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.





For Convenience and Peace of Mind — Easily and Economically

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

You can have stamps mailed to you rather than going to a Post Office™ to buy them. You can also obtain other mailing services from your home or office.

You can rest easier about your mailings with proof of mailing and delivery, plus the security of low-cost insurance and registry.

You can save time by filling out the forms you need to use for these services before you go to the window. Most of the forms are available in the Post Office lobby.

Here are the basic extra services we offer, grouped under the benefits they provide.

Getting a Mailing Receipt

- Receipts of purchase are available at no extra charge.
- Your retail associate can provide them.

Getting Proof You Sent It



Certificate of Mailing PS Form 3817

Do you need proof to show that your item was mailed? Use a Certificate of Mailing.

- Complete PS Form 3817 at the time of mailing.
- Available for all classes of domestic and international mail.
- Fee in addition to postage: \$1.10.

Getting Verification of Delivery



Certified Mail PS Form 3800

Do you need to verify when your letter was delivered or that a delivery attempt was made?

Certified Mail™ service provides date and time of delivery or attempted delivery when you access www.usps.com (click on "Track & Confirm") or call toll-free 800-222-1811.

All you have to do to certify your mail is:

- Complete PS Form 3800.
- Affix the barcoded label to your mailpiece.
- Have your PS Form 3800 receipt postmarked for proof the item was mailed.

- Available for First-Class Mail[®] and Priority Mail[®] services (primarily letters and flats).
- Allows you to purchase restricted delivery service.
- For proof of delivery (recipient's signature), purchase return receipt service at the time of mailing or after the mailing.
- Fee in addition to postage: \$2.70.



Delivery ConfirmationPS Form 152

Do you need to verify when your parcel was delivered or that a delivery attempt was made?

Delivery Confirmation[™] service lets you find out the date and time your First-Class Mail parcel, Priority Mail item, or Package Services parcel was delivered or, if delivery was attempted but not successful, the date and time of the delivery attempt.

This is all you need to do:

- Complete PS Form 152.
- Affix the barcoded label to your First-Class Mail parcel, Priority Mail item, or Package Services (Parcel Post®, Media Mail®, Library Mail, or Bound Printed Matter) parcel.
- Have your PS Form 152 receipt postmarked for proof the item was mailed.

Other pertinent information:

- Provides delivery information when you access www.usps.com (click on "Track & Confirm") or call toll-free 800-222-1811.
- Can be combined with the following services: collect on delivery (COD), insurance, merchandise return service, return receipt for merchandise, and special handling.
- Fee in addition to postage: based on class of mail, as follows:

Service	Electronic	Retail	
First-Class Mail Parcels	\$0.18	\$0.75	
Priority Mail	0.00	0.65	
Standard Mail Parcels	0.18	n/a	
Parcel Select	0.00	n/a	
Package Services Parcels	0.18	0.75	

n/a = not available

Getting Proof They Got It

Do you need to know who signed for your mail?



Return Receipt PS Form 3811

A return receipt provides evidence of delivery (recipient's signature) and 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 (including an original signature) or electronically (including a copy of the signature).

Domestic return receipt service is available for Express Mail® and First-Class Mail including Priority Mail when purchased at the time of mailing with Certified Mail, Registered Mail™, COD, or mail insured for more than \$200.

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

- Purchase at time of mailing:
 - To receive by mail:
 - Complete PS Form 3811.
 - Write "Return Receipt Requested" above the delivery address to the right of the return address.
 - Fee in addition to postage: \$2.20.

- To receive electronically:
 - Purchase from a participating Post Office.
 - After the purchase, go to www.usps.com, click on "Track and Confirm," enter the label number on your receipt, and then enter your name and e-mail address.



- Available in bulk for large-volume mailers. For more details, see Publication 80, Bulk Proof of Delivery Program.
- The electronic option is not available for Express Mail, international mail, or mail addressed to APOs/FPOs.
- Fee in addition to postage: \$1.00.
- Purchase after mailing (shows to whom and date delivered):
 - Complete PS Form 3811-A and choose to receive by mail, fax, or e-mail.
 - Fee in addition to postage: \$4.35.

For international mail, request a return receipt with PS Form 2865.

- Available only when purchased at the time of mailing.
- Available for registered items and insured parcels.
- Availability varies by country.
- Available at no charge for Express Mail International[®] service to certain countries.
- Fee in addition to postage at the time of mailing: \$2.20.





Return Receipt for Merchandise PS Form 3804

Do you need to prove that merchandise has been sent to your customers and received by them?

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.

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 affix the barcoded portion of the label under the "Return Receipt Requested" endorsement.
- Affix PS Form 3811, Domestic Return Receipt, to the front of the mailpiece, unless doing so would cover the address, in which case affix it to the back of the mailpiece.

- Available for merchandise only.
- Available for Priority Mail, Standard Mail®, or Package Services (Parcel Post, Media Mail, Library Mail, or Bound Printed Matter) items.
- 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.
- Fee in addition to postage: \$3.60.



Signature Confirmation PS Form 153

For proof of delivery on your First-Class Mail parcel, Priority Mail item, and Package Services (Parcel Post, Media Mail, Library Mail, or Bound Printed Matter) parcel, use Signature Confirmation™ service.

This is all you need to do:

- Complete PS Form 153.
- Affix the barcoded label to your First-Class Mail parcel, Priority Mail item, or Package Services (Parcel Post, Media Mail, Library Mail, or Bound Printed Matter) parcel.
- Can be combined with the following services: COD, insurance, Registered Mail, and special handling.
- Have your PS Form 153 receipt postmarked for proof the item was mailed.

- 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 date and time your item was delivered or delivery was attempted when you access www.usps.com (click on "Track & Confirm") or call toll-free 800-222-1811.
- Is not available for mail addressed to APOs/FPOs.
- Fee in addition to postage: based on class of mail, as follows:

Service	Electronic	Retail	
First-Class Mail Parcels	\$1.80	\$2.20	
Priority Mail	1.80	2.20	
Package Services Parcels	1.80	2.20	

For Extra Peace of Mind



More than \$200



Domestic Insurance

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

Note: Insure your package only for what its contents are worth — you're covered only for the actual value at the time and place of mailing.

Insurance Purchased Online or at an Automated Postal Center® (APC®)

- Provides up to \$500 coverage for a lost, rifled, or damaged article.
- Available through Click-N-Ship® with Priority Mail or Express Mail service.
- Available through eBay with Priority Mail, Express Mail, First-Class Mail, Parcel Post, or Media Mail service.
- Express Mail provides insurance up to \$100 free of charge. Document reconstruction coverage to a maximum liability of \$100 is also provided free of charge. Additional coverage is available up to \$500 as follows: \$0.75 for items valued from \$100.01 to \$200, and \$2.10 for items valued from \$200.01 to \$500.
- Cannot be combined with insurance purchased at a Post Office.

Insurance Purchased at a Post Office Retail Service Counter

- Provides up to \$5,000 indemnity coverage for a lost, rifled, or damaged article.
- Can be purchased with the following services: Priority Mail, Express Mail, Standard Mail, and Package Services (Parcel Post, Media Mail, Library Mail, and Bound Printed Matter), and with First-Class Mail if it contains matter that may be mailed as Standard Mail or Package Services.

- 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).
- Fee in addition to postage: starts at \$1.70. See the Extra Services fees on page 17.
- Bulk insurance coverage is also available. See the Extra Services fees on page 17.

International insurance coverage varies by 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 Individual Country Listings in *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®) for limitations of coverage.



Registered Mail PS Form 3806

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

Here's how you can register mail:

- Complete PS Form 3806.
- Affix barcoded Label 200,
 Registered Mail, to the mailpiece.
- RE 217 794 D27 US

 Present it to any Post Office, or to a rural carrier on a rural route.

Other pertinent information:

- Provides a receipt showing an item was mailed.
- Provides delivery date and time or attempted delivery for domestic mail when you access www.usps.com (click on "Track & Confirm") or call toll-free 800-222-1811.
- Available for First-Class Mail and Priority Mail service and for international letters.
- Insurance may be added up to \$25,000. Items of any value will be accepted as Registered Mail.
- Internet access to delivery status is not available for mail addressed to APOs/FPOs.
- A record of delivery that includes the recipient's signature is maintained by the Postal Service.
- For proof of delivery (recipient's signature), see return receipt service on page 4.
- Fee in addition to postage: starts at \$10.00 based on the value of the contents of the mailing. See the Extra Services fees on page 18.

International registered mail is limited to First-Class Mail International items.

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, the maximum amount of indemnity payable for loss, damage, or rifling is \$43.73.

Restricted Delivery

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 (or natural person) specified by name.

This is all you need to do:

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

Other pertinent information:

- Available for the following services: Registered Mail,
 Certified Mail, COD, and mail insured for more than \$200.
- You may request a return receipt with restricted delivery see return receipt service on page 4.
- Fee in addition to postage: \$4.30.
- Restricted delivery is also available to certain countries for registered mail items accompanied by a return receipt.
 See Individual Country Listings in the IMM for more details.



Claims for Loss or Damage PS Form 1000

Domestic Mail

You may file a claim for compensation for damage or loss of items mailed with the following domestic services: Registered Mail, Express Mail, COD, and insurance.

This is all you need to do:

- Complete PS Form 1000.
- Present at a Post Office along with the following:
 - Damaged mail packaging and container.
 - Original mailing receipt.
 - Proof of value.

For lost insured mail, proof of loss must be established. The Postal Service will provide guidance for this procedure.

International Mail

To initiate an inquiry about an international mail item that might be lost, rifled, or damaged, the person who mailed any of the following items from the United States must call the International Inquiry Center at 800-222-1811 within the time limits listed in the IMM:

- Global Express Guaranteed® items.
- Express Mail International items.
- Priority Mail International parcels.
- Registered items.

Exceptions: Inquiries are *not* accepted for the following items:

- First-Class Mail International items, unless registered.
- Priority Mail International flat-rate envelopes, unless registered.
- M-bags (direct sacks of printed matter to a single foreign addressee).

Special Attention for Mail

Special Handling

This service is for parcels 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.

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 First-Class Mail, Priority Mail, and Package Services (Parcel Post, Media Mail, Library Mail, or Bound Printed Matter).
- Available for domestic destinations only.
- Fee in addition to postage:
 - 10 pounds or less:**\$7.10.**
 - More than 10 pounds:\$9.90.

Sending Money or Goods



Domestic Money Orders

You can purchase money orders with cash, debit cards, or traveler's checks at any Post Office in the

U.S. and its possessions. You can replace a lost or stolen money order upon presentation of a receipt.

- Maximum amount of a money order is \$1,000.
- You can purchase multiple money orders up to a daily total of \$10,000. The daily limit applies regardless of the number of visits made by a customer to one or more Postal Service facilities. Identification and additional information are required for purchases of more than \$3,000.
- A money order can be cashed at any Post Office and at many banks in the U.S. and its possessions.
- Fee in addition to postage:
 - \$0.01 to \$500.00:**\$1.05.**
 - \$500.01 to \$1,000.00:**\$1.50.**
- Inquiry fee: \$5.20.*

Postal Military Money Orders

Postal military money orders are issued by military facilities authorized by the Department of Defense.

- Fee: \$0.30.
- Inquiry fee: \$5.20.*

International Money Orders

Sending money to other countries with an international money order is Quick, Easy, Convenient™.

- Maximum amount of a money order is \$700.
- Available only to certain countries. For more information on availability and restrictions, visit our Web site at www.usps.com/money/sendingmoney/ sendmoneyinternationally.htm or ask at your local Post Office.
- Fee: \$3.85.
- Inquiry fee: \$5.20.*

Ask at your Post Office if there are any exceptions or limitations for sending an international money order to the country in which you are interested.

^{*} The inquiry fee includes the issuance of a copy of a paid money order.

Merchandise Return Service

This is a convenience extended to you by a growing number of retailers who deliver orders by mail. If you wish to return a purchase, this is all you need to do:

- Affix the special label provided by the retailer.
- Mail your parcel.

Easy Ways to Buy Stamps



Besides going to your local Post Office, here are some other convenient and reliable ways to make sure you always have the stamps you need.

Stamps Online

Use our Stamps Online™ program at The Postal Store® to make purchases from an extensive selection of stamps. Just visit *usps.com* and click on *Buy*



Stamps & Shop. Your order is delivered right to your door. There is a nominal service and handling charge for stamps purchased online.



Stamps By Mail

The Stamps By Mail® program has the following benefits:

- No fee for ordering.
- Free delivery to office or home.
- Same cost as at the Post Office.

This is all you need to do:

- Complete the Stamps By Mail order form (PS Form 3227-A or 3227-B).
- Mark the items and quantities you want.
- Enclose a check or postal money order for the exact amount of your purchase. Do not send cash.
- Mail vour order.

Stamps By Phone

Use our Stamps By Phone™ program to select from the full-line of USPS stamps and philatelic items. Call 800-STAMP24 (800-782-6724), or place an order by fax at 816-545-1212. Your order is delivered right to your door. There is a nominal service and handling charge for stamps purchased by phone or fax.



APCs

Buying stamps is just one of many things you can do at an Automated Postal Center® (APC®). These state-of-the-art self-service mailing kiosks allow you to conduct most retail transactions, including buying stamps, searching for a ZIP™ Code, and sending packages and letters.



Stores and ATMs

Grocery stores, office supply stores, ATMs — there are thousands of locations where you can buy stamps at Post Office prices. Just look for the "Buy Stamps Here" symbol. To find a location near you, go to usps.com; click on

Locate a Post Office; under "Options," click on Alternate Locations to Buy Stamps"; and then type in your address or ZIP Code to get a list of area businesses and locations where you can purchase stamps.

Vending Machines

To expand service, we have installed vending machines in convenient locations such as malls, popular shopping streets, and Post Office lobbies.

- Many are open 24 hours a day, 7 days a week.
- Items available include individual stamps, stamp booklets, and stamped cards.

Your local Post Office can give you the locations of the vending machines in your community.



Picking Up Your Own Mail

Post Office Box Service PS Form 1093

This service makes it easy for you to pick up mail whenever your Post Office lobby is open. At some facilities, access is available 24 hours a day, 7 days a week. You have a choice of box sizes. You can locate a

Post Office box online at usps.com/poboxes.

To use this service, this is all you need to do:

- Complete PS Form 1093.
- Submit the form at any Post Office retail service counter.
- Fee: based on facility location and size of box.

Caller Service PS Form 1093

Use this service if you regularly receive more mail than the largest box in your Post Office will hold. You can pick up mail at a Post Office retail service counter or loading dock when the office is open.

This is all you need to do:

- Complete PS Form 1093.
- Submit it at any Post Office retail service counter.

Stamp Collecting

The United States Postal Service® provides services and products to stamp collectors from all over the world.

To find out more about stamp collecting, pick up *The Postal Service Guide to U.S. Stamps*. It illustrates hundreds of old and new stamps available for purchase, and its information is valuable to experienced stamp collectors and beginners.

Here are some features of the guide:

- Updated annually.
- Available at most Post Offices.
- Fee: \$19.95.

Free catalogs of current stamp issues are available by calling 800-STAMP24 (800-782-6724).

Certificate of Mailing
Description Fee* Original certificate of mailing for listed pieces of all classes of ordinary mail
Three or more pieces individually listed in a firm mailing book or an approved customer-provided manifest (per piece)
Each additional copy of original certificate of mailing or original mailing receipt for Registered Mail, insured, Certified, and COD mail (each copy)1.10
Certified Mail
Description Fee*
Requested at the time of mailing — provides proof of mailing and electronic verification of delivery\$2.70
Delivery Confirmation
Service Fee*
Used in conjunction with First-Class Mail service
(for parcels only) Electronic \$0.18
Retail
Used in conjunction with Priority Mail service
Electronic \$0.00
Retail
Used in conjunction with Regular and Nonprofit Standard Mail Parcels Electronic\$0.18
Used in conjunction with Parcel Select® service
(for parcels ony)
Electronic \$0.00
Used in conjunction with Parcel Post service, Bound Printed Matter, Library Mail, and Media Mail (for parcels only)
Electronic \$0.18
Retail
Signature Confirmation
Service Fee*
Electronic\$1.80
Retail

^{*} Fee is in addition to postage.

Return Receipt	
Description	Fee*
Original signature	
Copy of signature (electronic)	1.00
Requested after mailing	4.35
Return Receipt for Merchandise	
Description	Fee*
Requested at time of mailing	
Delivery record	4.00
Express Mail Insurance (For the amount of merchandise insurance	ce liability)
Merchandise Insurance Coverage Desired	Fee*
\$0.01 to \$100	
200.01 to 500	
500.01 to 5,000	
\$1.35 for each \$500 or fraction thereof over \$500 in	coverage
Document Reconstruction Coverage (maximum liability \$100) \$0.00 to \$100	0.00
 \$500 for Express Mail insurance purchased online or at \$5,000 for Express Mail insurance purchased at a Pos retail service counter 	
Insured Mail	
Merchandise Insurance Coverage Desired	Fee*
\$0.01 to \$50	
50.01 to 100	
200.01 to 300	
300.01 to 5,000	4.60 plus
\$0.95 for each \$100 or fraction thereof over \$300 in	coverage
Maximum liability for merchandise:	4.00
 \$500 for Express Mail insurance purchased online or at \$5,000 for Express Mail insurance purchased at a Pos retail service counter 	
Bulk Insurance Coverage Desired	Fee*
\$0.01 to \$50\$0.90	
50.01 to 100	
100.01 to 200	
200.01 to 300	
\$0.95 for each \$100 or fraction thereof over \$300 in	
Maximum liability for insured mail: \$5,000	

^{*} Fee is in addition to postage.

Registered Mail Declared Value

\$0.01	to \$100 (with insurance)	10.80
100.01	to 500	12.10
500.01	to 1,000	13.30
1,000.01	to 2,000	14.50
2,000.01	to 3,000	15.70
3,000.01	to 4,000	16.90
4,000.01	to 5,000	18.10
5,000.01	to 6,000	19.30
6,000.01	to 7,000	20.50
7,000.01	to 8,000	21.70
8,000.01	to 9,000	22.90
9,000.01	to 10,000	24.10
10,000.01	to 11,000	25.30
11,000.01	to 12,000	26.50
12,000.01	to 13,000	27.70
13,000.01	to 14,000	28.90
14,000.01	to 15,000	30.10
15,000.01	to 16,000	31.30
16,000.01	to 17,000	32.50
17,000.01	to 18,000	33.70
18,000.01	to 19,000	34.90
	to 20,000	
20,000.01	to 21,000	37.30
21,000.01	to 22,000	38.50
22,000.01	to 23,000	39.70
23,000.01	to 24,000	40.90
	to 25,000	
25,000.01	to 15 million42.1	0 plus
	\$1.20 per additional \$1,000 or fraction thereof or	f value
Over \$15	million\$18,012.1	
	amount determined by the Postal S	
	based on weight, space, and	l value
For internation	nal fees, see the IMM.	

\$0.00 (insurance not included)......\$10.00

For international fees, see the IMM.

Restricted Delivery

Restricted Delivery	
Description	Fee*
Requested at the time of mailing - permits the mailer	
to direct delivery only to the addressee or addressee's	
authorized agent	\$4.30

^{*} Fee is in addition to postage.

Post Office Boxes

Fee	Box size and fee per semiannual (6-month) period				Caller	
Group	1	2	3	4	5	Service ¹
1	\$43	\$66	\$120	\$247	\$398	\$644
2	36	56	95	187	333	562
3	29	47	85	153	255	495
4	21	35	53	104	200	487
5	19	27	49	90	151	476
6	13	21	36	63	112	425
7	10	16	29	49	87	379
E ²	0	0	0	0	0	0

¹ Annual call number reservation fee: \$39.

² A customer ineligible for carrier delivery may obtain one Post Office box at the Group E fee, subject to administrative decisions regarding the customer's proximity to Post Office. See DMM 508.

[•] Key duplication or replacement (after first two keys), each: \$6.

[•] Post Office box lock replacement, each: \$14.

^{*} Fee is in addition to postage.

Stamps Everywhere



Wherever you find this symbol, you'll find stamps.

Expanding customer access to our products and services is an important part of the Postal Service's transformation efforts. We're working hard to continue providing affordable, universal service — when and where you need it.

This publication is brought to you by the Postal Service's office of Value Added and Special Services.



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