

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.

usps.com



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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



3817

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.
- Pay the applicable extra service fee.

Additional information:

- Available for Priority Mail, First-Class Mail, USPS Retail Ground, Media Mail, Library Mail, Bound Printed Matter*, unregistered Priority Mail International Flat Rate Envelopes and Small Flat Rate Boxes, unregistered First-Class Mail International items, unregistered First-Class Package International Service items, and Airmail M-Bags.

Other options:

- PS Form 3606-D, *Certificate of Bulk Mailing — Domestic*, which can be used for domestic mailings of identical-weight pieces.
- PS Form 3606, *Certificate of Bulk Mailing — International*, which can be used for international mailings of identical-weight pieces.
- PS Form 3665, *Certificate of Mailing — Firm (Domestic)*, which can be used for three or more pieces that include the sender's address and the return address of each item listed.
- PS Form 3877, *Firm Mailing Book for Accountable Mail*, which can be used for international mail when mailing three or more individual pieces.

Note: When requesting a Certificate of Mailing for three or more pieces presented at one time, you may use PS Form 3665 or a currently USPS-approved facsimile, including computer-generated firm sheets. The following processes are the appropriate ways to present PS Form 3665 or facsimile with a mailing at a USPS facility:

- When the mailing has fewer than 50 mailpieces *and* less than 50 pounds, present the form and mailing at a retail Post Office location.
- When the mailing has at least 50 mailpieces *or* at least 50 pounds, present the form and mailing at a business mail entry unit (BMEU) or USPS-authorized detached mail unit (DMU).

Getting Evidence They Got It



3800

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 (under "Quick Tools," click on *Tracking*) or call

toll-free 800-222-1811. Upon request, it also provides a postmarked mailing receipt.

This is all you need to do:

- 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.
- If using PC Postage or privately printed 4" x 6" labels, also apply Label 3800-N, *Certified Mail (no barcode)*.
- Pay the applicable extra services fee.



3800-N

Other options:

- Certified Mail Restricted Delivery.
- Certified Mail Adult Signature Required (limited to online and commercial payment methods).
- Certified Mail Adult Signature Restricted Delivery (limited to online and commercial payment methods).

Additional information:

- Available for Priority Mail, First-Class Mail, and First-Class Package Service* mailpieces.
- The Postal Service collects the recipient's signature upon delivery. To receive the original signature or an image of it, purchase Return Receipt service at the time of mailing.
- Print or stamp "Restricted Delivery" above the delivery address to the right of the return address, or include it in the banner text of your mailer-generated label.

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY												
<p>1. Complete items 1, 2, and 3.</p> <p>2. Print your name and address on the reverse so that we can return the card to you.</p> <p>3. Attach this card to the back of the envelope, or on the front if space permits.</p> <p>4. Article Addressed to:</p> <p>5. Article Number (Transfer from service label)</p> <p>6. Barcode</p> <p>7. PS Form 3811, July 2015 PSN 7530-02-000-8043</p>	<p>A. Signature <input checked="" type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) <input type="checkbox"/> Date of Delivery</p> <p>C. Date of Delivery</p> <p>D. Is addressee address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, enter delivery address below <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>8. Service Type</p> <table border="0"> <tr> <td><input type="checkbox"/> Adult Signature</td> <td><input type="checkbox"/> Restricted Mail Request</td> </tr> <tr> <td><input type="checkbox"/> Adult Signature Restricted Delivery</td> <td><input type="checkbox"/> Registered Mail</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail</td> <td><input type="checkbox"/> Registered Mail Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail Restricted Delivery</td> <td><input type="checkbox"/> Signature Confirmation</td> </tr> <tr> <td><input type="checkbox"/> Insured Mail</td> <td><input type="checkbox"/> Signature Confirmation Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Insured Mail Restricted Delivery</td> <td><input type="checkbox"/> Registered Mail</td> </tr> </table> <p>9. PS Form 3811, July 2015 PSN 7530-02-000-8043</p>	<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Restricted Mail Request	<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail	<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Registered Mail Restricted Delivery	<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Signature Confirmation	<input type="checkbox"/> Insured Mail	<input type="checkbox"/> Signature Confirmation Restricted Delivery	<input type="checkbox"/> Insured Mail Restricted Delivery	<input type="checkbox"/> Registered Mail
<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Restricted Mail Request												
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail												
<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Registered Mail Restricted Delivery												
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Signature Confirmation												
<input type="checkbox"/> Insured Mail	<input type="checkbox"/> Signature Confirmation Restricted Delivery												
<input type="checkbox"/> Insured Mail Restricted Delivery	<input type="checkbox"/> Registered Mail												

Domestic Return Receipt PS Form 3811

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

3811

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. You may choose to receive the Return Receipt electronically (a copy of the signature) or by mail (with an original signature). Tracking your return receipt by mail is available when you access www.usps.com (under "Quick Tools," click on *Tracking*) or call toll-free 800-222-1811.

This is all you need to do to receive the Return Receipt electronically:

- Complete the applicable sections of both sides of the Return Receipt and affix it to the mailpiece.
- Write "Return Receipt Requested" above the delivery address to the right of the return address.
- At www.usps.com under "Quick Tools," click on *Tracking*, enter the barcode label number that is on your receipt, and then enter your name and email address.
- Pay the applicable extra service fee.

<p>Date: November 20, 2004</p> <p>JOHN DOE P.O. BOX 12 ANYTOWN US 99999-9999</p> <p>Dear John Doe:</p> <p>The following is in response to your November 20, 2004 request for delivery information on your Certified Mail number 7000 0000 0000 0000. The delivery record shows that the item was delivered November 18, 2004 at 10:01 a.m. The scanned image of the recipient's signature is provided below.</p> <p>Signature of Recipient: <i>Mark Olson</i> M Olson</p> <p>Address of Recipient: <i>11 Downing Dr.</i></p> <p><small>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.</small></p> <p>Sincerely, United States Postal Service</p>	
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To request delivery information for a Return Receipt that was purchased at the time of mailing but that was not received, complete PS Form 3811-A, *Request for Delivery Information/Return Receipt*.

Additional information:

- Available for an additional fee, only when purchased at the time of mailing.
- Available for Priority Mail Express, 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), Signature Confirmation Restricted Delivery, or insurance (more than \$500).
- Available for USPS Retail Ground, Media Mail, or Library Mail items when purchased at the time of mailing with COD or insurance (more than \$500).

Return Receipt for International Mail (Registered Mail™ and Insured Mail)	
UNITED STATES POSTAL SERVICE®	
Administration des Postes des États-Unis d'Amérique	A.R. Par Avion
<small>Sender: Please print your name, address, and ZIP + 4® (Expéditeur: S'il vous plaît, fournir votre nom, adresse, et code postal.)</small>	
Name of Firm (Not to be used)	
Street and Number (Not at all)	
City, State, and ZIP + 4 (Excluded at code postal)	
UNITED STATES OF AMERICA	États-Unis d'Amérique
PS Form 2865, July 2013	Avis de réception CN07

2865

Return Receipt for International Mail PS Form 2865

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

For international mail, request a Return Receipt with PS Form 2865. This is all you need to do:

- Complete the front side of PS Form 2865.
- Pay the applicable extra service fee.

Additional information:

- Available only for Registered Mail items or insured Priority Mail International packages.
- Available only to certain countries. See the Individual Country Listings in *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM). See IMM 340 for additional information about Return Receipt service.



3804

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 a mailing receipt and a Return Receipt postcard with the signature of the individual that signed for your merchandise.

This is all you need to do:

- Complete PS Form 3804 and attach the barcoded portion of the label under the “Return Receipt Requested” endorsement.
- Mark mail with “Return Receipt Requested” above the delivery address to the right of the return address.
- Complete and 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 applicable extra service fee.

Additional information:

- Available for merchandise sent as Priority Mail, USPS Retail Ground, Media Mail, Library Mail, or Bound Printed Matter*.
- PS Form 3811 with recipient’s actual signature is mailed back to you.

Other options:

- A waiver of signature option is available.



153

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 portion of PS Form 153 to your package.
- Indicate how you would like to receive a copy of the delivery record (including an image of the recipient's signature) — either by fax or by mail.
- Pay the applicable extra service fee.

Other options:

- Signature Confirmation Restricted Delivery. Select this feature on PS Form 153, write “Restricted Delivery” above the delivery address to the right of the return address, and attach the barcoded label to your package.

Additional information:

- Available for Priority Mail items, First-Class Mail parcels, and First-Class Package Service*, USPS Retail Ground, Media Mail, Library Mail, or Bound Printed Matter* items.
- Provides the date and time your item was delivered or delivery was attempted when you access www.usps.com (under “Quick Tools,” click on *Tracking*) 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 service.

There are two types of Adult Signature service:

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

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

Additional information:

- Available for Priority Mail Express, Priority Mail, First-Class Package Service*, Parcel Select, and Parcel Select Lightweight items.
- Pay the applicable extra service fee.

Protection in Transit

3806

Registered Mail PS Form 3806

Do you need maximum security for your mail from the time you mail it until it is delivered? Use Registered Mail service.

Registered Mail service provides premium handling and maximum security for your domestic mail from the point of acceptance to delivery.

This is all you need to do:

- Complete PS Form 3806.
- Attach barcoded Label 200, *Registered Mail*, to the mailpiece.
- If using PC Postage or privately printed 4" x 6" labels, also apply Label 200-N, *Registered Mail (no barcode)*.
- 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.
- Pay the applicable extra service fee.



200



200-N

Additional feature if desired:

- **Restricted Delivery.** Select this feature on PS Form 3806, and write "Restricted Delivery" above the delivery address to the right of the return address.

Additional information:

- Provides the date and time of delivery or attempted delivery for domestic mail when you access www.usps.com (under “Quick Tools,” click on *Tracking*) or call toll-free 800-222-1811.
- For a record of delivery (recipient’s signature), see Domestic Return Receipt service on page 4.
- Available for Priority Mail, First-Class Mail, First-Class Package Service*, and First-Class Mail International items, and for select Priority Mail International letter-post items.
- If desired, add insurance up to \$50,000 to domestic items. Fees for articles valued over \$50,000 are for handling only.
- Internet access to delivery status is not available for mail addressed to APOs/FPOs/DPOs.
- 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. For detailed information about international Registered Mail service, see IMM 330.

This is all you need to do:

- Complete PS Form 3806.
- Attach barcoded Label 200, *Registered Mail*, to the mailpiece.
- Declare the full value of the mail presented on PS Form 2976, *Customs Declaration CN 22 — Sender’s Declaration*.
- Pay the applicable extra service fee

Additional information:

- The value declared on PS Forms 3806 and 2976 must be identical.
- Not available to all international destinations.



\$500 and under
3813



Over \$500
3813-P

Domestic Insurance

**Insured Mail Receipt –
Domestic Only – \$500 and
under
PS Form 3813**

**Insured Mail Receipt –
Domestic Only – Over \$500
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.
- Includes signature services for items insured for more than \$500. **Exception:** Signature service is not included with insurance on Returns (i.e., Merchandise Return Service, USPS Returns).
- Priority Mail Express provides insurance up to \$100 at no additional charge, and Priority Mail provides insurance up to \$50 at no additional charge. 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 Priority Mail Express, Media Mail, and Library Mail items.
- Available for Priority Mail, First-Class Mail, and First-Class Package Service* items that contain matter that qualifies to be mailed at USPS Retail Ground or Package Services prices.
- Cannot be combined with insurance purchased at a Post Office retail counter.

Insurance purchased online through Click-N-Ship

- Available for Priority Mail Express and Priority Mail items.
- Cannot be combined with insurance purchased at a Post Office retail counter.

Insurance purchased at a USPS Self-Service kiosk

- Available for Priority Mail Express and USPS Retail Ground items.
- Available for Priority Mail and First-Class Mail items that contain matter that qualifies to be mailed at USPS Retail Ground or Package Services prices.
- Cannot be combined with insurance purchased at a Post Office retail service counter.

Insurance purchased at a Post Office retail counter

- Available for Priority Mail Express, USPS Retail Ground, Media Mail, and Library Mail items, and for Priority Mail or First-Class Mail items that contain matter that qualifies to be mailed at USPS Retail Ground 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 \$500.
- A mailing receipt is provided (save the receipt until you can account for the item mailed).
- Claims can be filed online at usps.com.

International Insurance

International insurance coverage varies by service level and country. Items sent by international mail are subject to both U.S. postal regulations and the domestic regulations of the destination country. For limitations of coverage, see the IMM's Individual Country Listings and Exhibit 322.2.

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

Note: Insurance is not available in every country.

Claims for Loss or Damage

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

Online: Go to www.usps.com/help/claims.htm for information on USPS domestic insurance.

By mail: Call 800-ASK-USPS (800-275-8777) to have a claim form mailed to you. Send the completed form with all other required supporting documentation for loss or damage of an item mailed with insured services to the address printed on the form.

Evidence of Insurance

You must retain evidence of insurance for your claim. This includes evidence that insurance, COD, Registered Mail, Priority Mail, or Priority Mail Express 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*.

Proof of Value

You must submit proof — such as a sales receipt or paid 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

You can initiate inquiries for Global Express Guaranteed (GXG), Priority Mail Express International, Priority Mail International parcels, and Registered Mail items. The Postal Service does not accept inquiries for ordinary letters, First-Class Package International Service parcels, Priority Mail International Flat Rate Envelopes, Priority Mail International Small Flat Rate Priced Boxes, or M-bags.

To initiate inquiries for undelivered or damaged articles, call the International Research Group at 800-222-1811. If an inquiry determines 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.

You may also initiate an international inquiry online at www.usps.com/ship/file-international-claims.htm if you are the U.S. sender and are already a usps.com-registered account holder (or if you create a usps.com account at the beginning of the inquiry process).

If you receive an international package that is damaged or has missing contents, you may file a claim immediately, but no later than 60 days from the date of mailing, and you must present the article, container, or packaging and all contents to a local Post Office. Payments for international claims may be payable only to the mailer, regardless of destination country, unless the mailer signs a waiver of rights to payment.

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

Special Attention for Mail

3816

Collect on Delivery PS Form 3816 Domestic Use Only

This service allows the sender to have the Postal Service collect payment, at the time of delivery, for merchandise and the cost of postage. The recipient may

pay by cash, check, or money order, and the Postal Service remits the payment to the mailer.

This is all you need to do:

- Complete PS Form 3816 (or a USPS-approved privately printed version), and if mailing three or more COD pieces, list them on PS Form 3877, *Firm Book for Accountable Mail*.
- Present PS Form 3877 in duplicate — one copy serves as your mailing receipt, and the other is a copy for the Post Office of mailing. **Note:** If you have affixed a PS Form 3816 and a 4" x 6" shipping label on the same piece, both the form and the label must contain the same Intelligent Mail package barcode (IMpb).
- 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.
- Pay the applicable extra service fee.

Other options:

- COD Restricted Delivery. Select this feature on PS Form 3816 and write "Restricted Delivery" above the delivery address to the right of the return address.

Additional information:

- Available for Priority Mail Express, Priority Mail, First-Class Mail, First-Class Package Service*, USPS Retail Ground, Media Mail, Library Mail, or Bound Printed Matter* items.
- Electronic Funds Transfer (EFT) is available for USPS-approved mailers. Online and commercial customers can sign up for EFT by contacting the National Customer Support Center at 877-264-9693.

Special Handling

Domestic Use Only

This service is for packages with unusual contents — such as honeybees or day-old 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. Five categories of Special Handling are available:
 - Fragile.
 - Live Animal Transportation.
 - Hazardous Material.
 - Perishable.
 - Cremated Remains.
- Available when the applicable extra services fee is paid for the Special Handling categories of Fragile or Live Animal Transportation. There is no additional fee for Hazardous Material, Perishable, or Cremated Remains.

Additional information:

- Placed in distinctive sacks and containers to set it apart from other mail.
- Loaded last and offloaded first.
- Available for Priority Mail Express, Priority Mail, First-Class Mail, USPS Retail Ground, 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 beyond 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.

Resources

Explore USPS extra services at www.usps.com/ship/insurance-extra-services.htm.

Learn how to file an insurance claim online at www.usps.com/help/claims.htm.

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

See the DMM and the IMM at <http://pe.usps.com>.

*Commercial product only.

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

Certified Mail™, Click-N-Ship®, 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 Express®, Priority Mail Express International®, Priority Mail International®, Registered Mail™, Signature Confirmation™, Standard Mail®, United States Postal Service®, U.S. Postal Service®, USPS®, USPS.com®, USPS Retail Ground™, and USPS Tracking™.

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

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