

# Extra Services

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You can add value to the way you send or receive your mail with a variety of our extra services.

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## **Extra Services**

A receipt.

A confirmation.

A signature.

USPS extra services can provide all of these — and more! Need evidence of mailing or delivery? Want to add low-cost insurance? Does your package require special attention in transit and delivery?

Explore the benefits and features of USPS extra services.

***Adding value.***

***Delivering peace of mind.***

## Getting Evidence You Sent It



### Certificate of Mailing PS Form 3817

Do you need evidence to show that your letter or package was mailed? Use a Certificate of Mailing.

Certificate of Mailing service provides a postmarked mailing receipt as evidence that your item was mailed.

This is all you need to do:

- Complete PS Form 3817 at the time of mailing.

Additional information:

- Available when the applicable extra services fee is paid.
- Available for Priority Mail, First-Class Mail, Standard Post, Media Mail, Library Mail, Bound Printed Matter\*, Priority Mail International parcels, unregistered Priority Mail International Flat Rate Envelopes and Small Flat Rate Boxes, unregistered First-Class Mail International items, and Airmail M-Bags.

Another option is PS Form 3606, *Certificate of Bulk Mailing*, which can be used to show the number of identical-weight pieces that were mailed.

**Note:** When requesting a Certificate of Mailing for three or more pieces presented at one time, you may use PS Form 3877, *Firm Mailing Book for Accountable Mail*, or a USPS-approved facsimile, including computer-generated firm sheets.

## Getting Evidence They Got It



### Certified Mail PS Form 3800 Domestic Use Only

Do you need to verify that your letter was sent, and when your letter was delivered or that a delivery attempt was made? Use Certified Mail service.

Certified Mail service provides date and time of delivery or attempted delivery when you access [www.usps.com](http://www.usps.com) (click on *Track & Confirm*) or call toll-free 800-222-1811. Upon request, it also provides a postmarked mailing receipt.

Here's all you have to do to certify your mail:

- Complete PS Form 3800.
- Attach the barcoded label to your mailpiece.
- Request a postmark for your PS Form 3800 for evidence the item was mailed.

Additional information:

- Available when the applicable extra services fee is paid.
- Available for Priority Mail, First-Class Mail (commonly used for letters and flats), and First-Class Package Service\* items.
- The Postal Service collects the recipient's signature upon delivery; to receive the original signature or an image of it, purchase Return Receipt service either at the time of mailing or after the mailing.



### USPS Tracking Label 400 Domestic Use Only

Do you need to verify when your package was delivered or that a delivery attempt was made? Add USPS Tracking service.

USPS Tracking service provides you with valuable updates about your shipment's status as it travels to its destination. Updates from scans include arrival and

departure information as well as the date and time of your mailpiece's delivery or attempted delivery.

This is all you need to do:

- Ensure a barcoded USPS Tracking label is affixed to your mailpiece.

Additional information:

- Available when the applicable extra services fee is paid.
- Available for purchase with First-Class Mail parcels and with Media Mail, Library Mail, and Bound Printed Matter\* items. (Purchase is not needed for Priority Mail or Standard Post items — those items already include USPS Tracking at no additional charge.)
- Provides delivery information when you access [www.usps.com](http://www.usps.com) (click on *Track & Confirm*) or call toll-free 800-222-1811.

## Return Receipt PS Form 3811

Do you need to know who signed for your mail? Use Return Receipt service.

A Return Receipt provides evidence of delivery (to whom it was delivered and the date of delivery). You also receive the delivery address, if it's different from the address on the mailpiece. For domestic mail, you may choose to receive the Return Receipt by mail (with an original signature) or electronically (a copy of the signature).

- Available domestically for:
  - Express Mail items.
  - Priority Mail, First-Class Mail, or First-Class Package Service\* items when purchased at the time of mailing with Certified Mail, Registered Mail, Collect on Delivery (COD), or insurance (more than \$200).
  - Standard Post, Media Mail, or Library Mail items when purchased at the time of mailing with COD or insurance (more than \$200).

For domestic mail, this is all you need to do:

- Purchase at time of mailing — receive electronically:
  - Purchase from a participating Post Office.
  - After the purchase, go to [www.usps.com](http://www.usps.com), click on *Track & Confirm*, enter the barcode label number on your receipt, and then enter your name and email address.
  - The electronic option is not available for Express Mail items or mail addressed to APOs/FPOs/DPOs.
- Purchase at time of mailing — receive by mail:
  - Complete both sides of PS Form 3811, making sure to include your return address.
  - Write “Return Receipt Requested” above the delivery address to the right of the return address.
- Purchase after mailing (shows to whom and date delivered):
  - Complete PS Form 3811-A, submit to any Post Office, and pay the fee.

UNITED STATES POSTAL SERVICE

Date: November 20, 2004

JOHN DOE  
PO BOX 12  
ANTWERP NJ 07003-0012

Dear John Doe:

The following is in response to your November 20, 2004 request for delivery information on your Certified mail number 7056 7856 4563 7890 1234. The delivery record shows that this item was delivered November 18, 2004 at 10:21 a.m. The scanned image of the recipient information is provided below.

Signature of Recipient: *John Doe*

Address of Recipient: *12 Downing St.*

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,  
United States Postal Service

Additional information:

- Available when the applicable extra services fee is paid.

For international mail, request a Return Receipt with PS Form 2865.

Additional information:

- Available for an additional fee only when purchased at the time of mailing.
- Available only to certain countries. See the Individual Country Listings in *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM).
- Available only for Registered Mail items or insured Priority Mail International packages.

Return Receipt is the only extra service that mailers may add to registered or insured items. See IMM 340 for additional information about Return Receipt service.

UNITED STATES POSTAL SERVICE

Return Receipt for International Mail  
(Registered, Insured, Recorded Delivery, Signature Mail)

Administration des Postes des États-Unis / Administration des Postes des États-Unis

Par Avion

Return by the addressee (A receipt per l'expéditeur, et l'adresse sera adressée pour le retour du présent avis.)

Signature of Recipient (Name of Post Office or Station)

A receipt per le destinataire (Nom et numéro (N°) de la boîte)

City, State, and ZIP + 4 (Usual or code postal)

UNITED STATES POSTAL SERVICE

2865

Etats-Unis d'Amérique

PS Form 2865, February 1987

GN07 (OM) (2)



## Return Receipt for Merchandise PS Form 3804 Domestic Use Only

Do you need evidence that merchandise has been sent and received? Use Return Receipt for Merchandise service.

Return Receipt for Merchandise service provides you both a mailing receipt and a Return Receipt postcard with the signature of the individual that signed for your merchandise.

your merchandise.

This is all you need to do:

- Mark mail with “Return Receipt Requested” above the delivery address to the right of the return address.
- Complete PS Form 3804 and attach the barcoded portion of the label under the “Return Receipt Requested” endorsement.
- Attach PS Form 3811, *Domestic Return Receipt* (see page 4), to the front of the mailpiece, unless doing so would cover the address, in which case affix it to the back of the mailpiece.
- Pay the additional fee for the service.

Additional information:

- Available when the applicable extra services fee is paid.
- Available for merchandise sent as Priority Mail, Standard Post, Media Mail, Library Mail, or Bound Printed Matter\*.
- PS Form 3811 with recipient’s actual signature is mailed back to you.
- Delivery record containing a copy of the recipient’s signature is maintained by the Postal Service.
- A waiver of signature option is available.



## Signature Confirmation PS Form 153 Domestic Use Only

Do you want to request a signature to confirm delivery of your package? Use Signature Confirmation service.

Signature Confirmation service provides valuable updates about your shipment's status as it travels to its destination, as well as evidence of delivery with the recipient's signature.

This is all you need to do:

- Complete PS Form 153.
- Attach the barcoded label to your package.

Additional information:

- Available when the applicable extra services fee is paid.
- Available for Priority Mail items, First-Class Mail parcels, and First-Class Package Service\*, Standard Post, Media Mail, Library Mail, or Bound Printed Matter\* items.
- Allows you to request that a copy of the delivery record, including an image of the recipient's signature, be mailed or faxed to you.
- Provides the date and time your item was delivered or delivery was attempted when you access [www.usps.com](http://www.usps.com) (click on *Track & Confirm*) or call toll-free 800-222-1811.
- Not available for mail addressed to APOs/FPOs/DPOs.

**Adult Signature**  
*Domestic Use Only*  
*Electronic Only*

**Do you need to ensure delivery is to a person who is 21 years of age or older? Use Adult Signature.**

There are two types of Adult Signature:

- Adult Signature Required allows you to restrict delivery to a recipient 21 years of age or older.
- Adult Signature Restricted Delivery allows you to restrict delivery to a specific recipient 21 years of age or older.

There is no form for Adult Signature. You can purchase it online through Click-N-Ship, at USPS.com, or through an authorized PC Postage vendor. Adult Signature uses the Intelligent Mail package barcode.

Additional information:

- Available for Express Mail, Priority Mail, and Parcel Select Nonpresort.



- The Postal Service maintains a record of domestic delivery that includes the recipient's signature.
- International Registered Mail is limited to First-Class Mail International items and Priority Mail International Flat Rate Envelopes and Small Flat Rate Boxes (the maximum weight for all of these items is 4 pounds).

International Registered Mail indemnity is limited to the amount set by the Universal Postal Union. Regardless of the declared value of an international registered item, there is a maximum amount of indemnity payable for lost, damaged, or missing contents. There is also a registry fee — see Notice 123, *Price List*. For detailed information about international Registered Mail service, see the IMM.

## Restricted Delivery

### *Domestic Use Only*

**Do you need to make sure your letter or package is delivered only to the addressee? Use Restricted Delivery service.**

Restricted Delivery service ensures that mail is delivered only to a specific addressee or the addressee's authorized agent. The addressee must be an individual specified by name.

- Available when purchased at the time of mailing for:
  - Priority Mail; First-Class Mail, or First-Class Package Service\* items when purchased with Certified Mail, Registered Mail, COD, or insurance (more than \$200).
  - Standard Post, Media Mail, Library Mail, or Bound Printed Matter\* items when purchased with COD or insurance (more than \$200).

This is all you need to do:

- Write "Restricted Delivery" above the delivery address to the right of the return address.

Additional information:

- Available when the applicable extra services fee is paid.



\$200 or less



More than \$200

## Domestic Insurance

### Receipt for Domestic Insured Parcel

#### PS Form 3813

### Insured Mail Receipt

#### PS Form 3813-P

Do you need security and peace of mind when you send a valuable item through the mail? Use indemnity insurance.

Several options are available for adding security to the gifts and merchandise you send.

**Note:** Insure your package against loss or damage for the actual value of what its contents are worth.

- Provides up to \$5,000 coverage for lost, damaged, or missing contents.
- Express Mail provides insurance up to \$100 at no additional charge, and additional insurance is available for purchase up to a maximum of \$5,000.

#### Insurance purchased online through a PC Postage product

- Available through an authorized PC Postage vendor for Express Mail, Media Mail, or Library Mail items.
- Also available for Priority Mail, First-Class Mail, or First-Class Package Service\* items that contain matter that qualifies to be mailed at Package Services prices.
- Cannot be combined with insurance purchased at a Post Office retail service counter.

#### Insurance purchased online through Click-N-Ship

- Available for Express Mail items.
- Also available for Priority Mail items that contain matter that qualifies to be mailed at Package Services prices.
- Cannot be combined with insurance purchased at a Post Office retail service counter.

#### Insurance purchased at a USPS self-service kiosk

- Available for Express Mail and Standard Post items.
- Also available for Priority Mail and First-Class Mail items that contain matter that qualifies to be mailed at Package Services prices.

- Cannot be combined with insurance purchased at a Post Office retail service counter.

### **Insurance purchased at a Post Office retail service counter**

- Available for Express Mail, Standard Post, Media Mail, or Library Mail items.
- Also available for Priority Mail or First-Class Mail items that contain matter that qualifies to be mailed at Standard Mail\* or Package Services prices.

Additional information:

- Available when the applicable extra services fee is paid.
- A delivery record (recipient's signature) is maintained by the Postal Service for items insured for more than \$200.
- A mailing receipt is provided (save the receipt until you can account for the item mailed).
- Claims can be filed online at [USPS.com](http://USPS.com).

### **International Insurance**

International insurance coverage varies by service level and country and is not available to some countries. Items sent by international mail are subject to both U.S. postal regulations and the domestic regulations of the destination country. See the IMM's Individual Country Listings for limitations of coverage.

Insurance is available for Global Express Guaranteed, Express Mail International, and Priority Mail International parcels.

# Claims for Loss or Damage

The image shows a sample of the PS Form 1000, Domestic or International Claim. The form is a detailed document with various sections for providing information about the claimant, the insured item, and the mailing. A red circle with the number '1000' is overlaid on the bottom left corner of the form.

## Claims for Loss or Damage PS Form 1000 Domestic Mail

If your insured mailing has been lost or damaged in transit, you may file an insurance claim:

- **Online.** Go to [www.usps.com/ship/file-insurance-claims.htm](http://www.usps.com/ship/file-insurance-claims.htm) for articles with USPS domestic insurance.
- **By mail.** Download and complete PS Form 1000, *Domestic or International Claim*.
- **At any Post Office.** Download and complete PS Form 1000 and take it to any Post Office, or request a copy and complete it at a Post Office.

### Evidence of Insurance

You must retain evidence of insurance for your claim. This includes evidence that insurance, COD, Registered Mail, or Express Mail service was purchased for the mailed package. For a detailed list of acceptable evidence, see “General Filing Instructions” in *Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM) 609*.

### Evidence of Value

You must submit evidence — such as a sales receipt or invoice — showing the value of the article when it was mailed. For a detailed list of acceptable evidence, see “General Filing Instructions” in DMM 609.

For Internet transactions conducted through a web-based payment network, provide a computer printout of the online transaction identifying the purchaser and seller, price paid, date of the transaction, description of the item, and assurance that the transaction status is completed. The printout must clearly identify the web-based payment network provider through which the Internet transaction was conducted.

## **Proof of Damage or Partial Loss of Contents**

You must retain any damaged item, packaging, and all contents until the claim is resolved. If you receive notification from the Postal Service, you will be required to bring the item, packaging, and all contents to a Post Office.

## **International Inquiry and Claims Process**

To file a claim for an item mailed using Global Express Guaranteed, call 800-222-1811.

Before you may file a claim for Express Mail International and Priority Mail International services, the Postal Service must complete an inquiry process on these services. Call the International Inquiry Center at 800-222-1811 to initiate inquiries for undelivered or damaged articles. If an inquiry results in a determination that a package is lost, the Postal Service will send a claim packet to the U.S. sender with instructions on how to file a claim.

A customer must file a claim for damage or missing contents immediately, and the customer must present the article, container, or packaging and all contents to the destination Post Office. Payments for international claims vary by country and may be payable to the mailer only or only to the addressee.

To obtain the status of a filed claim, customers may contact the Accounting Help Desk at 866-974-2733. For additional information, see IMM 920.

## Special Attention for Mail

### Collect on Delivery

#### PS Form 3816 and PS Form 3816-AS

#### *Domestic Use Only*

This service allows the sender to collect money from the recipient for merchandise, postage, or fees at time of delivery, by cash or check.

This is all you need to do:

- Complete PS Form 3816, or if mailing three or more mailpieces, complete PS Form 3816-AS and list your mail on PS Form 3877, *Firm Book for Accountable Mail*.
  - If you use a privately printed PS Form 3816-AS, you must also include PS Form 3877 in duplicate in order to obtain a mailing receipt and provide a mailing Post Office copy.
- Present it to any Post Office, or to a rural carrier on a rural route.
  - **Exception:** Present PC Postage or metered indicia pieces at a Post Office or approved USPS acceptance location.

Additional information:

- Available for Express Mail, Priority Mail, First-Class Mail, Standard Post, Media Mail, Library Mail, or Bound Printed Matter\* items.
- Available when the applicable extra services fee is paid.

### Special Handling

#### *Domestic Use Only*

This service is for packages with unusual contents — such as honeybees or live poultry — that need special attention in transit and delivery. It should not be used in place of Registered Mail or insurance service for valuable, fragile, or irreplaceable items.

This is all you need to do:

- Request special handling at the time of mailing.

Additional information:

- Available when the applicable extra services fee is paid.

Here are some features of special handling service:

- Placed in distinctive sacks and containers to set it apart from other mail.
- Loaded last and offloaded first.
- Available for Priority Mail, First-Class Mail, Standard Post, Media Mail, Library Mail, or Bound Printed Matter\* items.

## **Bulk Proof of Delivery**

### ***Domestic Use Only***

This enhancement gives mailers the ability to receive proof of delivery signature data electronically in bulk for applicable mailpieces. It also allows mailers to retain signature records for longer than the Postal Service retention period, and it provides mailers a more efficient way to handle signature records.

Participants in the bulk proof of delivery program must have a Postal Service–issued mailer ID and enroll online through the Business Customer Gateway at [USPS.com](http://USPS.com).

## **Resources**

Explore USPS extra services at [www.usps.com/ship/insurance-and-extra-services.htm](http://www.usps.com/ship/insurance-and-extra-services.htm).

Learn how to file an insurance claim online at [www.usps.com/ship/file-insurance-claims.htm](http://www.usps.com/ship/file-insurance-claims.htm).

Learn how to print shipping labels online at <https://cns.usps.com/go>.

\*Commercial product only.

The following are among the many trademarks owned by the United States Postal Service:

Certified Mail™, Click-N-Ship®, Express Mail®, Express Mail International®, First-Class Mail®, First-Class Mail International®, First-Class Package Service™, M-Bags™, Media Mail®, Parcel Select®, PC Postage®, Post Office™, Priority Mail®, Priority Mail International®, Registered Mail™, Signature Confirmation™, Standard Mail®, Standard Post™, U.S. Postal Service®, United States Postal Service®, USPS®, USPS.com®, and USPS Tracking™.

This is not a comprehensive list of all Postal Service marks.

## Extra Services Fees

Current fees for all extra services are published in Notice 123, *Price List*, which is available online at <http://pe.usps.com/cpim/ftp/manuals/dmm300/Notice123.pdf>.

## Need More Information?

For additional information on postal products or services, ask at your local Post Office or visit our Web site at USPS.com.





PRESORTED  
FIRST-CLASS MAIL  
POSTAGE & FEES PAID  
USPS  
PERMIT NO. G-10