

# A Customer's Guide to Mailing

JANUARY 2012





# Price List

Notice 123

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Postal Explorer® [pe.usps.com](http://pe.usps.com)

### First-Class Mail—Retail Single Piece

Weight Not Over (ounces)	Letters <sup>1</sup>	Flats <sup>2</sup>	Parcels <sup>3</sup>
1	\$	\$	\$
2	\$	\$	\$
3	\$	\$	\$
3.5 <sup>4</sup>	\$	--	--
4	--	\$	\$
5	--	\$	\$
6	--	\$	\$
7	--	\$	\$
8	--	\$	\$
9	--	\$	\$
10	--	\$	\$
11	--	\$	\$
12	--	\$	\$
13	--	\$	\$
Postcard <sup>5</sup>		\$	
Nonmachinable Surcharge (Letters Only)		\$	

- Letters that meet one or more of the nonmachinable characteristics in DMM 101.1.2 are subject to the nonmachinable surcharge.
- Large envelope-sized pieces that are rigid, nonrectangular, or not uniformly thick pay package prices.
- For keys and identification devices, add \$. If more than 13 ounces, see Priority Mail (footnote #5) on page 3.
- For weights over 3.5 ounces, see large envelope (flat) prices.
- The card price applies to each single or double postcard-sized mailpiece when originally mailed; reply half of double postcard must be designed for reply mail purposes only.

See page 58 for postcard, letter, large envelope, and package dimensions.

## Price List

Notice 123, Price List, contains domestic and international prices, and fees in a concise and accessible manner. For current prices, see the Notice 123, Price List on the Postal Explorer at [pe.usps.com](http://pe.usps.com).

**Welcome**



This guide will explain your options for mailing and help you choose the services that are best for you.



For more than 235 years our goal has been to serve all customers, and we will continue to connect people at home and abroad for generations to come.

# Welcome to the U.S. Postal Service

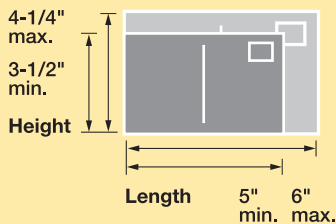


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# What Are You Mailing?

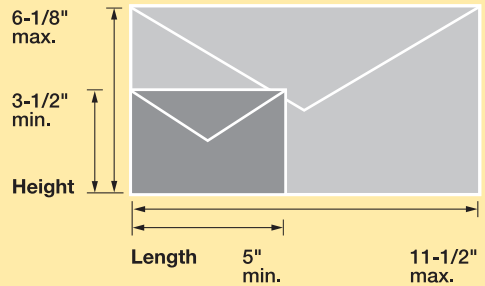
## Domestic

### Postcards



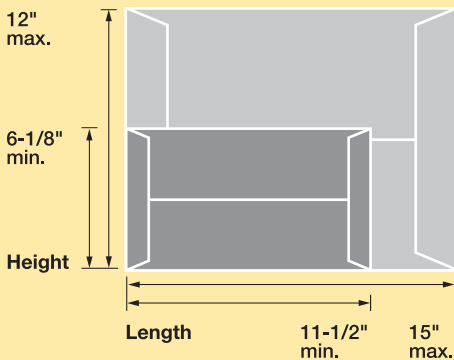
Maximum thickness 0.016 inch

### Letters



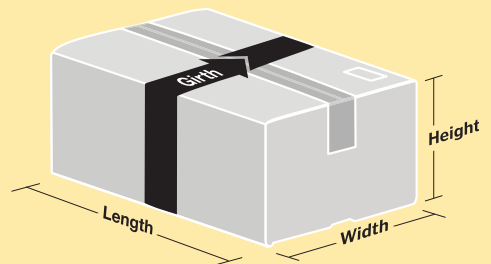
Maximum thickness 1/4 inch

### Large Envelopes



Maximum thickness 3/4 inch

### Packages

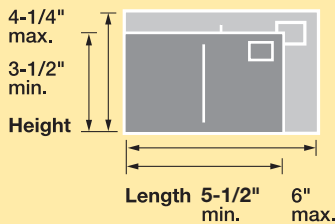


Maximum length plus girth 108 inches  
(130 inches for Parcel Post)

Knowing the **shape** of your mail determines the price you will pay.

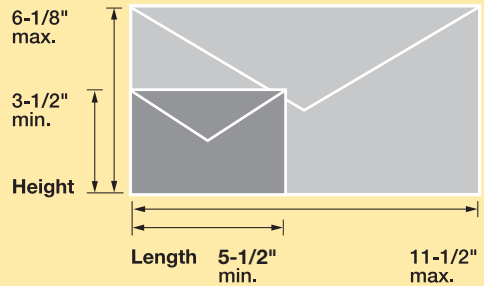
## International

### Postcards



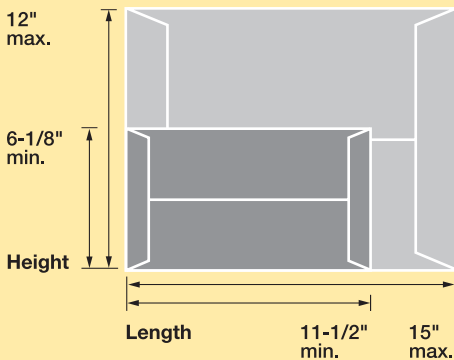
Maximum thickness 0.016 inch

### Letters



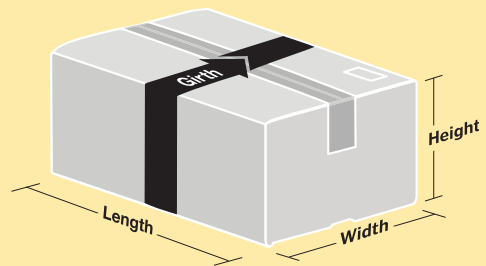
Maximum thickness 1/4 inch

### Large Envelopes



Maximum thickness 3/4 inch

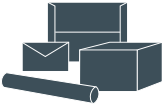
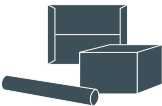



### Packages



Maximum dimensions vary by Country

# Choosing a Service for Mailing

Shape + Speed + Cost = Service

 <p><b>70lbs or less</b></p>	<p><b>1–2 days</b> money-back guarantee</p>	<p><b>\$\$\$</b> based on weight, and distance</p>	<p><b>Express Mail</b></p>
 <p><b>70lbs or less</b></p>	<p><b>1–3 days</b> on average</p>	<p><b>\$\$</b> based on weight, shape, and distance</p>	<p><b>Priority Mail</b></p>
 <p><b>13oz or less</b> <b>3.5oz or less</b></p>	<p><b>1–3 days</b></p>	<p><b>\$</b> based on weight and shape</p>	<p><b>First-Class Mail</b></p>
 <p><b>70lbs or less</b></p>	<p><b>2–8 days*</b></p>	<p><b>\$</b> based on weight, shape, and distance</p>	<p><b>Parcel Post**</b></p>
 <p><b>70lbs or less</b></p>	<p><b>2–8 days*</b></p>	<p><b>\$</b> based on weight</p>	<p><b>Media Mail**</b></p>

\* Except off shore locations

\*\* Not available for international shipping



## Several mailing services are available to fit your needs.

### **Express Mail®**

Letters, large or thick envelopes, tubes, and packages containing mailable items can be sent using Express Mail. This money-back guaranteed service includes tracking and insurance up to \$100. Additional insurance up to \$5,000 may be purchased for merchandise. Sunday and holiday delivery is available to many destinations for an additional fee. Express Mail envelopes and boxes are available at the Post Office, and can be ordered online at [www.usps.com/shop](http://www.usps.com/shop).

### **Priority Mail®**

Large or thick envelopes, tubes, and packages containing mailable items can be sent using Priority Mail. This service is typically used to send documents, gifts, and merchandise. Priority Mail envelopes and boxes are available at many Post Offices and can be ordered from [www.usps.com/shop](http://www.usps.com/shop).

### **First-Class Mail®**

Postcards, letters, large envelopes, and small packages can be sent using First-Class Mail. This service is typically used for personal and business correspondence and bills.

### **Parcel Post®**

Small and large packages, thick envelopes, and tubes containing gifts and merchandise can be sent domestically using Parcel Post.

### **Media Mail™**

Small and large packages and thick envelopes can be sent domestically using Media Mail. Contents are limited to books, manuscripts, sound recordings, and certain other educational materials. Informally called “Book Rate”, Media Mail cannot contain advertising, except eligible books may contain incidental announcements of books.



**Speed** depends on distance. Mail takes longer to travel across the country than to travel across town.

**Flat Rate Packaging** is available in many convenient sizes for Express Mail and Priority Mail, and can be used for domestic and international mailings. Flat Rate shipping lets you send your items for a low Flat Rate price.

See the Flat Rate Quick Reference section for additional details, and international weight restrictions and options.

**Calculate Postage** for the shape, weight, and destination of your mail at [pe.usps.com](http://pe.usps.com).

# Adding Extra Services

	Proof of mailing	Protection in transit	Confirmation at delivery
<b>Express Mail</b>	Receipt provided at time of mailing	Insured Mail (\$100 coverage included, more can be added)	Date and time of delivery provided Signature of recipient available upon request
<b>Priority Mail</b>	Certificate of Mailing	Insured Mail Registered Mail	Certified Mail Delivery Confirmation Signature Confirmation Registered Mail
<b>First-Class Mail</b>	Certificate of Mailing	Insured Mail Registered Mail	Certified Mail Delivery Confirmation* Signature Confirmation* Registered Mail
<b>Parcel Post Media Mail</b>	Certificate of Mailing	Insured Mail	Delivery Confirmation* Signature Confirmation*

→ Forms and labels for extra services are available in your Post Office lobby or from your rural letter carrier.

→ Most extra services provide proof of mailing.



*\*for packages only*

# Extra services can provide additional protection and peace of mind.

## Certificate of Mailing

Provides evidence of mailing.

## Certified Mail™



Provides proof of mailing at time of mailing and the date and time of delivery or attempted delivery.  

Return Receipt can be added to confirm delivery.  



## Insured Mail

Provides coverage against loss or damage up to \$5,000.

*Fee based on value of item.*

For items insured for more than \$200, Return Receipt can be added to confirm delivery.  

## Registered Mail™

Provides maximum security. Includes proof of mailing at time of mailing and the date and time of delivery or attempted delivery. Insurance can be added up to \$25,000. *Fee based on value of item.*  




Return Receipt can be added to confirm delivery.  

## Delivery Confirmation™

Provides the date and time of delivery or attempted delivery.

Free when you print Priority Mail postage from [www.usps.com](http://www.usps.com).  


## Signature Confirmation™


Provides the date and time of delivery or attempted delivery and the name of the person who signed for the item. You can request a printed copy of the signature. A lower price is available when you print Priority Mail postage from [www.usps.com](http://www.usps.com).   


## Adult Signature

Requires the signature of someone 21 years of age or older at the recipient's address.

## Delivery information is available:

 by printed copy

 at [www.usps.com](http://www.usps.com)

 by calling 1-800-222-1811



## Most indemnity claims for

Insured, Registered Mail, or Express Mail can be filed at any Post Office or online. For more information go to your local Post Office or visit [www.usps.com](http://www.usps.com).

**Return Receipt** provides a postcard or electronic notification with the date of delivery and recipient signature.

**Restricted Delivery** confirms that only a specified person, or authorized agent, will receive a piece of mail. This service is available only if you also purchase Certified Mail, Insured Mail (over \$200), or Registered Mail.

Many of these extra services are available for international mail.

Prices and fees can be found in the Notice 123 *Price List* on Postal Explorer at [pe.usps.com](http://pe.usps.com).

# Examples of Smart Choices

These examples show how mailing services can be combined to meet your needs.

## Example 1: Sending a Valuable Item

Jane's niece is getting married next month, and Jane wants to send a piece of heirloom jewelry to the bride. The jewelry has a lot of sentimental value, so Jane wants to be sure that it will arrive safely. Jane identifies three possible options:

\$\$\$

### Option A Express Mail

Express Mail automatically includes insurance up to \$100 and guarantees delivery to Jane's niece in 1 to 2 days. Additional insurance may be purchased. Jane will also receive a mailing receipt and confirmation that the package has been delivered and, if requested, has been signed for by her niece.

\$\$

### Option B First-Class Mail Package with Registered Mail

First-Class Mail offers delivery at a low cost and can be combined with Registered Mail, a service that provides the highest level of mail security during transit. Insurance can be purchased for items up to \$25,000 in material, but not sentimental, value.

\$

### Option C First-Class Mail Package with Insurance

First-Class Mail offers delivery at a low cost and can be combined with insurance for up to \$5,000. Insured mail will cover the jewelry's material value should the piece get lost or damaged, but it cannot cover its sentimental value.

## Jane's Decision

Jane decides that speed is less of a priority than security. Jane chooses First-Class Mail, and, because the jewelry has greater sentimental than monetary value, she decides to add Registered Mail service so she can feel confident that her heirloom will be as secure as possible during transit.



## Example 2: Sending an Important Document

Maria recently sold her car and needs to transfer the title to the new owner. Maria wants to be certain that the new owner gets the title to complete the sale. Maria considers these options:

### Option A Express Mail

\$\$\$

Express Mail will arrive at many locations the day after it is mailed. Express Mail also provides Maria with proof that she mailed the title, the ability to track it online or by phone, and notification that it was delivered. Maria can also request a copy of the recipient's signature.

### Option B Priority Mail with Confirmation Service

\$\$

Priority Mail will get the title to its destination in 1-3 days. Maria could add Delivery Confirmation, which lets her obtain delivery information online or by phone. If Maria uses Signature Confirmation she gets the same delivery information, plus she can request a copy of the recipient's signature.

### Option C First-Class Mail with Certified Mail and Return Receipt

\$

First-Class Mail will get the title to its destination in 1 to 3 days. Certified Mail with Return Receipt will give Maria proof that she mailed the title and will return a card to her with the date the title was delivered and the signature of the person who received it.

## Maria's Decision

Maria wants a copy of the signature returned to her to prove that the title was delivered, and she wants to get the lowest price she can. Maria decides that First-Class Mail with Certified Mail and Return Receipt is the best option.

# Addressing Your Mail

The accuracy of the address affects the speed and handling of your mail.

## Return Address

Print or type your address in the upper left corner on the *front* of the envelope.

## Extra Services

Place labels for extra services above the delivery address and to the right of the return address, or to the left of the postage.

## Postage

Use stamps, a postage meter, or a PC Postage system to affix the correct amount. You can calculate postage online at [pe.usps.com](http://pe.usps.com).

## Recipient Name

## Name of Organization

## Street Address

Use a Post Office box or street address, but not both. If the address also has a directional (for instance, NW for Northwest), be sure to use it. There may be more than one Main Street.

## Apartment or Suite Number

The correct apartment or suite number helps to ensure delivery to the right location.

## City, State, and ZIP Code

To find the correct spelling of a city name or to find a ZIP Code, visit [www.usps.com](http://www.usps.com) or call 1-800-ASK-USPS. Using the correct ZIP Code helps to direct your mail more efficiently and accurately.



## Abbreviations

## Envelopes

**Letters, bills, greeting cards, and other documents** can be sent in standard white, manila, or recycled paper envelopes. Items needing extra protection can be sent in bubble-lined, padded paper, or waterproof envelopes. These envelopes, along with stationery and prepaid First-Class Mail postcards and envelopes, can be purchased at the Post Office.

**Express Mail and Priority Mail envelopes** are available at your Post Office or visit [www.usps.com/shop](http://www.usps.com/shop) for items sent using either of these services. You must use the USPS-produced address label for Express Mail.

### Online Shipping Labels

Express Mail and Priority Mail postage prices are lower when you pay for and print your postage online using Click-N-Ship. Delivery Confirmation is provided free for all domestic Priority Mail sent with Click-N-Ship postage. Most international postage may be purchased online for Global Express Guaranteed, Express Mail International, and Priority Mail International. You will save on International shipments when printing and paying for postage using Click-N-Ship. You can arrange for free Carrier Pickup online. Learn more about Click-N-Ship at [www.usps.com](http://www.usps.com).

## Addressing

### Placement

Print the delivery and return addresses on the same side of your envelope or card. The addresses should be written parallel to the longest side.

### Legible

Type or print clearly with a pen or permanent marker so the address is legible from an arm's length away. Do not use commas or periods.

### Return Address

A return address is required on most mail.

### Express Mail®

For Express Mail, you must use a USPS-produced address label provided by the Post Office.

### Military Mail

Military addresses must show the full name with middle name or initial and the PSC number, unit number, or ship name. Replace the city name with APO, FPO or DPO, and the state with AA, AE, or AP, and use a special ZIP Code.

AL	Alabama
AK	Alaska
AS	American Samoa
AZ	Arizona
AR	Arkansas
CA	California
CO	Colorado
CT	Connecticut
DE	Delaware
DC	District of Columbia
FL	Florida
GA	Georgia
GU	Guam
HI	Hawaii
ID	Idaho
IL	Illinois
IN	Indiana
IA	Iowa
KS	Kansas
KY	Kentucky
LA	Louisiana
ME	Maine
MD	Maryland
MA	Massachusetts
MI	Michigan
MN	Minnesota
MS	Mississippi
MO	Missouri
MT	Montana
NE	Nebraska
NV	Nevada
NH	New Hampshire
NJ	New Jersey
NM	New Mexico
NY	New York
NC	North Carolina
ND	North Dakota
OH	Ohio
OK	Oklahoma
OR	Oregon
PA	Pennsylvania
PR	Puerto Rico
RI	Rhode Island
SC	South Carolina
SD	South Dakota
TN	Tennessee
TX	Texas
UT	Utah
VT	Vermont
VI	Virgin Islands
VA	Virginia
WA	Washington
WV	West Virginia
WI	Wisconsin
WY	Wyoming

# Preparing Packages

Careful preparation of your package helps to ensure safe delivery.

## The Box

Choose a box with enough room for cushioning material around the contents. Sturdy paperboard or corrugated fiberboard boxes are best for weights up to 10 pounds. If you are reusing a box, totally remove or obliterate all previous labels and markings with heavy black marker.

### Where to Find Boxes

You can purchase boxes and tubes of various sizes at most Post Offices. Express Mail and Priority Mail boxes are available free at the Post Office for items sent using either of these services. While you are not required to use the free packaging for these services, you must use the USPS-produced address label provided by the Post Office for Express Mail. To order Express Mail or Priority Mail boxes at no extra charge, call 1-800-222-1811 or visit [www.usps.com](http://www.usps.com) and click on Shop.

## Cushioning

Place the cushioning all around your item or items. You can use newspaper, “foam peanuts,” or shredded paper. Close and shake the box to see if you have enough cushioning. If you hear items shifting, add more cushioning.

Placing an extra address label with the delivery and return addresses inside the package will ensure that the item can be delivered in case the outside label becomes damaged or falls off.

### Mailing Fragile Items

Use foamed plastic or padding to protect your items, placing the cushioning inside hollow items as well. Mark the package “Fragile” or mark “Perishable” on packages that contain food or other items that can spoil. Careful packaging is the best way to safeguard your valuable items against damage.

### Mailing Heavy Items

If you are mailing a very heavy or very dense item, start with a sturdy box, pack the contents securely with a strong material for bracing to prevent shifting, and tape all the edges with reinforced tape. Packages heavier than 70 pounds cannot be mailed.

## Sealing

Tape the opening of your box and reinforce all seams with 2-inch-wide tape. Use clear or brown packaging tape, reinforced packing tape, or paper tape. Do not use cord, string, twine, masking or cellophane tape.

Place a strip of clear packaging tape over your label to prevent the address from smearing.



### Return Address

Print or type your address in the upper left corner on the same side of the package as the delivery address.

### Extra Services

Place labels for extra services above the delivery address and to the right of the return address, or to the left of the delivery address.

### Postage

Use stamps, a postage meter, or a PC Postage system to affix the correct amount. You can calculate and purchase postage online at [www.usps.com](http://www.usps.com).



### Delivery Address

Print or type the delivery address parallel to the longest side of the package. Type or print clearly with a pen so that your address is legible from an arm's length away. Do not use commas or periods.

### Confirmation Services

Labels for Delivery Confirmation or Signature Confirmation are placed to the left of or above the address label.

### City, State, and ZIP Code

To find the correct spelling of a city name and state abbreviation or to find a ZIP Code, visit [www.usps.com](http://www.usps.com) or call 1-800-ASK-USPS. Using the correct ZIP Code helps direct your mail more efficiently and accurately.

### Drop Off

If your mail item weighs 13 ounces or less, and you have affixed correct postage, you can drop it into a blue collection box. If your item weighs more than 13 ounces, and you have affixed postage stamps, you must take it to an employee at the retail counter of a Post Office.

# Tips and Tools for Measuring

Use these rulers and guide boxes to measure **letters** and **large envelopes**.



maximum thickness for  
Letters 1/4" thick



maximum thickness for  
Large Envelopes 3/4" thick

maximum size for Postcards  
6" long x 4-1/4" high

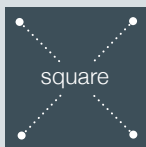
minimum size for  
Postcards and Letters  
5" long x 3-1/2" high

Once a piece of mail exceeds the maximum length, height, or thickness of one shape, it automatically gets classified as the next largest shape.

maximum size for Letters  
11-1/2" long x 6-1/8" high  
Large Envelopes exceed one of the  
letter size maximum dimensions.

### Unusual Shapes and Sizes

Sometimes a piece of mail requires additional postage because it is a certain shape or size that is difficult to process on mail sorting machines. To make sure you're paying the correct postage, visit [pe.usps.com](https://pe.usps.com). These are examples of mail that could require additional postage:



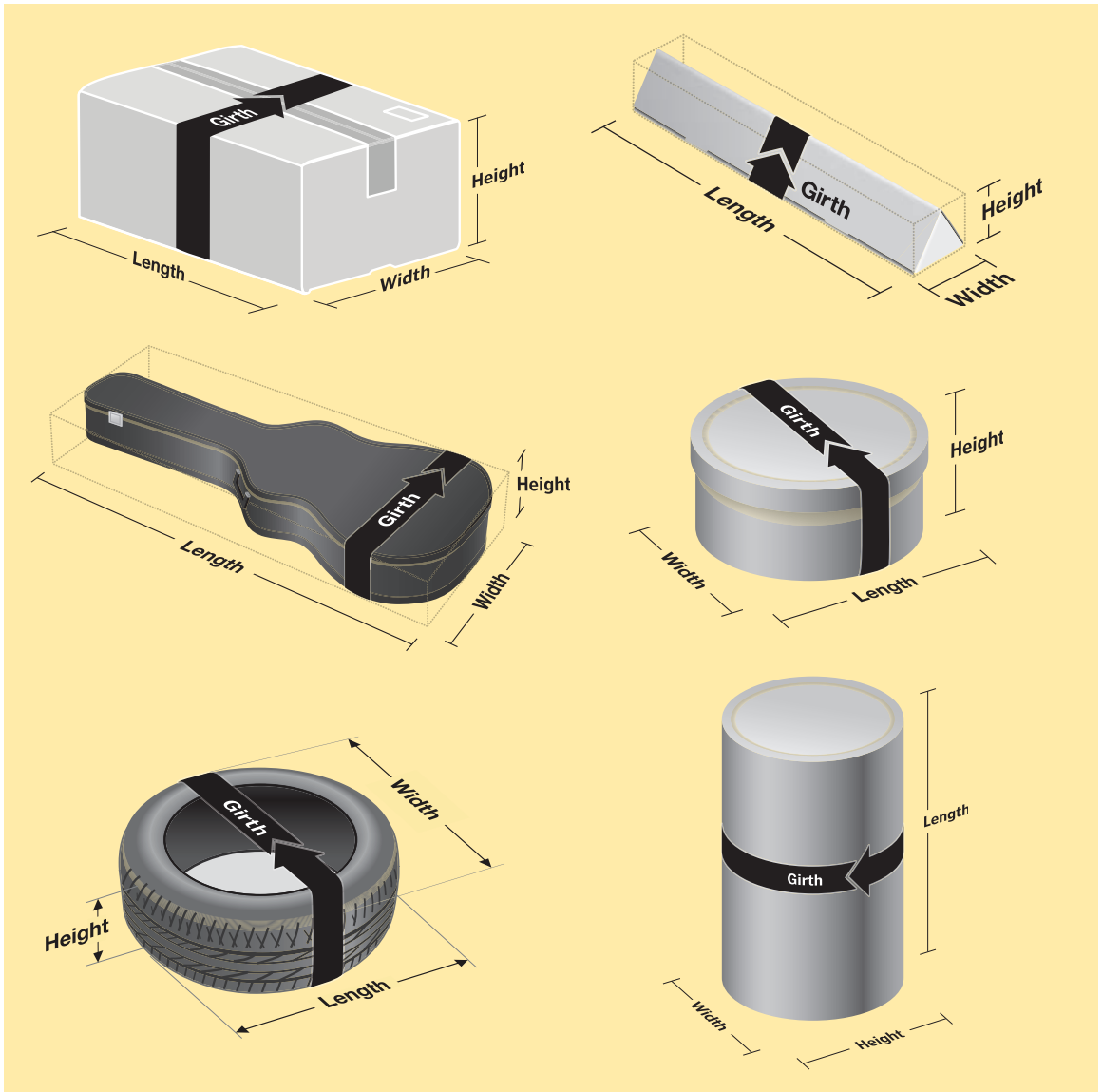
• Square envelopes



• Envelopes on which the address is written parallel to the shorter edge

# Tips and Tools for Measuring

Use these guides for measuring packages



# Flat Rate — Quick Reference

Available for Domestic and International

## **EXPRESS MAIL**

### **Flat Rate Envelope**

12-1/2" x 9-1/2"

### **Legal Flat Rate Envelope**

15" x 9-1/2"

### **Flat Rate Boxes**

#### **Top Loading (Domestic Use Only)**

11" x 8-1/2" x 5-1/2"—Inside

11-1/4" x 8-3/4" x 6"—Outside

#### **Side-Loading**

13-5/8" x 11-7/8" x 3-3/8"—Inside

14" x 12" x 3-1/2"—Outside

## **PRIORITY MAIL**

### **Flat Rate Envelope**

12-1/2" x 9-1/2"

### **Legal Flat Rate Envelope**

15" x 9-1/2"

### **Padded Flat Rate Envelope**

12-1/2" x 9-1/2"

### **Gift Card Flat Rate Envelope**

10" x 7"

### **Small Flat Rate Envelope**

10" x 6"

### **Window Flat Rate Envelope**

10" x 5"

### **Small Flat Rate Box**

8-5/8" x 5-3/8" x 1-5/8"—Inside

8-11/16" x 5-7/16" x 1-3/4"—Outside

### **Medium Flat Rate Boxes**

#### **Top Loading**

11" x 8-1/2" x 5-1/2"—Inside

11-1/4" x 8-3/4" x 6"—Outside

#### **Side-Loading**

13-5/8" x 11-7/8" x 3-3/8"— Inside

14" x 12" x 3-1/2"—Outside

### **Large Flat Rate Box**

12" x 12" x 5-1/2"—Inside

12-1/4" x 12-1/4" x 6"—Outside

## **APO/FPO/DPO**

### **Large Flat Rate Box**

12" x 12" x 5-1/2"—Inside

12-1/4" x 12-1/4" x 6"—Outside

### **Board Game Large Flat Rate Box**

23-11/16" x 11-3/4" x 3"—Inside

24-1/16" x 11-7/8" x 3-1/8"—Outside

### **Large Video Box** (Flat Rate pricing for international only)

9-1/4" x 6-1/4" x 2"—Inside

9-9/16" x 6-7/16" x 2-3/16"—Outside

### **DVD Box** (Flat Rate pricing for international only)

7-9/16" x 5-7/16" x 5/8"—Inside

8-3/4" x 5-9/16" x 7/8"—Outside

*Note:* Flat Rate prices are available when material is sent in a USPS-produced Flat Rate Envelope or Box. When sealing a Flat Rate Box or Flat Rate Envelope, the container flaps must be able to close within the normal folds. Tape may be applied to the flaps and seams to reinforce the container; provided the design of the container is not enlarged by opening the sides and the container is not reconstructed in any way.

Weight restrictions for domestic Express Mail and Priority Mail Flat Rate Envelopes and Boxes are 70 pounds.

You may order free packaging supplies at [usps.com/shop](https://usps.com/shop) and find out more information about Priority Mail at [prioritymail.com](https://prioritymail.com)

# Sending and Receiving Mail

Here are some useful mailing hints for senders and recipients.

## **Sending Mail**

You can send mail by:

- Dropping it into a blue collection box
- Leaving it in your home mailbox
- Scheduling a pickup
- Taking it to a Post Office

If your item weighs more than 13 ounces, and you have affixed postage stamps, you must take it to an employee at the retail counter of a Post Office.

## **Scheduling a Pickup**

Whether it's Carrier Pickup or time-specific Pickup On Demand, USPS pickup options make shipping your packages quick and convenient.

Carrier Pickup is the easy, convenient way to send qualifying packages. Just submit your request online at [www.usps.com/pickup](http://www.usps.com/pickup) and have your items ready before your carrier arrives. It's that simple!

Pickup On Demand allows you to schedule time-specific pickups within a 2-hour time frame. A letter carrier will make a special trip to your home or business for a fee, to pick up qualifying packages, including domestic and international Express Mail and Priority Mail, that have postage affixed. There is no additional charge for picking up multiple pieces of mail. Visit [www.usps.com/pickup](http://www.usps.com/pickup) or call 1-800-222-1811 for additional

information including qualifying packages or to schedule a pickup.

## **Holding Mail**

If you plan to be out of town on business or vacation, you may want to temporarily stop delivery of your mail. To have the Postal Service hold your mail up to 30 days, visit [www.usps.com](http://www.usps.com), call 1-800-ASK-USPS, or fill out a "Hold Mail" form at the Post Office. When you return, you can either pick up your mail from the Post Office or have it delivered to your home.

## **Change of Address and Mail Forwarding**

Before you move, get a copy of the *Mover's Guide* from your Post Office and return the completed form to your letter carrier or your Post Office. The *Mover's Guide* includes postcards to help you contact banks, utility companies, and magazine publishers with your new address. You can also save a trip to the Post Office by visiting [www.usps.com](http://www.usps.com) to change your address online for a small fee. Fast and easy—takes less than five minutes.

Notify your Post Office at least one month before you move to ensure uninterrupted mail service. Express Mail, Priority Mail, and First-Class Mail will be forwarded at no charge for one year. Magazines and newspapers will be forwarded for 60 days.

## **Premium Forwarding Service**

Going away for a while? Have all your mail sent to you at your temporary location.

Premium Forwarding Service is a domestic service that forwards ALL of your mail from your permanent address to a temporary address.

Your mail will be forwarded to you on a weekly basis for a minimum of two weeks up to one year. You do not miss important mail while you are away—all your mail reaches you. One flat fee for each weekly Priority Mail shipment plus an application fee.

If you are a snowbird, college student, executive, individual with an extended family care situation, or away on extended vacation, all are possible candidates for Premium Forwarding Service.

Never again miss a mail delivery when you're away from home. It is easy to enroll in Premium Forwarding Service. Visit [www.usps.com](http://www.usps.com) or your local Post Office to enroll.

## **Printing Postage**

There is no need to go to the Post Office. You will save by printing postage online at [usps.com](http://usps.com).



### Signing for Mail

Some pieces of mail require a signature from the recipient at the time of delivery. This includes items sent with Express Mail, Certified Mail, Collect on Delivery, Insured Mail (over \$200), Registered Mail, Return Receipt, Signature Confirmation, and Adult Signature.

#### *Recipient Responsibilities*

When you sign for a piece of mail, you acknowledge delivery. The Postal Service's liability ends when you sign for the mail. You may ask the letter carrier for the sender's name and address before you accept the mail. You may not open the mail, but you may look at it as long as the letter carrier is holding it before you choose to sign for it.

#### *Delivery If Recipient Is Not Home*

If no one is home when the letter carrier attempts delivery, the letter carrier will leave a notice and return the item to the Post Office. Check the notice for specific instructions or call 1-800-ASK-USPS to have the mail redelivered. If the sender has not asked for Restricted Delivery, the carrier may deliver the mail to anyone who receives mail at that address.

### Confirming Delivery

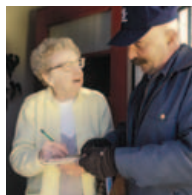
Visit [www.usps.com](http://www.usps.com) or call 1-800-222-1811 to get delivery information on Express Mail and mail with confirmation services. You will need the item number from your mailing receipt or label.

### Restricting Delivery

Restricted Delivery service ensures that only a specified person (or the person's authorized agent) will receive a piece of mail. Restricted Delivery is available only if you also purchase Certified Mail, Insured Mail (for more than \$200 coverage), Registered Mail, or Adult Signature Restricted.

### Filing a Claim

You can file a claim for compensation for loss or damage of Insured Mail, Registered Mail, and Express Mail. A claim form can be downloaded from [www.usps.com](http://www.usps.com) or picked up at any Post Office and mailed, along with the evidence of value, to Postal Service Accounting Services in St. Louis, MO. Visit [www.usps.com](http://www.usps.com) or contact your local Post Office for additional information on how to file a claim.



### Perishable Items

Some items require special packaging or special permission to be mailed. Call 1-800-ASK-USPS or visit your Post Office to find out how to mail these items:

- Live animals
- Fresh fruits and vegetables
- Plants

### Keep the Mail Safe: Hazardous and Restricted Materials

Some things cannot be mailed or can be mailed only in small quantities for safety and legal reasons. Some items have restrictions on how they can be mailed, including:

- Aerosol cans
- Firearms
- Tobacco and tobacco products
- Flammable materials
- Liquids and powders
- Lottery tickets
- Poisons

Some items, however, are not permitted in the mail, including:

- Alcoholic beverages
- Ammunition
- Drug paraphernalia
- Fireworks and other explosives

Call 1-800-ASK-USPS or visit your Post Office if you have questions about the item you want to mail.

# Other Products and Services

For more information about these services, visit [www.usps.com](http://www.usps.com), call 1-800-ASK-USPS, or stop by your Post Office.

## International Mail

You can mail postcards, letters, large envelopes, and packages from the United States to other countries. As with domestic mail, you can choose the best service based on speed, cost, and extra services. Customs forms are required on most international packages. To learn more about options for international mail and to calculate postage, visit [www.usps.com/international](http://www.usps.com/international) or call 1-800-ASK-USPS. Your Post Office can also help you send mail internationally.

## Military Mail

The Postal Service can deliver your letters and packages to more than 500 military Post Offices worldwide. Many services available for domestic mail are also available for military mail. There may be restrictions on the size, weight, or content of your mail. Visit the Domestic Price Calculator at [pe.usps.com](http://pe.usps.com).

## Money Orders

Money orders are a safe alternative to sending cash through the mail. A lost or stolen money order can be replaced. You can buy money orders at all Post Offices in amounts up to \$1,000 each.

## Passports

Some Post Offices offer passport application and renewal services. For more information about passport application forms and locations, call 1-800-ASK-USPS or visit <http://travel.state.gov>.

## Paying for Merchandise

For a small fee, you can send merchandise COD (Collect on Delivery) and have the Postal Service collect payment from the recipient and send it to you.

## PC Postage™

Enjoy the convenience of printing postage directly from your home or office using PC Postage products. Postal Service-approved providers offer hardware and software products that allow you to purchase and print postage using a computer and the internet. Learn more at [www.usps.com/business/online-postage.htm](http://www.usps.com/business/online-postage.htm)

## Post Office™ Boxes

A Post Office box is a great way to receive mail where and when it's most convenient for you. P.O. Box service is provided in 3-, 6-, or 12-month prepaid periods. You can rent a P.O. box online at [www.usps.com](http://www.usps.com) or at most Post Offices. Prices vary depending on the location of the Post Office and the P.O. box size.

## Stamp Collecting

If you are interested in stamp collecting or the *USA Philatelic* catalogue, visit [www.usps.com](http://www.usps.com) or call 1-800-STAMP24. Stamp products make great gifts.

*\*Not sure which Customs form to use? A convenient forms indicator can be found at [pe.usps.com](http://pe.usps.com).*



# Tips for Frequent Mailers and Small Businesses

## Postage Solutions

Postage meters and PC Postage products offer the convenience of postage when you need it from your home or office. Many PC Postage products include valuable features, such as software accounting of mailing expenses and integrated scales for exact postage calculations. Learn more at [www.usps.com/business/online-postage.htm](http://www.usps.com/business/online-postage.htm).

## Commercial Prices

If you have large volumes of mail and are willing to invest some time learning more about preparing and sorting mail, you might qualify for lower postage prices. To qualify for these prices, you must mail at least 200 newsletters, flyers, or ads or 500 or more postcards, letters, or invoices at a time. To learn more about whether commercial mail is right for your small business or organization, access Business Mail 101 at [pe.usps.com](http://pe.usps.com). To learn more about commercial prices for Express Mail, Priority Mail, and International Mail, visit [www.usps.com](http://www.usps.com).

## Pickup On Demand®

For a fee, the Post Office will pick up your postage-paid qualifying packages, including domestic and international Express Mail and Priority Mail, from your small business or organization within a scheduled 2-hour time frame. There is no additional charge for picking up multiple pieces of mail. Correct postage must be affixed to each piece prior to pickup. Call 1-800-222-1811 or visit <http://pickup.usps.com/pickup> for additional information including qualifying packages or to schedule a pickup.

## Carrier Pickup™

Carrier Pickup is the easy, convenient way to send qualifying packages. Carrier Pickup is available for Express Mail, Priority Mail, Global Express Guaranteed, Express Mail International, Priority Mail International, or Merchandise Return services. Just submit your request online at [www.usps.com/pickup](http://www.usps.com/pickup) and your letter carrier will pick up the packages during their normal delivery time. This service is free of charge, regardless of the number of packages you are sending. Whether it is a one-time event or multiple shipments, you can plan your pickup schedule up to three

months in the future. Visit [www.usps.com](http://www.usps.com) and click on "schedule a pickup" for additional information or to schedule a pickup now.



## Free Supplies

If you mail a lot of Express Mail or Priority Mail items, you can save trips to the Post Office by ordering packaging supplies, including envelopes and boxes, online at [www.usps.com/shop](http://www.usps.com/shop) or by calling 1-800-222-1811.

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This guide answers many questions about our products and services. If you have special mailing needs or questions not answered here, call 1-800-ASK-USPS or visit your Post Office.

**Where can I buy stamps?**

**Visit [www.usps.com](http://www.usps.com) or call 1-800-ASK-USPS if you need to:**

[www.usps.com](http://www.usps.com)

1-800-STAMP24

By mail

Supermarkets

Post Offices



Find ZIP Codes

Calculate domestic and international postage prices

Change your address

Track or confirm a delivery

Locate a Post Office and its hours

Put your mail on hold

Schedule a pickup

**Customer Concerns**

If you are happy or unhappy with our service, we would like to know. Give us the opportunity to serve you better by visiting [www.usps.com](http://www.usps.com), calling 1-800-ASK-USPS, or speaking to the Postmaster or manager at your local Post Office.

**Domestic Mail Manual 100 Series**

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