. Subject to funds availability, money orders may be cashed by rural carriers. [S020.2.2]

#### **14.3.3 Identification**

When presenting a money order for payment, the customer seeking payment must sign in the presence of a USPS employee. If the customer is not known to the employee, suitable identification can be required. The USPS may refuse payment on any money order when the identity of the customer seeking payment is not proved to the satisfaction of the employee. [S020.2.3]

#### **14.3.4 Acceptable Signature**

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

- a. A customer who cannot write may sign by using a mark, if a witness (who may not be a USPS employee) is present at the time of cashing.
- b. All money orders payable to a business firm, an organization, society, institution, or government agency must be signed in the name of the organization by an authorized representative (who must also sign with his or her own name and organizational title). Evidence of the representative's authority may be required.

## 503.14.3.5

- c. If the money order is drawn in favor of an official by name and presented by a successor, the successor must sign accordingly (e.g., “William Jones, treasurer, successor to George Thompson”).
- d. Use of a title (e.g., Mrs., M.D.) is not required in signing a money order for payment, whether such title is used on the face of the money order.
- e. A stamped signature is an acceptable endorsement on a money order drawn in favor of a firm, corporation, association, society, or individual, when the money order is presented to a bank for payment. A post office accepts a stamped signature only if an agreement is on file specifying the individual responsible for the correctness of such payments. [S020.2.4]

**14.3.5 More Than One Payee**

A money order completed by the purchaser to show more than one firm or person as payee is paid to either payee if the conjunction “or” is used to connect the payees. If no conjunction is used, or if the conjunction “and” is used to connect the payees, then all the listed payees must endorse the money order. [S020.2.5]

**14.3.6 Payment to Another Party**

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

- a. Only the payee of a money order may endorse it to any other person or firm. A person with power of attorney may cash money orders for a payee who gave the person that authority. A copy of the power of attorney must be filed at the office of payment. A payee may file a separate written order with the post office authorizing payment to another person. The person must be designated by name as the one to receive payment.
- b. When a payee (e.g., an individual or firm) makes an assignment and intends that money orders be paid to the assigned person, the payee must file a copy of a power of attorney or a written order with the USPS. The person who is designated to receive payment must sign the money order and write below the signature the capacity in which he or she acts.
- c. A money order may be paid to an executor or court-appointed administrator of the estate of the deceased person who was entitled to payment, provided that a copy of the appointment as executor or administrator is filed with the local postmaster. Such payments are made pursuant to the law of the state in which the deceased was a resident.
- d. Money orders are paid to the legal representative of a firm, association, or company that has ceased to exist. Appropriate documents proving legal representation must be provided to the USPS.
- e. Money orders are not issued or paid to a ward when declared incompetent by a court. They are paid only to the committee, guardian, or other duly authorized person responsible for the ward. Appropriate proof of authority must be provided to the USPS.
- f. A money order payable to a minor may be paid to the father or mother as natural guardian, unless prohibited by court order. Proof of parenthood may be required. [S020.2.6]

**14.3.7 Second Endorsement**

A money order with more than one endorsement is invalid, except under [14.3.5](#).

[S020.2.7]

**14.3.8 COD Parcel**

No payment is made when a money order is issued in return for a COD parcel, and is presented by the addressee (purchaser), and the money order is not endorsed by the payee (shipper) or the payee has not authorized payment to the purchaser by written approval. [S020.2.8]

**14.3.9 Payment Inquiry**

A purchaser, payee, or endorsee may, at any time, inquire about payment of a domestic money order by completing, signing, and filing Form 6401 and paying the appropriate fee; a separate form and fee are required for each money order. The fee is not required if Form 6401 is filed by a bank, other financial institution, government agency that processes money orders directly with the Federal Reserve Bank, or postal official engaged in official USPS business. [S020.2.9]

**14.4 Federal Reserve System****14.4.1 General**

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

- a. *Money order* means a U.S. Postal Money Order.
- b. *Federal Reserve Bank* means a Federal Reserve Bank or branch thereof that presents a money order for payment by the postmaster general.
- c. *Presenting bank* means a bank that presents a money order to and receives credit for the money order from a Federal Reserve Bank.
- d. *Reclamation* means the action taken by the postmaster general to obtain refund of the amounts of paid money orders.
- e. *Examination* includes examination of money orders for indicia of theft, forged endorsements, forged signatures or initials of issuing employees, raised amounts, and other material defects by electronic methods and visual inspection for defects that cannot be discovered electronically.
- f. *Stolen money order* means a U.S. Postal Money Order stolen from a post office, classified or contract station or branch, or USPS employee before it is officially issued by the post office, classified or contract station or branch, or by a USPS employee discharging his or her official duties. [S020.3.1]

**14.4.2 Payment**

The postmaster general has the usual right of a drawee to examine money orders presented for payment by banks through the Federal Reserve System and to refuse payment of money orders, and has a reasonable time after presentation to make each examination. Provisional credit is given to the Federal Reserve Bank when it furnishes the money orders for payment by the postmaster general. Money orders are deemed paid only after examination is completed, subject to the postmaster general's right to make reclamation under [14.4.4](#). [S020.3.2]

503.14.4.3

**14.4.3 Endorsement**

The presenting bank and the endorser of a money order presented for payment are deemed to guarantee to the postmaster general that all prior endorsements are genuine, whether an express guarantee to that effect is placed on the money order. When an endorsement is made by a person other than the payee personally, the presenting bank and the endorser are deemed to guarantee to the postmaster general, in addition to other warranties, that the person who so endorsed had capacity and authority to endorse the money order for the payee. [S020.3.3]

**14.4.4 Reclamation**

The postmaster general has the right to demand refund from the presenting bank of the amount of a paid money order if, after payment, the money order is found to be stolen, or to have a forged or unauthorized endorsement, or to contain any material defect or alteration not discovered on examination. Such right includes, but is not limited to, the right to make reclamation of the amount by which a genuine money order with a proper and authorized endorsement has been raised. Such right must be exercised within a reasonable time after the postmaster general discovers that the money order is stolen, bears a forged or unauthorized endorsement, or is otherwise defective. If refund is not made by the presenting bank within 60 days after demand, the postmaster general takes such actions as may be necessary to protect the interests of the United States. [S020.3.4]