

# 3 Special Services

## 310 Certificate of Mailing

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### 311 Description

Certificates of mailing furnish evidence of mailing only. A receipt is not obtained on delivery of the mail to the addressee. The fee paid for certificates of mailing does not insure the item against loss or damage.

### 312 Availability

Customers can purchase a certificate of mailing when they send unregistered letter-post, post/postal cards, matter for the blind, and uninsured parcel post or require a duplicate of an original certificate that pertained to a previously mailed item. A certificate of mailing cannot be obtained in combination with registered mail, insured parcel post, recorded delivery, or bulk mailings of 200 pieces or more that bear a permit imprint.

### 313 Fees

#### 313.1 Individual Pieces

The fee for certificates of mailing for ordinary letter-post and ordinary parcel post is \$0.90 per piece, whether the item is listed individually on PS Form 3817, *Certificate of Mailing*, or on firm mailing bills. Additional copies of PS Form 3817 or firm mailing bills are available for \$0.90 per page. PS Form 3877, *Firm Mailing Book for Accountable Mail*, or forms printed at the mailer's expense may be used for certificates of three or more pieces of mail of any class presented at one time. If mailer-printed forms are used instead of PS Form 3877, these forms must contain, at a minimum, the same information as PS Form 3877. The fee is \$0.30 per article.

**313.2 Bulk Pieces**

Identical pieces of ordinary letter-post mail that are paid for with regular postage stamps, precanceled stamps, or meter stamps are subject to the following certificate of mailing fees:

Up to 1,000 pieces	\$4.50
Each additional 1,000 pieces or fraction	0.50
Duplicate copy	0.90

**314 Processing Requests****314.1 Forms****314.11 Postal Service Forms**

The forms used for domestic mail are also used for international mail (see DMM S914).

**314.12 Treasury Department Forms**

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

**314.13 Agriculture Department Forms**

Certain certificates or permits are required for the exportation of dried whole eggs and for tobacco seeds and plants. For procedures and fees, see 550 and 560, respectively.

**314.2 Preparation****314.21 Sender's Responsibility**

Sender must:

- a. Prepare certificate as prescribed in DMM S914.
- b. Use a typewriter, ink, or ballpoint pen.
- c. Affix postage stamps or postage meter stamps *to the certificate* to cover fees or purchase a postage validation imprinter (PVI) label to be affixed by the accepting clerk.
- d. If certificate is an additional one for the same item, endorse it "DUPLICATE" or "COPY."
- e. Return certificate to the accepting clerk.

**314.22 Accepting Clerk's Responsibility**

Accepting clerk must:

- a. Make sure that the form has been properly completed and that the correct amount of postage has been affixed.
- b. Cancel the stamps with a postmark showing the current date.
- c. Sign the Treasury Department forms described in 314.12.

**Note:** This is the only instance in which certification requires signatures or initials of Postal Service employees.

- d. Return the form to the sender.

**Exception:** Permits for mailing tobacco seeds and tobacco plants are retained by the Post Office facility and forwarded to the Agriculture Department (see 560).

## 320 Insurance

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**321 Description**

Insurance affords a means of coverage against loss, rifling, or damage to parcel post. Compensation is payable at various levels, according to the fee paid.

**322 Availability**

Insurance is available only for parcel post and only to certain countries. See Individual Country Listings. Insurance is not available for letter-post items.

**323 Fees and Insured Value****323.1 Insurance Fees**

The insurance fee is in addition to postage and other applicable fees. See Individual Country Listings.

**323.2 Insured Value****323.21 Maximum**

The insured value (insurance coverage) of a parcel may not be more than the maximum allowed for the country of destination. See Individual Country Listings.

**323.22 Insured Value vs. Declared Value**

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

**323.23 Computation**

The insurance fee is based on the insured value.

**324 Processing Requests****324.1 Mailing Receipt and Insurance Number****324.11 General Use**

All international parcels *must* be numbered. PS Form 3813-P, *Receipt for Insured Mail — Domestic-International* (label), provides a numbered insurance label for the parcel and an identically numbered mailing receipt for the sender. The receipt is issued to the sender as proof of mailing and proof of payment of insurance fee. For volume mailers, use PS Form 3877, *Firm Mailing Book for Accountable Mail*, as sender's receipt. Only labels printed by the Postal Service may be used on international insured mail.

**324.12 Accepting Clerk's Responsibility**

Accepting clerk must:

- a. Tear off the numbered insurance label and affix it to the parcel close to the address.
- b. Complete the receipt part of PS Form 3813-P to show city and country of destination, postage, insured value (insurance coverage), and insurance fee; the special handling and/or return receipt fees (if applicable); and total charge, and check special contents indication (fragile, liquid, perishable), if applicable.
- c. Postmark and initial the receipt and issue it to the sender.
- d. For federal government official parcels (see 143.1) presented for insurance, indicate the amount of the fee, according to the authorized amount of insurance requested.

**324.13 Sender's Responsibility**

Sender should enter name and address of addressee on mailing receipt and retain it. The receipt must be submitted if the sender wishes to make an inquiry about, or file a claim for, an insured parcel (see Chapter 9).

## 324.2 Marking

### 324.21 Sender's Responsibility

Sender must:

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

### 324.22 Retail Employee's Responsibility

Retail employee must:

- a. Indicate on the parcel the amount for which the parcel is insured. The amount must be written in ink and expressed in U.S. currency (figures) and special drawing rights (SDR) values. Indicate the SDR values in figures only. For example:

INSURED VALUE  
\$100 (U.S.)  
78.28 SDR

- b. See [Exhibit 324.22](#) for an SDR conversion table for all U.S. dollar values up to \$600. To determine SDR equivalents above \$600, the acceptance employee must multiply the insured amount, rounded up to the next full dollar, by the conversion factor 0.7828.

**Note:** The conversion of U.S. dollars into SDR equivalents is based on the following formulas:

1 SDR = \$1.28 (1.2775)                      1 U.S.\$ = 0.7828 SDR

- c. Enter the insured number, insured amount, and SDR equivalent on PS Form 2976-A, *Customs Declaration and Dispatch Note CP 72*.

Exhibit 324.22 (p. 1)

**Conversion Table: U.S. Dollars to Special Drawing Rights (SDRs)**

1 US \$ = 0.7828 SDR

1 SDR = \$1.28 [\$1.2775]

US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR
1	0.7828	51	39.9228	101	79.0628	151	118.2028	201	157.3428	251	196.4828
2	1.5656	52	40.7056	102	79.8456	152	118.9856	202	158.1256	252	197.2656
3	2.3484	53	41.4884	103	80.6284	153	119.7684	203	158.9084	253	198.0484
4	3.1312	54	42.2712	104	81.4112	154	120.5512	204	159.6912	254	198.8312
5	3.9140	55	43.0540	105	82.1940	155	121.3340	205	160.4740	255	199.6140
6	4.6968	56	43.8368	106	82.9768	156	122.1168	206	161.2568	256	200.3968
7	5.4796	57	44.6196	107	83.7596	157	122.8996	207	162.0396	257	201.1796
8	6.2624	58	45.4024	108	84.5424	158	123.6824	208	162.8224	258	201.9624
9	7.0452	59	46.1852	109	85.3252	159	124.4652	209	163.6052	259	202.7452
10	7.8280	60	46.9680	110	86.1080	160	125.2480	210	164.3880	260	203.5280
11	8.6108	61	47.7508	111	86.8908	161	126.0308	211	165.1708	261	204.3108
12	9.3936	62	48.5336	112	87.6736	162	126.8136	212	165.9536	262	205.0936
13	10.1764	63	49.3164	113	88.4564	163	127.5964	213	166.7364	263	205.8764
14	10.9592	64	50.0992	114	89.2392	164	128.3792	214	167.5192	264	206.6592
15	11.7420	65	50.8820	115	90.0220	165	129.1620	215	168.3020	265	207.4420
16	12.5248	66	51.6648	116	90.8048	166	129.9448	216	169.0848	266	208.2248
17	13.3076	67	52.4476	117	91.5876	167	130.7276	217	169.8676	267	209.0076
18	14.0904	68	53.2304	118	92.3704	168	131.5104	218	170.6504	268	209.7904
19	14.8732	69	54.0132	119	93.1532	169	132.2932	219	171.4332	269	210.5732
20	15.6560	70	54.7960	120	93.9360	170	133.0760	220	172.2160	270	211.3560
21	16.4388	71	55.5788	121	94.7188	171	133.8588	221	172.9988	271	212.1388
22	17.2216	72	56.3616	122	95.5016	172	134.6416	222	173.7816	272	212.9216
23	18.0044	73	57.1444	123	96.2844	173	135.4244	223	174.5644	273	213.7044
24	18.7872	74	57.9272	124	97.0672	174	136.2072	224	175.3472	274	214.4872
25	19.5700	75	58.7100	125	97.8500	175	136.9900	225	176.1300	275	215.2700
26	20.3528	76	59.4928	126	98.6328	176	137.7728	226	176.9128	276	216.0528
27	21.1356	77	60.2756	127	99.4156	177	138.5556	227	177.6956	277	216.8356
28	21.9184	78	61.0584	128	100.1984	178	139.3384	228	178.4784	278	217.6184
29	22.7012	79	61.8412	129	100.9812	179	140.1212	229	179.2612	279	218.4012
30	23.4840	80	62.6240	130	101.7640	180	140.9040	230	180.0440	280	219.1840
31	24.2668	81	63.4068	131	102.5468	181	141.6868	231	180.8268	281	219.9668
32	25.0496	82	64.1896	132	103.3296	182	142.4696	232	181.6096	282	220.7496
33	25.8324	83	64.9724	133	104.1124	183	143.2524	233	182.3924	283	221.5324
34	26.6152	84	65.7552	134	104.8952	184	144.0352	234	183.1752	284	222.3152
35	27.3980	85	66.5380	135	105.6780	185	144.8180	235	183.9580	285	223.0980
36	28.1808	86	67.3208	136	106.4608	186	145.6008	236	184.7408	286	223.8808
37	28.9636	87	68.1036	137	107.2436	187	146.3836	237	185.5236	287	224.6636
38	29.7464	88	68.8864	138	108.0264	188	147.1664	238	186.3064	288	225.4464
39	30.5292	89	69.6692	139	108.8092	189	147.9492	239	187.0892	289	226.2292
40	31.3120	90	70.4520	140	109.5920	190	148.7320	240	187.8720	290	227.0120
41	32.0948	91	71.2348	141	110.3748	191	149.5148	241	188.6548	291	227.7948
42	32.8776	92	72.0176	142	111.1576	192	150.2976	242	189.4376	292	228.5776
43	33.6604	93	72.8004	143	111.9404	193	151.0804	243	190.2204	293	229.3604
44	34.4432	94	73.5832	144	112.7232	194	151.8632	244	191.0032	294	230.1432
45	35.2260	95	74.3660	145	113.5060	195	152.6460	245	191.7860	295	230.9260
46	36.0088	96	75.1488	146	114.2888	196	153.4288	246	192.5688	296	231.7088
47	36.7916	97	75.9316	147	115.0716	197	154.2116	247	193.3516	297	232.4916
48	37.5744	98	76.7144	148	115.8544	198	154.9944	248	194.1344	298	233.2744
49	38.3572	99	77.4972	149	116.6372	199	155.7772	249	194.9172	299	234.0572
50	39.1400	100	78.2800	150	117.4200	200	156.5600	250	195.7000	300	234.8400

Exhibit 324.22 (p. 2)

**Conversion Table: U.S. Dollars to Special Drawing Rights (SDRs)**

US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR	US \$	SDR
301	235.6228	351	274.7628	401	313.9028	451	353.0428	501	392.1828	551	431.3228
302	236.4056	352	275.5456	402	314.6856	452	353.8256	502	392.9656	552	432.1056
303	237.1884	353	276.3284	403	315.4684	453	354.6084	503	393.7484	553	432.8884
304	237.9712	354	277.1112	404	316.2512	454	355.3912	504	394.5312	554	433.6712
305	238.7540	355	277.8940	405	317.0340	455	356.1740	505	395.3140	555	434.4540
306	239.5368	356	278.6768	406	317.8168	456	356.9568	506	396.0968	556	435.2368
307	240.3196	357	279.4596	407	318.5996	457	357.7396	507	396.8796	557	436.0196
308	241.1024	358	280.2424	408	319.3824	458	358.5224	508	397.6624	558	436.8024
309	241.8852	359	281.0252	409	320.1652	459	359.3052	509	398.4452	559	437.5852
310	242.6680	360	281.8080	410	320.9480	460	360.0880	510	399.2280	560	438.3680
311	243.4508	361	282.5908	411	321.7308	461	360.8708	511	400.0108	561	439.1508
312	244.2336	362	283.3736	412	322.5136	462	361.6536	512	400.7936	562	439.9336
313	245.0164	363	284.1564	413	323.2964	463	362.4364	513	401.5764	563	440.7164
314	245.7992	364	284.9392	414	324.0792	464	363.2192	514	402.3592	564	441.4992
315	246.5820	365	285.7220	415	324.8620	465	364.0020	515	403.1420	565	442.2820
316	247.3648	366	286.5048	416	325.6448	466	364.7848	516	403.9248	566	443.0648
317	248.1476	367	287.2876	417	326.4276	467	365.5676	517	404.7076	567	443.8476
318	248.9304	368	288.0704	418	327.2104	468	366.3504	518	405.4904	568	444.6304
319	249.7132	369	288.8532	419	327.9932	469	367.1332	519	406.2732	569	445.4132
320	250.4960	370	289.6360	420	328.7760	470	367.9160	520	407.0560	570	446.1960
321	251.2788	371	290.4188	421	329.5588	471	368.6988	521	407.8388	571	446.9788
322	252.0616	372	291.2016	422	330.3416	472	369.4816	522	408.6216	572	447.7616
323	252.8444	373	291.9844	423	331.1244	473	370.2644	523	409.4044	573	448.5444
324	253.6272	374	292.7672	424	331.9072	474	371.0472	524	410.1872	574	449.3272
325	254.4100	375	293.5500	425	332.6900	475	371.8300	525	410.9700	575	450.1100
326	255.1928	376	294.3328	426	333.4728	476	372.6128	526	411.7528	576	450.8928
327	255.9756	377	295.1156	427	334.2556	477	373.3956	527	412.5356	577	451.6756
328	256.7584	378	295.8984	428	335.0384	478	374.1784	528	413.3184	578	452.4584
329	257.5412	379	296.6812	429	335.8212	479	374.9612	529	414.1012	579	453.2412
330	258.3240	380	297.4640	430	336.6040	480	375.7440	530	414.8840	580	454.0240
331	259.1068	381	298.2468	431	337.3868	481	376.5268	531	415.6668	581	454.8068
332	259.8896	382	299.0296	432	338.1696	482	377.3096	532	416.4496	582	455.5896
333	260.6724	383	299.8124	433	338.9524	483	378.0924	533	417.2324	583	456.3724
334	261.4552	384	300.5952	434	339.7352	484	378.8752	534	418.0152	584	457.1552
335	262.2380	385	301.3780	435	340.5180	485	379.6580	535	418.7980	585	457.9380
336	263.0208	386	302.1608	436	341.3008	486	380.4408	536	419.5808	586	458.7208
337	263.8036	387	302.9436	437	342.0836	487	381.2236	537	420.3636	587	459.5036
338	264.5864	388	303.7264	438	342.8664	488	382.0064	538	421.1464	588	460.2864
339	265.3692	389	304.5092	439	343.6492	489	382.7892	539	421.9292	589	461.0692
340	266.1520	390	305.2920	440	344.4320	490	383.5720	540	422.7120	590	461.8520
341	266.9348	391	306.0748	441	345.2148	491	384.3548	541	423.4948	591	462.6348
342	267.7176	392	306.8576	442	345.9976	492	385.1376	542	424.2776	592	463.4176
343	268.5004	393	307.6404	443	346.7804	493	385.9204	543	425.0604	593	464.2004
344	269.2832	394	308.4232	444	347.5632	494	386.7032	544	425.8432	594	464.9832
345	270.0660	395	309.2060	445	348.3460	495	387.4860	545	426.6260	595	465.7660
346	270.8488	396	309.9888	446	349.1288	496	388.2688	546	427.4088	596	466.5488
347	271.6316	397	310.7716	447	349.9116	497	389.0516	547	428.1916	597	467.3316
348	272.4144	398	311.5544	448	350.6944	498	389.8344	548	428.9744	598	468.1144
349	273.1972	399	312.3372	449	351.4772	499	390.6172	549	429.7572	599	468.8972
350	273.9800	400	313.1200	450	352.2600	500	391.4000	550	430.5400	600	469.6800

### 324.3 Postmarking

- a. Postmark item at the time of acceptance, showing the full name of the Post Office facility, two-letter state abbreviation and ZIP Code, if authorized, and the date of mailing.
- b. Postmark at all breaks (cuts or torn edges) of any gummed-paper strips used in sealing parcels.

### 324.4 Sealing

All insured parcels must be sealed.

### 324.5 Return Receipt

Return receipts may be purchased for insured parcels to all countries with which insurance agreements are in force, except Canada (see 340).

## 325 Indemnity Claims and Payments

Sender must submit mailing receipt to make an inquiry or file a claim (see Chapter 9).

**Note:** For detailed information concerning indemnity claims and payments for lost, rifled, or damaged insured parcels, see 930.

## 330 Registered Mail

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### 331 Description

Customers may register mail for additional protection and security in dispatch, conveyance, and delivery. For each registered item, a mailing receipt is issued by the office of mailing, and a record of delivery is maintained at the office of destination. Indemnity limits are much lower for registered mail than for insured mail and do not extend uniformly to damage or rifling of contents. Registered mail is handled separately from all other mail, and records are kept by registry number. In Post Office facilities, registered mail is kept in a secure area to which only authorized employees are permitted.

### 332 Availability

Customers can purchase registered mail service when they send letter-post, post/postal cards, and matter for the blind. Registered mail service is not available in combination with parcel post or M-bags to one addressee. See Individual Country Listings for country-specific prohibitions and restrictions on registered mail service usage.



### 333 Fees and Indemnity Limits

#### 333.1 Registration Fees

The registry fee for all countries is \$7.50.

**Exception:** See the Individual Country Listing for [Canada](#).

#### 333.2 Indemnity Limit

Irrespective of the declared value of a registered item, the maximum amount of indemnity that is payable for loss, damage, or rifling is \$40.45.

**Exception:** There is a \$1,000 indemnity limit for registered items that are mailed to Canada, except for those that contain banknotes (cash), which are subject to a \$200 indemnity limit.

### 334 Processing Requests

#### 334.1 Mailing Receipt and Registration Number

##### 334.11 General Use

A receipt is issued for registered mail when it is accepted. For individual transactions, PS Form 3806, *Receipt for Registered Mail*, is used. When an average of three or more items are presented for registration at one time, PS Form 3877, *Firm Mailing Book for Accountable Mail*, may be used (see DMM S911.3.8). The registered number is determined by Label 200, *Registered Mail*, a preprinted, self-adhesive label with a number series of nine digits preceded by a Service Type Code of two alpha characters and followed by the Country Code of two alpha characters "US." Only labels printed by the Postal Service may be used on international registered mail.

##### 334.12 Sender's Responsibility

Sender must:

- a. Enter the name and address of addressee on the mailing receipt before presenting the item for registration.
- b. Declare the *full* value of mail presented for registration.
- c. The sender should retain the receipt and must submit it if he or she subsequently wishes to make an inquiry about, or file a claim for, the registered item (see Chapter 9).

##### 334.13 Accepting Clerk's Responsibility

Accepting clerk must:

- a. Affix a Label 200, *Registered Mail*, to the item in the lower left corner of the address side and enter the number in ink on the mailing receipt.
- b. If requested by the sender, show on the mailing receipt and on the Post Office record the time the item was accepted for mailing.
- c. Enter the registration fee and postage, plus special delivery, return receipt, and/or restricted delivery fee, if applicable, on the receipt.

- d. Endorse mailing receipt "OFFICIAL PAID" or "OFF. PD." when federal government official mail is registered pursuant to 143.1.

### 334.2 **Marking**

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

- a. Affix Label 200 as noted above. All registered mail of U.S. origin must bear a Label 200.
- b. Place airmail Label 19-A or Label 19-B or the words "PAR AVION" on registered items prepaid for air, if the sender has failed to do this.
- c. Endorse the item for special services requested by the sender.

### 334.3 **Postmarking**

#### 334.31 **Placement**

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

#### 334.32 **Registered Matter for the Blind**

Postmark registered matter for the blind on the address side.

### 334.4 **Sealing**

#### 334.41 **Sender's Responsibility**

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

#### 334.42 **Registered Matter for the Blind**

Registered matter for the blind must *not* be sealed.

### 334.5 **Return Receipt and Restricted Delivery**

Return receipts and restricted delivery can be purchased for registered items to most countries. (See 340 and 350 and Individual Country Listings.)

## 335 **Indemnity Claims and Payments**

Sender must submit mailing receipt to make an inquiry or file a claim (see Chapter 9).

**Note:** For detailed information concerning indemnity claims and payments for registered items that are lost, rifled, or damaged, see 930.

## 340 Return Receipt

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### 341 Description

PS Form 2865, *Return Receipt for International Mail (Avis de Reception)*, is a *pink* card that is attached to a registered or insured item and to Global Express Mail to certain countries (see 221.4) at the time of mailing, and which is removed and signed at the point of delivery and returned to sender. It provides the sender with evidence of delivery. Return receipts are completed in the country of destination in accordance with its internal regulations, which may not require the addressee's signature except under special circumstances. These receipts are returned to sender by airmail.

### 342 Availability

Return receipts can be purchased *only* at the time of mailing and are available *only* for registered, insured, or recorded delivery mail. Return receipts are available to a limited number of countries for Global Express Mail (see 221.4). A few countries do not admit return receipts and many restrict them to registered mail. See Individual Country Listings.

### 343 Fee

The fee for a return receipt is \$1.75, and must be paid in addition to postage and other applicable charges. Return receipt service is available at no additional charge for Global Express Mail to certain countries.

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

### 344 Processing Requests

#### 344.1 Form

##### 344.11 Sender's Responsibility

Sender must record return address on the return receipt.

##### 344.12 Accepting Clerk's Responsibility

Accepting clerk must:

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

**344.2 Marking**

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

**344.3 Confirmation of Delivery After Mailing**

A sender may request confirmation of delivery for registered or insured mail, within 1 year after mailing, by presenting the mailing receipt and filing an inquiry (see 922.1 and 922.2).

**344.4 Return Receipt Improperly Completed or Not Received**

If the sender does not receive a return receipt for which a fee was paid, or if the sender receives an improperly completed return receipt, an inquiry should be filed. See 927 and 928 for applicable inquiry procedures.

## 350 Restricted Delivery

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**351 Description****351.1 General**

Restricted delivery is a service that generally limits who may receive an item. The details of the service, however, are governed by the internal legislation of the destination country. Some countries will deliver only to the addressee in person and will obtain that person's signature on the receipt. Other countries may permit delivery to agents of the addressee and/or require only the signature of a postal official on the return receipt.

**351.2 Undeliverable Mail**

If the country of destination is unable to deliver the item in accordance with its regulations, it will be returned as undeliverable.

**352 Availability**

Restricted delivery is available *only*:

- a. At time of mailing.
- b. For registered items or recorded delivery.
- c. If accompanied by a return receipt (see 340).
- d. To certain countries. See Individual Country Listings.

**353 Fee**

Fee is \$3.50 and is in addition to postage and other applicable fees.

## 354 Processing Requests

### 354.1 Marking

Sender must endorse item "A REMETTRE EN MAIN PROPRE" or the equivalent in a language known in the destination country. Endorsement should be located on the address side below the return address.

### 354.2 Postage

Accepting clerk must affix and cancel postage equal to the sum of the restricted delivery fee, regular postage, and other fees.

## 360 Recorded Delivery

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### 361 Description

Recorded delivery is the international service equivalent of domestic certified mail. It provides the mailer with a numbered mailing receipt, and affords the opportunity to obtain confirmation of delivery through the purchase of a separate return receipt for an additional fee (see 342). The originating Post Office facility does *not* maintain a mailing record for recorded delivery service items. However, the destination post office is required to retain a record of delivery for each recorded delivery service item that is tendered to an addressee.

### 362 Availability

Recorded delivery service is available when mailing letter-post items, postcards and postal cards, aerogrammes, matter for the blind, and M-bags to the following destination countries: Ascension, Austria, Bahamas, Bangladesh, Belize, Bhutan, Brunei Darussalam, Burkina Faso, Burundi, Colombia, Congo (Democratic Republic of the), Costa Rica, Croatia, Cuba, Czech Republic, Dominican Republic, Fiji, Germany, Ghana, Greenland, Grenada, Guinea-Bissau, Guyana, India, Iran, Iraq, Kenya, Korea (Republic of), Kuwait, Latvia, Macedonia (Republic of), Madagascar, Malaysia, Maldives, Mali, Mongolia, Morocco, Mozambique, Namibia, Niger, Nigeria, Paraguay, Romania, Rwanda, Saint Helena, Sao Tome and Principe, Slovak Republic (Slovakia), Swaziland, Switzerland, Tanzania, Tonga, Trinidad and Tobago, Tunisia, Tuvalu, Uganda, Venezuela, Vietnam, Yemen, and Zambia.

### 363 Recorded Delivery Fee

The recorded delivery fee is \$2.30 and is in addition to postage and other special service fees, if applicable.

## 364 Processing Requests

### 364.1 General Use

PS Form 8099, *Receipt for Recorded Delivery*, is used for recorded delivery. Only labels printed by the Postal Service may be used on recorded delivery mail.

### 364.2 Marking

#### 364.21 Sender's Responsibility

The sender must prepare PS Form 8099, *Receipt for Recorded Delivery*, and place it on the address side, above the address and to the right of the return address; or for cards, above the address in such a way as not to affect address legibility and postage. Add the endorsement "A REMETTRE EN MAIN PROPRES" (or the equivalent in a language known in the country of destination) in bold letters when the mailpiece is to be delivered to the addressee in person (restricted delivery). Request a return receipt at the time of mailing, if one is desired. Complete PS Form 2865 at the time of mailing to request a return receipt or to request restricted delivery.

#### 364.22 Accepting Clerk's Responsibility

Verify that the PS Form 8099 has been properly completed and that the correct fee and amount of postage have been affixed; postmark the receipt, and return it to the mailer.

### 364.3 Where to Mail

Customers may mail recorded delivery items at a Post Office facility, station, or branch. They may also deposit the item in street letterboxes, if a Post Office receipt is not desired.

### 364.4 Return Receipt and Restricted Delivery

Return receipts and restricted delivery service may be purchased for recorded delivery items to all countries with which restricted delivery service is available. (See 350 for restricted delivery service.) If a return receipt is requested, the sender's complete return address must be placed on the mailpiece.

## 370 Supplemental Services

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### 371 International Money Orders

#### 371.1 Description

##### 371.11 General

International postal money order service is available to transfer funds to individuals or firms in countries that have entered into agreements with the

United States Postal Service for the exchange of postal money orders. International postal money orders may be sent by letter mail or Global Express Mail™ service (EMS).

### 371.12 **Maximum Amount**

The maximum amount for a single international postal money order is \$700, unless noted otherwise in parentheses in Exhibit 371.2.

There is no limit on the number of money orders that may be sent to a payee during any time period. There is a limit on the total face value of money orders an individual customer may purchase on any one day (see DMM S020).

### 371.2 **Availability**

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

Exhibit 371.2

#### **Countries Accepting the International Postal Money Order Form (MP1)**

Albania	Dominican Republic <sup>2</sup>	Montserrat
Anguilla	Ecuador <sup>2</sup>	Nigeria <sup>2</sup> (\$500)
Antigua and Barbuda	El Salvador (\$500)	Peru
Bahamas	Grenada	St. Christopher (St. Kitts) and Nevis
Barbados <sup>1</sup>	Guinea <sup>2</sup>	St. Lucia
Belize	Guyana (\$500)	St. Vincent and the Grenadines
Bolivia <sup>2</sup>	Honduras <sup>2</sup>	Sierra Leone <sup>2</sup>
British Virgin Islands	Jamaica <sup>3</sup>	Trinidad and Tobago <sup>3</sup>
Canada	Japan <sup>4</sup>	
Cape Verde <sup>2</sup>	Mali <sup>2</sup>	
Dominica	Mexico <sup>2</sup>	

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

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

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

(4) In Japan, the Form MP1 money orders issued for payment in the United States must be shown in U.S. dollars preceded by the capital letters "USD."

### 371.3 **Fees**

The fee for money orders payable in countries that accept Form MP1 is \$3.25 per money order.

## 371.4 Processing Requirements

### 371.41 Form Required — International Postal Money Order (Form MP1)

Use the pink International Postal Money Order (Form MP1) for money orders payable to the countries listed in [Exhibit 371.2](#). Follow the issuance procedures in DMM S020.1.0.

**Note:** For money orders payable in Canada, the amount of the money order must be expressed in U.S. currency only. Issuing clerks must use the money order imprinter in the usual manner, printing the amount received in U.S. currency.

### 371.42 Preparation by Purchaser

When Form MP1 is used to send funds, the purchaser should complete the information requested on both the money order and the customer's receipt. Follow the instructions for preparing domestic money orders in DMM S020.1.0 when using Form MP1. The Postal Service is not liable for money orders that are lost before the purchaser completes this information. Money orders may be made payable to the purchaser, a person or a firm, or a payee by official title. (Example: Director of Publications, Canada.)

### 371.43 Preparation by Postal Service Employee

Follow the instructions for preparing domestic money orders in DMM S020.1.0 when issuing Form MP1.

## 371.5 Procedures for Cashing Money Orders Issued by Foreign Countries

### 371.51 Valid Postal Money Orders

Valid postal money orders issued by countries listed in [371.2](#) will be paid in accordance with the procedures for cashing domestic money orders (see DMM S020.2.0). However, no international money order will be paid after the expiration of the validity date on the money order.

### 371.52 Canadian Money Orders

Canadian money orders may be paid only if they are addressed to a payee within the United States and the amount is imprinted in United States currency.

### 371.53 Japanese Money Orders

Valid postal money orders issued by Japan on its Form MP1 are cashed in accordance with DMM S020.2.0. Money orders must not be paid after the expiration of the validity date indicated on the money order. The amount to be paid is shown in United States dollars and must not have been altered.



**371.6 Lost Reissued Money Orders**

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

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

**371.7 Inquiries****371.71 Who May Receive Information**

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

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

**371.72 Inquiries Regarding Payment****371.721 Money Orders Issued on International Postal Money Order (Form MP1)**

Use PS Form 6401, *Money Order Inquiry*, in accordance with DMM S020.2.14 when filing inquiries or requests for replacement of an International Postal Money Order (Form MP1). Only the purchaser may file and receive payment. Replacement will not be made before 6 months after the date of issuance.

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

Use PS Form 6401, *Money Order Inquiry*, in accordance with DMM S020.2.14 when filing inquiries or requests for replacement of reissued international postal money orders. The U.S. payee may file and receive payment.

**371.8 Standard International Money Orders (Discontinued)**

The sale of standard international postal money orders using the *Authorization to Issue an International Money Order* form set was discontinued beginning August 10, 2002.

To file an inquiry regarding a standard international postal money order issued in the United States before August 10, 2002, send PS Form 6684, *Inquiry Concerning International Money Order Issued in the United States*, to:

INTERNATIONAL MONEY ORDER SECTION  
ACCOUNTING SERVICE CTR  
US POSTAL SERVICE  
PO BOX 82412  
ST LOUIS MO63182-9421

## 372 International Reply Coupons

### 372.1 Description

- a. The sender of a letter may prepay a reply by purchasing reply coupons, which are sold and exchangeable for postage stamps at post offices in member countries of the Universal Postal Union. The period of exchange of international reply coupons issued by the Universal Postal Union on or after January 1, 1975, is unlimited.
- b. International reply coupons (in French, *Coupons-Reponse Internationaux*) are printed in blue ink on paper that has the letters "UPU" in large characters in the watermark. The front of each coupon is printed in French. The reverse side of the coupon shows the text relating to its use in German, English, Arabic, Chinese, Spanish, and Russian.
- c. Coupons sold in the United States have the selling price printed on them, while coupons in other countries may not.

### 372.2 Availability

Reply coupons may be requisitioned by Post Office facilities in the same manner as postage stamps. The coupons should be stocked at Post Office facilities that have a demand for them.

### 372.3 Selling Price and Rate of Exchange

- a. The selling price of a reply coupon in the United States is \$1.75. One coupon is exchangeable in any other member country for a stamp or stamps representing the minimum postage on an unregistered air letter. Unused U.S. coupons (that is, those with the U.S. selling price stamped on them) may be exchanged only for United States postage stamps by the original purchaser at a discount of 1 cent below the purchase price.
- b. International reply coupons purchased in foreign countries are exchangeable at U.S. Post Office facilities toward the purchase of postage stamps and embossed stamped envelopes (including aerogrammes) at the rate of \$0.80 per coupon, irrespective of the country where they were purchased.

### 372.4 Processing Requests

- a. When an international reply coupon is sold, the Postal Service clerk must place a postmark in the block which is headed *control stamp of the country of origin*.
- b. Under Universal Postal Union's regulations, member countries are *not* required to place a control stamp or postmark on the international reply coupons that they sell. Therefore, some foreign issue reply coupons, which are tendered for redemption, may bear the name of the issuing country (generally in French), rather than the optional control stamp or postmark. Such coupons are exchangeable for U.S. postage, as specified in 372.3b.
- c. A Post Office facility redeeming an unused U.S. coupon must postmark it in the unpostmarked circle. A Post Office facility exchanging a foreign reply coupon must postmark it in the right circle. Post Office facilities must not accept foreign coupons that already bear a Postal Service postmark.
- d. Reply coupons issued by foreign countries prior to January 1, 1975, are no longer redeemable at U.S. Post Office facilities. These old-style coupons are distinguishable from the newer coupons printed by the International Bureau of the Universal Postal Union because the name of the country of origin is always present on the old-style coupons. Customers processing pre-1975 coupons of foreign origin should be advised to return them to their correspondents in the country of issue for replacement or redemption through the selling post office.
- e. Reply coupons formerly issued by the Postal Union of the Americas and Spain are no longer valid. These coupons are printed in green ink and bear the caption *Cupon Respuesta America-Espanol*. Customers possessing any of these coupons should return them to their correspondents in the country of issue for redemption through the selling post office.
- f. Postmasters must process exchanged foreign and redeemed U.S. coupons as prescribed in 426.9 International Reply Coupons (IRCs) Handbook F-1, *Post Office Accounting Procedures*.

## 373 International Business Reply Service

### 373.1 Description

International Business Reply Service (IBRS) is similar to domestic business reply mail service. It allows envelopes and cards to be distributed to and deposited in certain foreign countries for return to the addressee in the United States without prepayment of postage. Postage and service fees are collected from the U.S. addressee at delivery. Special services cannot be used with IBRS.

### 373.2 **Availability**

International Business Reply Service (IBRS) is available to every country and territorial possession in the world that is a destination point for U.S.-originating international mail. To be admissible in the international mails, IBRS envelopes and cards must conform to the size, weight, and format requirements that are specified in 373.5 and 373.6, respectively. Qualifying mailpieces receive airmail treatment upon being returned by the foreign postal administrations to United States addressees. See 373.4 for the standard IBRS fees that apply to each envelope or card that is returned to the holder of a business reply mail (BRM) permit.

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

### 373.3 **Who May Distribute IBRS Mail**

In order to initiate IBRS mail, the U.S. sender must be a business reply mail (BRM) permit holder who has paid the prescribed accounting fee to participate in the Qualified Business Reply Mail (QBRM) program (see DMM R900.2.0). Prior to producing IBRS mail, the mailers must advise, in writing, the postmaster of the Post Office facility where their permit is held that they intend to distribute IBRS mail. IBRS mail must meet all specifications of QBRM including using unique ZIP+4 codes, identification of the rate category, and using the corresponding barcode. The postmaster must assign the unique ZIP+4 codes as part of the application process. Participating mailers are encouraged to submit preproduction samples for approval. The postmaster responsible will issue a letter of authorization to the mailer.

### 373.4 **Fees**

The fees for IBRS are as follows:

- a. Envelopes up to 2 ounces: \$1.20.
- b. Cards: \$0.80.

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

### 373.5 **Size and Weight Requirements**

#### 373.51 **Cards**

The following size and weight requirements apply to cards:

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

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

### 373.52 **Envelopes**

The following size and weight requirements apply to envelopes:

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

### 373.6 **Format Requirements ([Exhibit 373.6](#))**

#### 373.61 **FIM**

Each International Business Reply Service (IBRS/CCRI) item must contain a Facing Identification Mark (FIM) pattern C, printed at the top right portion of the address side of the item. The top of the FIM C bar pattern must be within 1/8 of an inch of the edge of the item and may extend to the edge. The right-most bar of the pattern must be within 2 inches (plus or minus 1/8 of an inch) of the right edge of the item. The FIM bars must be 5/8 (plus or minus 1/8) of an inch long. The entire FIM pattern must be completely contained within a rectangular clear zone measuring 1-1/4 inches in length and 5/8 of an inch in height; with its top edge formed by the top edge of the item and its right edge beginning 1-3/4 inches from the right edge of the item.

#### 373.62 **Barcodes**

ZIP+4 Postnet Barcodes preassigned by the U.S. Postal Service must be printed on the address side of each International Business Reply Service (IBRS/CCRI) item within the "barcode read area," which must be free of any printing other than the barcode. The read area extends 5/8 of an inch from the bottom and at least 4-1/2 inches from the right edge of the item. The bottom of the bars must be positioned 1/4 inch (plus or minus 1/16 of an inch) from the bottom edge of the item, and the barcode must be completely contained within the read area.

#### 373.63 **No Postage Necessary Endorsement**

The endorsement "NE PAS AFFRANCHIR, NO POSTAGE NECESSARY IF MAILED TO THE UNITED STATES" must be printed in the upper right corner of the face of the piece with a partial diagonal bar. The endorsement must not extend farther than 1-3/4 inches from the right edge of the mailpiece.

#### 373.64 **Business Reply Legend**

The legend "INTERNATIONAL BUSINESS REPLY MAIL/REPONSE PAYEE" must appear above the address in capital letters at least 3/16 of an inch high. Immediately below the legend the words "PERMIT NO.," followed by the

permit number and the issuing Post Office facility (city and state), must be shown in capital letters. This information must appear between two horizontal bars at least 3/32 of an inch thick and at least 1/2 inch apart. The endorsement "POSTAGE WILL BE PAID BY ADDRESSEE" must appear immediately below the lower bar.

373.65 **Address**

The complete address must appear, including the name of the permit holder, street address (and/or Post Office box number), city, state, and unique ZIP+4 code that is preassigned and the country of destination (United States of America) with the bottom line of the address no lower than 5/8 of an inch and the city, state, and ZIP+4 code line no higher than 2-1/4 inches from the bottom edge of the mailpiece. A clear margin void of any extraneous matter (except for the horizontal bars specified below) of at least 1 inch is required between the left and right edges of the mailpiece and the address.

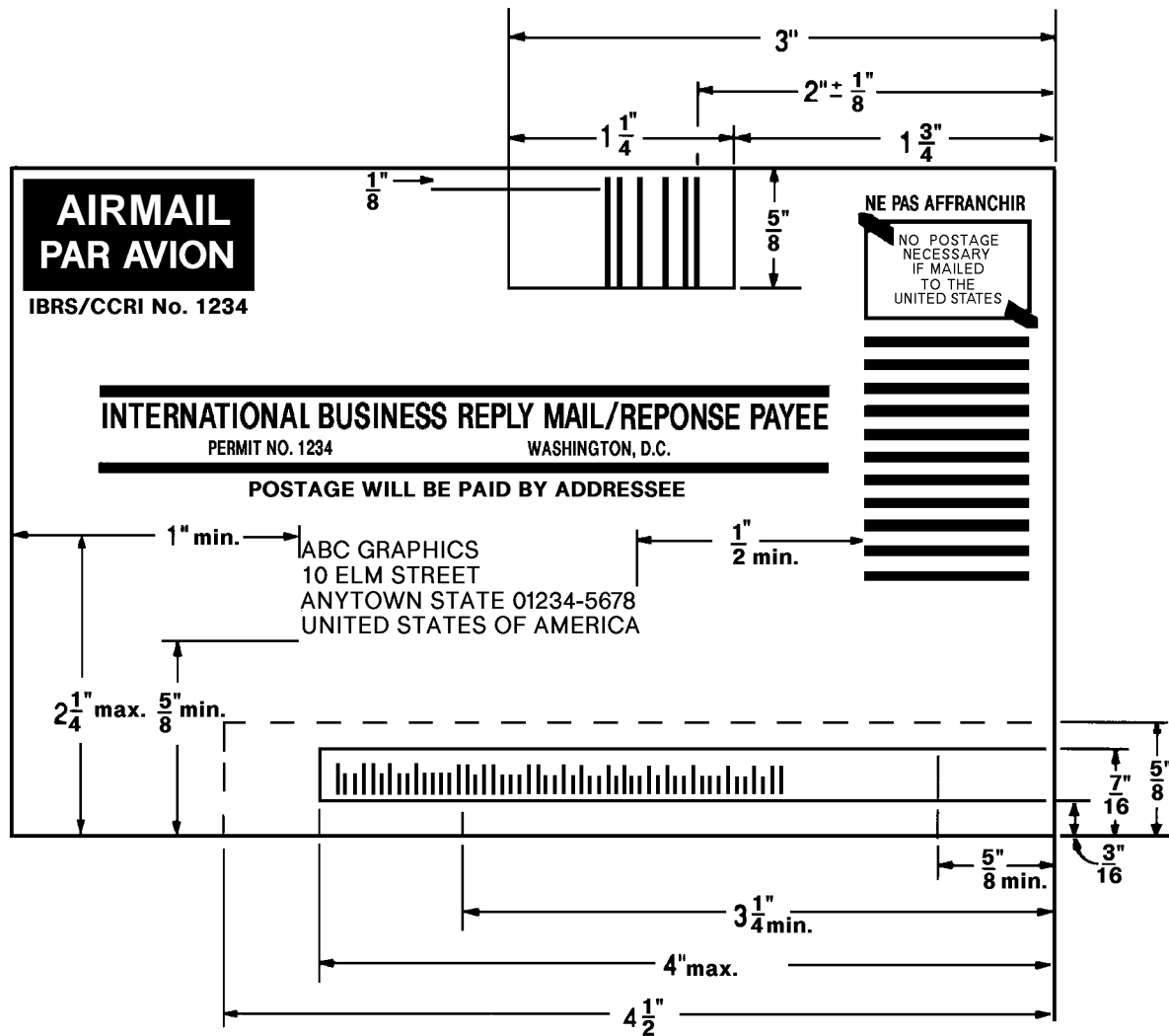
373.66 **Air Mail Endorsement**

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

373.67 **Horizontal Bars**

A series of horizontal bars parallel to the length of the mailpiece must be printed immediately below the endorsement "NO POSTAGE NECESSARY IF MAILED TO THE UNITED STATES." The bars must be uniform in length, at least 1 inch long, and 1/16 of an inch to 3/16 of an inch thick and evenly spaced. The vertical column of horizontal bars must not extend below the delivery address line, which is the line above the line containing the ZIP+4 code. There must be at least 1/2 of an inch clearance between the ZIP+4 code and the bars.

Exhibit 373.6  
**Format Requirements — US IBRS**




Drawing not to scale

### 373.7 Foreign International Business Reply Service

Mailers in the countries listed in 373.2 may be authorized to distribute IBRS mail in the United States. These items, similar to the format in [Exhibit 373.7](#), are accepted without the prepayment of postage for return by air to the destination country. These items are forwarded, with ordinary letters and cards, to the designated international air exchange office for return to the appropriate country.

Exhibit 373.7

#### Format Requirements — Foreign IBRS

<p><b>By airmail</b> <i>Par avion</i></p>	<p>NE PAS AFFRANCHIR</p>  <p>NO STAMP REQUIRED</p>
<p>IBRS NUMBER: PHQ-B/15/SW CCRI NUMERO:</p>	
<p><b>REPOSE PAYEE</b> <b>GRANDE-BRETAGNE</b></p>	
<p>ROYAL MAIL INTERNATIONAL 52 GROSVENOR GARDENS LONDON SW1W 0YA GREAT BRITAIN</p>	