503 Extra and Additional Services

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1.0 Basic Standards for Extra Services

1.1 Description

[3-3-14] Extra services described in 2.0 through 14.0 provide optional services for mailpieces such as insurance coverage, restricted delivery, and evidence of mailing or delivery (including addressee signatures). Mailers can access delivery information for extra services under 1.9.

1.2 Fees and Postage

[3-3-14] Extra Service fees are charged per piece in addition to correct postage. See Notice 123—Price List.

1.3 Paying Fees and Postage

[3-3-14] Except for Registered Mail items returned under merchandise return service in 505.3.0, and official mail of federal government agencies collected under 703.7.0 (for Department of State, see 703.3.0), postage and extra service fees are paid at the time of mailing. Unless otherwise restricted by standards, extra service fees may be paid using precanceled stamps (except for Registered Mail and items with USPS Tracking or Signature Confirmation), ordinary postage stamps, metered or PC Postage indicia, or by permit imprint.

1.4 Matter Eligible for Extra Services

1.4.1 Eligible Matter

[3-3-14] One or more of the following extra or additional services may be added at the time of mailing, if the standards for the services are met and the applicable fees are paid, as follows:

Exhibit 1.4.1 Eligible Matter—Domestic Destinations

EXTRA SERVICE	ELIGIBLE MAIL CLASS	ADDITIONAL COMBINED SERVICES
Registered Mail (see 503.2.0 for additional standards)	**Priority Mail** **First-Class Mail** **First-Class Package Service**	**Collect on Delivery (COD)** **USPS Tracking** **Signature Confirmation** **Restricted Delivery** **Return Receipt**
Certified Mail (see 503.3.0 for additional standards)	**Priority Mail** **First-Class Mail** **First-Class Package Service**	**Return Receipt**[1] **Restricted Delivery**[1] **Adult Signature Required**[2] **Adult Signature Restricted Delivery**[2] 1. Not available with Adult Signature. 2. With Priority Mail only.
Insurance (see 503.4.0 for additional standards) **Note:** Priority Mail Express includes $100.00 of insurance and Priority Mail includes either $100.00 or $50.00 of insurance; see 503.4.0.	**Priority Mail Express** **Priority Mail** **Priority Mail-Critical Mail** **First-Class Mail** **First-Class Package Service** **Standard Post** **Bound Printed Matter** **Library Mail** **Media Mail** **Parcel Select** **Parcel Select Lightweight**[1] **Standard Mail** (parcels only)[1] 1. Bulk insurance only.	**USPS Tracking** **Signature Confirmation** **Special Handling** **Adult Signature Required** **Adult Signature Restricted Delivery** **Return Receipt for Merchandise**[1] **Restricted Delivery**[2] **Return Receipt**[2] **Parcel Airlift (PAL)** (see 703.2.0) 1. If insured for $200.00 or less. 2. If insured for over $200.00.
Certificate of Mailing (see 503.5.0 for additional standards) **Note:** Form 3817 or Form 3877 for individual pieces only; Form 3606 for identical weight mailings only.	**Priority Mail** **First-Class Mail** **First-Class Package Service** **Parcel Select**[1] **Parcel Select Lightweight**[1] **Standard Mail**[1] **Bound Printed Matter** **Library Mail** **Media Mail** 1. Form 3606 only.	**Special Handling** **Parcel Airlift (PAL)** (see 703.2.0)

EXTRA SERVICE	ELIGIBLE MAIL CLASS	ADDITIONAL COMBINED SERVICES
Return Receipt (see 503.6.0 for additional standards)	**Priority Mail Express** (Form 3811 only) **Priority Mail**[1] **First-Class Mail**[1] **First-Class Package Service**[1] **Standard Mail (parcels only)**[2] **Parcel Select**[3] **Parcel Select Lightweight**[2] **Standard Post**[3] **Bound Printed Matter**[3] **Library Mail**[3] **Media Mail**[3] 1. If purchased with Certified Mail, COD, insurance over $200.00 or Registered Mail. 2. If purchased with bulk insurance over $200.00. 3. If purchased with COD or insurance over $200.00.	**USPS Tracking** **Restricted Delivery** **Signature Confirmation** **Special Handling** **Adult Signature** **Parcel Airlift (PAL)** (see 703.2.0)
Restricted Delivery (see 503.8.0 for additional standards)	**Priority Mail**[1] **First-Class Mail** [1] **First-Class Package Service**[1] **Standard Mail** (parcels only)[2] **Standard Post** [3] **Parcel Select**[3] **Parcel Select Lightweight**[2] **Bound Printed Matter**[3] **Library Mail**[3] **Media Mail**[3] 1. If purchased with Certified Mail, COD, insurance over $200.00 or Registered Mail. 2. If purchased with bulk insurance over $200.00. 3. If purchased with COD or insurance over $200.00.	**USPS Tracking** **Signature Confirmation** **Special Handling** **Parcel Airlift (PAL)** (see 703.2.0)
Adult Signature Required **Adult Signature Restricted Delivery** (see 503.9.0 for additional standards)	**Priority Mail Express** **Priority Mail** **Priority Mail-Critical Mail** **Parcel Select Nonpresort**	**Certified Mail**[1] **Insurance** **Return Receipt**[2] **Hold For Pickup** (under 508.7.0) 1. With Priority Mail only. 2. With Priority Mail Express, Priority Mail and Critical Mail only (Form 3811).

EXTRA SERVICE	ELIGIBLE MAIL CLASS	ADDITIONAL COMBINED SERVICES
Return Receipt for Merchandise (see 503.10.0 for additional standards)	**Priority Mail** **Standard Mail** (machinable and irregular parcels only) **Parcel Select** **Standard Post** **Bound Printed Matter** **Library Mail** **Media Mail**	**USPS Tracking** **Insurance1** **Special Handling** **Parcel Airlift (PAL)** (see 703.2.0) 1. If insured for $200.00 or less.
USPS Tracking (see 503.11.0 for additional standards) **Note:** USPS Tracking may be provided at no additional charge when applicable standards are met.	**Priority Mail** [1] **Priority Mail-Critical Mail**[1] **First-Class Mail** (parcels only)[3] **First-Class Package Service**[1, 2] **Standard Post** [1] **Bound Printed Matter** **Library Mail** **Media Mail** **Standard Mail** (parcels only)[2] **Parcel Select** 1. Included at no additional charge. 2. Electronic option only. 3Included at no additional charge for electronic option.	**Insurance** **Collect on Delivery (COD)** **Registered Mail** **Restricted Delivery**[1] **Return Receipt**[1] **Return Receipt for Merchandise** **Special Handling** 1. If purchased with insurance over $200.00, COD or Registered Mail.
Signature Confirmation (see 503.12.0 for additional standards)	**Priority Mail** **Priority Mail-Critical Mail** **First-Class Mail** (parcels only)[1] **First-Class Package Service**[1] **Standard Post** **Parcel Select** **Bound Printed Matter** **Library Mail** **Media Mail** 1. Electronic option only.	**Collect on Delivery (COD)** **Insurance** **Registered Mail** **Restricted Delivery**[1] **Return Receipt**[1] (Form 3811) **Special Handling** 1. If purchased with insurance over $200.00, COD or Registered Mail.
Collect on Delivery (COD) (see 503.13.0 for additional standards)	**Priority Mail Express** (1-Day and 2-Day only) **Priority Mail** **First-Class Mail** **Standard Post** **Parcel Select** **Bound Printed Matter** **Library Mail** **Media Mail**	**USPS Tracking**[1] **Registered Mail** **Restricted Delivery** **Return Receipt** **Signature Confirmation**[1] **Special Handling** **Hold For Pickup** (under 508.7.0) 1. Not available for purchase with Priority Mail Express COD.

EXTRA SERVICE	ELIGIBLE MAIL CLASS	ADDITIONAL COMBINED SERVICES
Special Handling (see 503.14.0 for additional standards)	**Priority Mail** **First-Class Mail** **First-Class Package Service** **Standard Post** **Parcel Select** **Bound Printed Matter** **Library Mail** **Media Mail**	**Collect On Delivery (COD)** **USPS Tracking** **Insurance** **Return Receipt for Merchandise** **Signature Confirmation** **Parcel Airlift (PAL)** (under 703.2.0)

1.4.2 Offshore Domestic Destinations

[3-3-14] As provided for the classes of mail under 1.4.1, and unless otherwise restricted (see “Overseas Military/Diplomatic Mail” section of the Postal Bulletin), extra services are available for mail addressed to APO, FPO, and DPO destinations, and to ZIP Codes in U.S. territories, possessions, or Freely Associated States listed in 608.2.0 , as follows:

Exhibit 1.4.2 Eligible Matter—Offshore Domestic Destinations

EXTRA SERVICE	APO/FPO/DPO (See 703 for additional information.)	US TERRITORIES (See 608.2.0 for list of destinations and additional information.)	FREELY ASSOCIATED STATES (See 608.2.0 for list of destinations and additional information.)
Registered Mail (see 503.2.0)	**Limited[1]*** 1. Available only to select APO/FPO destinations. * Availability of electronic information regarding an event scan may be limited.	**Yes**	**Yes**
Certified Mail (see 503.3.0)	**Yes**	**Yes**	**Yes**
Insurance (see 503.4.0)	**Yes**	**Yes**	**Yes**
Certificate of Mailing (see 503.5.0)	**Yes** (Form 3811 or 3811-A by mail only.)	**Yes** (Form 3811 or 3811-A by mail only.)	**Yes** (Form 3811 or 3811-A by mail only.)
Adult Signature (see 503.9.0)	**Limited[1]** 1. Available to select APO/FPO destinations.	**Yes**	Excludes Palau, Marshall Islands, and the Federated States of Micronesia (ZIP Codes 96939-96944, 96960, 96970).

EXTRA SERVICE	APO/FPO/DPO (See 703 for additional information.)	US TERRITORIES (See 608.2.0 for list of destinations and additional information.)	FREELY ASSOCIATED STATES (See 608.2.0 for list of destinations and additional information.)
Return Receipt for Merchandise (see 503.10.0)	**Yes**	**Yes**	**Yes**
USPS Tracking (see 503.11.0)	**Limited*** * Availability of electronic information regarding an event scan may be limited.	**Yes**	Excludes Palau, Marshall Islands, and the Federated States of Micronesia (ZIP Codes 96939-96944, 96960, 96970). (**Note:** mailpiece may bear an IMpb (which includes imbedded USPS Tracking) if required by standard.
Signature Confirmation (see 503.12.0)	**Limited*** * Availability of electronic information regarding an event scan may be limited.	**Yes**	Excludes Palau, Marshall Islands, and the Federated States of Micronesia (ZIP Codes 96939-96944, 96960, 96970).
COD (see 503.13.0)	**No**	**Yes**	Excludes items sent to Marshall Islands and the Federated States of Micronesia.
Special Handling (see 503.14.0)	**Yes**	**Yes**	**Yes**

1.4.3 Domestic Returns

[3-3-14] Extra services for return mailpieces are available as follows:

Exhibit 1.4.3 Eligible Matter—Domestic Returns

RETURN SERVICE	ELIGIBLE EXTRA SERVICES (paid by permit holder)	ELIGIBLE EXTRA SERVICES (paid by permit holder or sender)
Merchandise Return Service1 (see 505.3.0 for additional standards)	**Registered Mail** **Insurance**[1] **USPS Tracking** **Return Receipt for Merchandise** **Special Handling** 1. Insurance may be combined with USPS Tracking or Special Handling or both.	**Registered Mail** **Insurance**[1] **USPS Tracking** **Return Receipt for Merchandise** **Special Handling** **Certificate of Mailing** 1. Insurance may be combined with USPS Tracking or Special Handling or both.
Priority Mail Return Service **First-Class Package Return Service Ground Return Service** (see 505.4.0 for additional standards)	**None**	**Insurance** (up to $200 at retail, purchased by sender only.)
Parcel Return Service (see 505.5.0 for additional standards)	**None**	**Certificate of Mailing**[1] 1. Individual pieces using Form 3817 or Form 3877 by sender only.

1.5 Mailing

1.5.1 Where to Mail

[3-3-14] Some extra services may be purchased online or mailpieces may be presented to a retail employee at a Post Office, station, or branch (including any authorized contractor). Except for Registered Mail (see 2.0), COD (see 13.0), and Adult Signature (see 9.2), items with postage and extra service fees affixed may be placed in, but not on, a Post Office maildrop, a street letterbox, or a rural mailbox, or may be given to the carrier (for that delivery address). A mailer may schedule a Pickup on Demand, or schedule a Package Pickup using *www.usps.com* for items bearing extra services (except for Registered Mail, COD and Adult Signature in certain circumstances); however a physical scan must be received from the USPS as evidence of acceptance (See 1.10 for obtaining mailing receipts for extra service items). Items with extra services bearing a permit imprint must be accepted at the Post Office that issued the permit, at a time and place designated by the Postmaster, except as provided for plant-verified drop shipments.

1.5.2 Presenting to Rural Carriers

[3-3-14] Mail with extra services may be presented to rural carriers for mailing. When Registered Mail, Insured Mail, Certificate of Mailing, Collect on Delivery (COD), and Adult Signature in certain circumstances, is desired, additional conditions under the standards for the extra service must be met. The USPS is not liable for any article or money left in a rural mailbox until the carrier issues a receipt.

1.6 Refunds

[3-3-14] See 604.9.0 for eligible refunds for extra service fees.

1.7 Forms and Labels

1.7.1 Retail Forms and Labels

[3-3-14] Mailers must use USPS-provided retail PS Forms or Labels (see forms at *http://pe.usps.gov/*) when purchasing extra services or privately printed form or labels or barcoded shipping labels under 1.7.2.

1.7.2 Privately Printed Forms or Labels

[3-3-14] If authorized, a mailer may use privately printed extra service forms and labels for domestic mail only, if the forms and labels are nearly identical in design elements and color to the USPS form, with an Intelligent Mail package barcode (IMpb) and human-readable numbers that meet USPS specifications in 708.5.0. Mailers must send samples to the National Customer Service and Support Center for certification. Customers affixing both a barcoded address label and a barcoded extra service label must ensure that the barcodes on both labels match. Mailers generating shipping labels bearing an IMpb must also affix the appropriate colored non-barcoded color-coded label for Registered Mail (under 2.1.2) or Certified Mail (under 3.2.1). For mailers printing their own barcodes, which requires sending electronic shipping services files, see 708.5.0.

1.7.3 Intelligent Mail Package Barcodes

[3-3-14] A correct Intelligent Mail package barcode (IMpb) is required on items for which extra services are paid.

1.7.4 Acceptance

[3-3-14] Customers must also meet the following requirements when presenting mail bearing an extra service IMpb for acceptance:

a. Presorted or permit imprint mailings containing pieces with extra services must be presented to a Post Office business mail entry unit (BMEU) or authorized detached mail unit (DMU).

b. Mailers who use the electronic option or print their own labels must submit a copy of their original Form 3152 with their first mailing. Mailers should keep the certification form on file. If requested by the USPS after the first mailing, the form must be presented within 24 hours. Mailers who wish to obtain an electronic entry scan must submit either Form 3152, or Form 5630, with each mailing to include the electronic file number associated with that mailing. The electronic file number on the form must be in either a barcode format (preferred) or written on the form. Mailers of single-piece price mail, with postage affixed using the electronic option price, are not required to submit Form 3152.

1.8 Obtaining Delivery Information and Delivery Records

[3-3-14] Delivery records for extra services are available as follows:

a. Information by article number can be retrieved at www.usps.com or by calling 1-800-222-1811. A proof of delivery letter (including addressee's signature, when applicable) may be provided by email.

b. Bulk proof of delivery (7.0) is available to mailers using privately printed labels. Customers receiving bulk proof of delivery obtain signature data in a signature extract file format.

c. Return receipt (Form 3811 or electronic option) may be purchased at the time of mailing, or Form 3811-A after mailing under 6.0.

1.9 Delivery

1.9.1 Basic Standards

[3-3-14] Delivery of mail with extra services that require an addressee's signature is subject to 508.1.0 and 508.2.0. Delivery of Registered Mail (under 2.0) and collect on delivery (COD) (under 13.0) are also subject to additional standards for delivery.

1.10 Receipts

[3-3-14] The mailer receives a USPS sales receipt and the postmarked (round-dated) extra service form for services purchased at retail channels. The mailer must provide the receipt when submitting an insurance claim or filing an inquiry. For articles mailed via PC Postage or other online services, the mailer may access a computer printout online that identifies the applicable extra service number, total postage paid, insurance fee amount, declared value, declared mailing date, origin ZIP Code, and delivery ZIP Code. For three or more pieces with extra services presented for mailing at one time, the mailer may use Form 3877 (firm sheet) or privately printed firm sheets in lieu of the receipt portion of the individual form. All entries made on firm sheets must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. Obliterate all unused portions of the addressee column with a diagonal line. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be approved by the local Postmaster. The mailer may omit columns from privately printed Form 3877 that are not applicable to extra service requested. If the mailer wants the firm sheets receipted by the USPS (postmarked), the mailer must present the books with the articles to be mailed at a Post Office. The sheets of the books become the mailer's receipts. For Registered Mail and COD, the mailer submits the forms in duplicate and receives one copy as a mailing receipt after the entries are verified by the postal employee accepting the mailing.

1.11 USPS Mailing Records

[3-3-14] Except for Registered Mail and COD items, the USPS keeps no mailing records for pieces bearing extra services.

2.0 Registered Mail

2.1 Basic Information

2.1.1 Description

[3-3-14] Registered Mail is the most secure service that the USPS offers. It incorporates a system of receipts to monitor the movement of the mail from the point of acceptance to delivery. Registered Mail provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. Customers can retrieve the delivery status as provided in 1.9. USPS maintains a record of delivery (which includes the recipient's signature) for two years. Customers may obtain a delivery record by purchasing a return receipt (6.0). Customers purchasing electronic return receipt service at the time of mailing may also receive bulk proof of delivery (7.0). Postal insurance is

included in the fee for articles with a value of at least $0.01 up to a maximum insured value of $25,000. Postal insurance is not available for articles with no value ($0.00). The fees for articles valued over $25,000 include insurance up to $25,000, and increasingly higher fees for handling costs. The face (address side) of a registered article must be at least 5 inches long and 3-1/2 inches high, regardless of thickness. Registration may not be obtained for the following item is:

a. Sent as business reply mail or in a business reply envelope

b. Addressed to a Post Office to which it cannot be transported safely.

c. Prepared improperly or packed inadequately to withstand normal handling (see 1.4).

d. Tied or fastened with one or more articles, unless enclosed in the same envelope or wrapper.

e. Presented for mailing in a padded envelope; envelope or mailer manufactured of spun-bonded olefin, such as Tyvek; plastic envelope or mailer; or envelope or mailer made of glossy-coated paper.

f. Critical Mail.

2.1.2 Label 200

[3-3-14] Registered Mail must bear the barcoded red Label 200 (see forms at *http://pe.usps.gov/*), or a non-barcoded red Label 200-N when a mailer-generated shipping label bearing an IMpb, under 708.5.0, is also affixed on the same mailpiece. Mailers must place the applicable label above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. If authorized, a mailer may use a privately printed Label 200 under the standards in 1.8).

2.1.3 Mailing

[3-3-14] Registration may be obtained by presenting mail to the following:

a. A retail employee at a Post Office, station, or branch (including any contractor-operated unit). A postmaster may require that an article of unusually high value be presented only at the main office or at designated stations and branches.

b. A rural carrier on a rural route. The article and sufficient cash for postage and required fees for mailing the article may be left in a rural mailbox. The carrier must hand any change to the sender or place it in an envelope and leave the envelope in the box on the carrier's next trip. Responsibility is not assumed for the article or cash until a receipt is issued. No responsibility is assumed for the change left in the box by the carrier.

c. A rural carrier at a nonpersonnel rural unit. The sender must meet the rural carrier to have mail registered.

2.2 Fees and Liability

2.2.1 Declaring Full Value

[3-3-14] The mailer must always declare the item's full value (see chart below) to the USPS (by stating it to the USPS clerk or entering it on the firm sheet if a firm mailer) when presenting it for registration and mailing. Private insurance carried on Registered Mail does not modify the requirements for declaring the full value. The accepting USPS employee may ask the mailer to show that the full value of the matter presented is declared, and may refuse to accept the matter as Registered Mail if a satisfactory declaration of value is not provided. Only articles of no value may be mailed as Registered Mail without insurance.

MAIL MATTER	VALUE TO BE DECLARED
Negotiable Instrument (instruments payable to bearer, including stock certificates endorsed in blank)	Market value (value based on value at time of mailing)
Nonnegotiable Instrument [registered bonds, warehouse receipts, checks, drafts, deeds, wills, abstracts, and similar documents (certificates of stock considered nonnegotiable so far as declaration of value is concerned unless endorsed in blank)]	No value or replacement cost if postal insurance coverage desired[1]
Money	Full value
Jewelry, Gems, Precious Metal	Market value or cost
Merchandise	Market value or cost
Nonvaluable (matter without intrinsic value such as letters, files, records)	No value or replacement cost if postal insurance coverage desired[1]

1. A mailer who does not know replacement costs should contact a person or firm familiar with such documents and determine replacement costs before mailing the articles.

2.2.2 Fees Paid by Permit Imprint

[3-3-14] When Registered Mail fees are paid by permit imprint, the exact amount of postage and fees paid must be shown within the permit imprint, except for pieces in a manifest mailing where only the registry fee must be shown.

2.2.3 Official Mail

[3-3-14] Official mail of authorized government agencies, if prepared under applicable standards in 703.7.0 for transmission of mail without prepayment of postage, may be sent by Registered Mail without prepayment of a registration fee.

2.2.4 Merchandise Return

[3-3-14] Matter registered with merchandise return service under 505.3.0 may be sent by Registered Mail without prepayment of postage and fees.

2.2.5 Indemnity

[3-3-14] Except for matter registered with merchandise return service, no indemnity is paid for any matter registered without prepayment of postage and fees. If a government agency wants indemnity coverage, both the applicable postage and registry fee must be paid in full with stamps or meter stamps.

2.3 Mailing

2.3.1 Addressing

[3-3-14] The mail must bear the complete names and addresses of both sender and addressee.

2.3.2 Opened Envelope

[3-3-14] Any envelope or package that appears to have been opened and resealed, or otherwise improperly prepared, may not be registered.

2.3.3 Sealing

[3-3-14] The mailer must securely seal envelopes. Paper or cellulose strips or wax or paper seals must not be placed over the intersections of flaps of letter-size envelopes where the postmark impressions are made. Packages must be sealed with mucilage or glue or with plain paper or cloth tape. Packages containing currency or securities may not be sealed exclusively by paper strips, but must first be sealed securely with mucilage or glue. Large envelopes (flats) that are completely sealed and that also have paper strips or paper tape across the intersections of the flaps may be considered packages for sealing requirements. To be used on Registered Mail, tape must visibly damage the envelope or wrapper if removed and must absorb the ink in a postmark impression. USPS employees are not permitted to help customers prepare or seal mail to be registered.

2.3.4 Fragile Item

[3-3-14] The mailer must tell the USPS employee whether the item is fragile and, if so, describe the interior packing. All articles presented for registration must be packed as specified in 601.3.0. The USPS may refuse packages not properly packed to withstand normal handling in the mail. Indemnity may be denied if articles are not properly packaged.

2.3.5 Window Envelope

[3-3-14] A window envelope must have a transparent panel covering the opening to be eligible for registry. If the panel is glued to the envelope, the envelope may contain only matter without intrinsic value. If the panel is part of the envelope, the envelope may be used for all Registered Mail.

2.4 Additional Standards for Delivery

2.4.1 Safe Delivery

[3-3-14] In addition to the basic standards for delivery under 1.9.1, the postmaster may require the addressee to call for Registered Mail at the Post Office, if delivery by carrier would not be safe.

2.4.2 Bad Condition

[3-3-14] If the addressee accepts a registered article in bad condition (repaired with sealing stamps or reenclosed in a new envelope or wrapper), the addressee must open it without disturbing the seal, in the delivering employee's presence. If anything is missing, the envelope or wrapper must be given to the employee after it is endorsed to show what was missing.

2.5 Inquiry on Uninsured Article

2.5.1 Who, When and How to File

[3-3-14] [1-26-14] The procedures in this section apply only to Registered Mail with no declared value. Only the mailer, or a merchandise return service permit holder, may file an inquiry for Registered Mail items with no declared value. The inquiry should be made after 15 days from the mailing date, either at *www.usps.com* by entering the article number or by calling 1-800-222-1811. See Publication 122 for additional information.

2.5.2 Duplicate Inquiry

[3-3-14] A duplicate inquiry may not be filed sooner than 30 days after the original inquiry.

3.0 Certified Mail

3.1 Basic Information

3.1.1 Description

Certified Mail service provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. Customers can retrieve the delivery status as provided in 1.9. Certified Mail is dispatched and handled in transit as ordinary mail. Except when Priority Mail pieces have included insurance coverage, no insurance coverage is provided when purchasing Certified Mail service. USPS maintains a record of delivery (which includes the addressee's, or their agent's, signature) for a two year period. Customers may obtain a delivery record by purchasing a return receipt (6.0). Customers purchasing an electronic return receipt at the time of mailing may also receive bulk proof of delivery (7.0).

3.2 Mailing

3.2.1 Form 3800

[3-3-14] [1-26-14] Certified Mail must bear the barcoded green label part of the Form 3800 (see forms at *http://pe.usps.gov/*), or a non-barcoded green Label 3800-N when a mailer-generated shipping label bearing an IMpb, under 708.5.0, is also affixed on the same mailpiece. Mailers must place the applicable label above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. A mailer of Certified Mail must:

a. On Form 3800, enter the name and complete address of the person or firm to whom the mail is addressed.

b. If a return receipt is requested, check the block on the mailing receipt to show the fee. Near the Certified Mail endorsement on the address side, add the endorsement "Return Receipt Requested." Enter the Certified Mail number on the return receipt card, address it to himself or herself, and attach it to the back of a small envelope or on the front of a package or large envelope, if the card does not cover the address. Enter the name and delivery address on the reverse of the return receipt to show where the receipt is to be sent. When a return receipt is requested, the sender's name and complete delivery address is

required on the mailpiece. The name and delivery address entered on the reverse of the return receipt do not have to match the sender's name and return address on the mailpiece.

c. Affix to the envelope enough postage to pay for the Certified Mail fee, the class of mail used, and any additional extra service fees when applicable.

d. If a postmarked sender's receipt is requested, attach the Certified Mail sticker to the address side of the article and present the article and the completed receipt to the USPS employee, who then round-dates the receipt to show when the article was accepted. If asked to do so, the USPS employee also shows on the receipt the time the article was accepted. Otherwise, attach the "Certified Mail" sticker to the address side of the article, detach the receipt, and mail the article. Mark the receipt to show the date.

e. If restricted delivery (see 8.0) of Certified Mail is requested, endorse the mail "Restricted Delivery." This service is available only for articles addressed to individuals by name.

4.0 Insured Mail

4.1 Insurance Coverage-Priority Mail Express

[3-3-14] Priority Mail Express is insured against loss, damage, or missing contents, subject to these standards:

a. Insurance coverage for Priority Mail Express Open & Distribute shipments ends on receipt at the destination postal facility and the content of each Priority Mail Express container is considered one mailpiece for indemnity coverage.

b. All Priority Mail Express signed for by the addressee (or agent) constitutes a valid delivery, and no indemnity for loss is paid. For Priority Mail Express items not requiring a signature, a delivered scan event constitutes a valid delivery, and no indemnity for loss is paid.

c. Merchandise insurance coverage is provided against loss, damage, or missing contents and limited to a maximum liability of $100.00. Additional insurance under 4.1.1 may be purchased up to a maximum coverage of $5,000.00. Nonnegotiable documents are insured against loss, damage, or missing contents, up to $100.00 per piece, subject to the maximum limit per occurrence as defined in 609.

d. Customers may file a claim online for insured Priority Mail Express at *www.usps.com/domestic-claims*. Additional terms of indemnity claims are in 609.

4.1.1 Additional Insurance-Priority Mail Express

[3-3-14] Additional insurance, up to a maximum coverage of $5,000.00, may be purchased for merchandise valued at more than $100.00 sent by Priority Mail Express. The insurance fee is entered in the block marked "Insurance" on the mailing label. If the label does not contain this block, the mailer uses the "COD" block by crossing out "COD," writing "INS" to the right, and entering the fee for the coverage. Coverage is limited to the actual value of the contents, regardless of the fee paid, or the highest insurance value increment for which the fee is fully paid, whichever is lower. When "signature required" service is not requested or when "waiver of signature" is requested, additional insurance is not available.

4.1.2 Fees for Priority Mail Express Insurance

The Priority Mail Express additional insurance fee is in addition to postage and other fees. See Notice 123—Price List.

4.2 Insurance Coverage — Priority Mail

[3-3-14] [1-26-14] Priority Mail pieces bearing an Intelligent Mail package barcode (IMpb) or USPS retail tracking barcode (see 4.3.4) are insured against loss, damage, or missing contents, up to a maximum of $50.00 or $100.00, subject to the following:

a. Insurance coverage is provided against loss, damage, or missing contents and is limited to a maximum liability of $100.00 when the Priority Mail pieces bear an Intelligent Mail package barcode (IMpb) and if the mailer pays Commercial Plus prices.

b. Insurance coverage is provided against loss, damage, or missing contents and limited to a maximum liability of $50.00 when the Priority Mail pieces bear an IMpb or USPS retail tracking barcode, and does not otherwise qualify for $100.00 of insurance coverage as described in 4.2a.

c. In addition to the insurance coverage under 4.2a or 4.2b, additional Priority Mail insurance may be purchased up to a maximum coverage of $5,000.00.

d. Priority Mail pieces meeting the requirements under 4.2, but not supported by a Shipping Services file must have a full acceptance scan in order to qualify for automatic insurance coverage.

e. Nonnegotiable documents are insured against loss, damage, or missing contents, up to $50.00 per piece, subject to the maximum limit per occurrence as defined in 609.

f. Insurance coverage under 4.2a or 4.2b is not provided for Priority Mail pieces mailed as Merchandise Return Service, Priority Mail Open and Distribute, or Premium Forwarding Service.

g. Customers may file claims online for insured domestic Priority Mail items at *www.usps.com/domestic-claims*. Additional terms for indemnity claims are in 609.

4.3 Basic Information

4.3.1 Description

[3-3-14] The following standards apply to insured mail:

a. Insured mail purchased at a retail Post Office location, online through Click-N-Ship, a USPS-approved provider of PC Postage products or customer-generated integrated barcodes provides up to $5,000.00 indemnity coverage for articles that are lost, damaged or have missing contents. In order to be eligible for insurance indemnity, a mailpiece must have received at least one USPS processing scan or the customer must provide proof of insurance (see 609.3.1). Customers are encouraged to deposit insured mailpieces with a USPS retail associate.

b. Bulk insurance prices are available for insured articles entered by authorized mailers who meet the criteria in 4.4. This service is not available for insurance purchased online.

c. Insured mail provides the mailer with a mailing receipt. No record of insured mail is kept at the office of mailing; however, the USPS maintains insured delivery records for a period of time. An item insured for $200.00 or less receives a delivery scan. An item insured for more than $200.00 receives a delivery scan and the USPS obtains the recipient's signature as the delivery records. Customers may obtain a delivery record by purchasing additional services; see 6.0 for details.

d. Postal insurance may be purchased at only one source for each mailpiece; combining postal insurance from multiple sources is not permitted.

e. First-Class Mail, First-Class Package Service and Priority Mail (including Critical Mail) may be insured, if it contains matter that is eligible to be mailed at Standard Mail, Standard Post, or Package Services prices.

f. For insured mail, the mailer guarantees to pay the applicable return and forwarding postage, unless the mailer writes instructions on the wrapper or envelope not to forward or return the mail.

4.3.2 Ineligible Matter

[3-3-14] The following types of mail may not be insured:

a. Parcels containing matter offered for sale, addressed to prospective purchasers who have not ordered or authorized their sending. If such matter is mailed, payment is not made for loss, damage, or missing contents.

b. Nonmailable matter.

c. Articles so fragile that they cannot be carried safely in the mail regardless of packaging.

d. Articles not adequately prepared to withstand normal handling in the mail. As a rule, any mailable package should be insurable.

e. Standard Mail letters and flats.

f. Matter mailed at First-Class Mail prices (including Priority Mail) that consists of items described in 123.3.0,133.3.0, 233.2.0, and 283.2.0, and required to be mailed at First-Class Mail prices.

4.3.3 USPS Inquiries

[3-3-14] USPS employees are required to ask whether the mailpiece presented for insurance contains anything liquid, fragile, perishable, flammable, or potentially hazardous.

4.3.4 Markings and Forms

[3-3-14] The treatment of pieces is determined by the insurance amount:

a. For retail pieces insured for $200.00 or less, the mailer must affix a barcoded Form 3813 (see forms at *http://pe.usps.gov/*) to each piece above the delivery address and to the right of the return address. A delivery scan is obtained.

b. For retail pieces insured for more than $200.00, the mailer must affix a barcoded Form 3813-P (see forms at *http://pe.usps.gov/*) to each piece above the delivery address and to the right of the return address. A signature is obtained at the time of delivery.

c. Mail for which insurance is purchased online must meet the standards in 708.5.0 and in Publication 199 and must include the text marking "Insured" in the indicia area of the online label; no Form 3813 or 3813-P is required.

d. All insured pieces must be postmarked by USPS unless postage is paid by postage meter stamp, permit imprint, or PC Postage (when insurance is purchased online). Mailing receipts are provided under 1.11.

e. Private insurance endorsements or markings may not appear on the address side of mail but may appear elsewhere, if they do not resemble official postal endorsements.

4.3.5 Presenting to Rural Carriers

[3-3-14] For insured mail, a mailer may leave the mail in a rural box if the mailer has purchased insurance online, or with a note showing the requested amount of insurance based on the value of the article, if stamps are affixed for postage and fees, or money for postage and fees is left in the box.

4.4 Bulk Insurance for Standard Mail

4.4.1 Eligibility

[3-3-14] To mail at the bulk insurance prices, mailers must obtain an authorization under 4.4.2 and meet the following criteria:

a. Mail a minimum of 10,000 insured articles annually. Mailers may total all insured articles mailed at multiple locations.

b. Provide a printed Form 3877 or facsimile and a copy of Form 3877 on a disk or other electronic medium.

c. Mailings on which bulk insurance is requested must have postage and fees paid with permit imprint under a manifest mailing system (705.2.0).

4.4.2 Authorization

[3-3-14] Mailers must apply for authorization to mail at the bulk insurance prices through their local Postmaster by completing the customer portion of the bulk insured service verification form. The Postmaster will verify on this form that the mailer meets the requirements in 4.4.1. If the mailer meets the requirements, the Postmaster will certify on the bulk insured service verification form that the mailer qualifies and forward the form to the manager of Corporate Accounting (see 608.8.0 for address). After reviewing the information, Corporate Accounting will notify the Postmaster of their concurrence who will then notify the customer of the approval.

5.0 Certificate of Mailing

5.1 Basic Information

5.1.1 Description—Individual Pieces

[3-3-14] Certificate of mailing service is available only at the time of mailing and provides evidence that mail has been presented to the USPS for mailing. Certificate of mailing service does not provide a record of delivery and the Postal Service does

not retain copies of Form 3817 or Form 3877 (see forms at *http://pe.usps.gov/*). Each individual form or firm sheet is postmarked (round-dated) at the time of mailing; the form(s) are then returned to the mailer and become the mailer's receipt.

5.1.2 Eligible Matter—Single Piece

[3-3-14] Form 3817, or a USPS-approved facsimile, is used for a certificate of mailing for an individual First-Class Mail, First-Class Package Service, Priority Mail (excluding Critical Mail), Parcel Return Service, Standard Post, or Package Services mailpiece.

5.1.3 Paying Fees

[3-3-14] For certificate of mailing, in addition to the correct postage, the applicable certificate of mailing fee must be paid for each article on Form 3817 or listed on Form 3877 and for duplicate copies of either form. When postage evidencing indicia are used to pay the fee, they must bear the full numerical value of the amount paid in the imprint.

5.1.4 Mailer Preparation

[3-3-14] A certificate of mailing must be completed by the mailer and all entries must be typed or printed in ink, by ballpoint pen, or computer-generated; the form or firm sheets become the mailer's receipts. Individual certificate and firm sheets must show the names and addresses of the sender and addressee and may show the amount of postage paid. The mailer may also place identifying invoice or order numbers on the certificate as a reference.

5.1.5 Quantity Mailings—Three or More Pieces

[3-3-14] When the number of articles presented justifies such action, the mailer must comply with these standards:

a. When the mailer requests multiple individual certificates (Form 3817) the forms must be affixed by the stub to the pieces, or the forms must be fastened together and numbered consecutively in the same order that the pieces are presented.

b. When the mailer describes and lists three or more individual pieces on Form 3877, but does not present the pieces in the order shown on the sheets, the mailer must consecutively number each entry line on the sheet and lightly number each piece to show both the corresponding sheet and line number.

5.1.6 Duplicate Copies—After Mailing

[3-3-14] To obtain a duplicate copy of the certificate after mailing, the mailer must present the original postmarked certificate and an additional certificate endorsed "Duplicate" or a copy showing the original dates of mailing. The additional certificate is postmarked (round-dated) to show the current date.

5.1.7 Presenting to Rural Carrier

[3-3-14] For certificate of mailing, a mailer may provide mail to the rural carrier with the fee for the certificate (Form 3817). The carrier obtains the certificate at the Post Office, attaches the stamps, obtains the postmark (round-date) on the certificate on the day of mailing, and delivers the certificate to the mailer on the next trip.

5.2 Other Bulk Quantities—Certificate of Bulk Mailing

5.2.1 Description

[3-3-14] Form 3606 (see forms at *http://pe.usps.gov/*) is available only at the time of mailing and is used to specify only the number of identical-weight pieces mailed; it does not provide evidence that a piece was mailed to a particular address. This certificate is provided only for a mailing of First-Class Mail, First-Class Package Service, Priority Mail (excluding Critical Mail), Standard Post, Package Services, Standard Mail (except Customized MarketMail), and Parcel Select. Each Form 3606 is certified and postmarked (round-dated) at the time of mailing and then returned to the mailer as the mailer's receipt. Certificate of bulk mailing service does not provide a record of delivery and the Postal Service does not retain any copies of Form 3606. The Form 3606 cannot be used as a certificate of mailing of individual mailpieces or itemized lists.

5.2.2 Paying Fees

[3-3-14] The applicable certificate of bulk mailing fee must be paid for mailings of identical-weight pieces reported on Form 3606 or for additional copies of the form in addition to the correct postage. Mailers using Form 3606 may affix ordinary stamps or postage evidencing indicia on the form to pay the fee. When postage evidencing indicia are used, they must bear the full numerical value of the fee in the imprint. Mailers using Form 3606 with a permit imprint mailing also may pay certificate of mailing fees, at the time of mailing, using the same permit imprint.

6.0 Return Receipt

6.1 Basic Information

6.1.1 Description

[3-3-14] Return receipt service provides a mailer with evidence of delivery (to whom the mail was delivered and date of delivery), and information about the recipient's actual delivery address. A mailer purchasing a return receipt at the time of mailing may choose to receive the return receipt by mail (Form 3811) or electronically (by email, or by signature extract file format under 7.0). A mailer purchasing a return receipt after mailing will receive the proof of delivery record by email (electronic signature data) or by mail (Form 3811-A). A complete return address is required on the mailpiece when a return receipt is requested. For Priority Mail Express (Form 3811 option only), the return address on the Priority Mail Express label meets this requirement.

6.1.2 Calculating Postage with Return Receipt

[3-3-14] The weight of the return receipt is *excluded from* the weight of the mailpiece to which it is attached when computing postage.

6.1.3 Endorsement

[3-3-14] Mail bearing a return receipt (Form 3811) must be endorsed "Return Receipt Requested" above the delivery address and to the right of the return address. No endorsement is required on mail for which electronic return receipt service is requested.

6.2 Obtaining Service

6.2.1 At Time of Mailing

[3-3-14] Mailer's requesting return receipt service at the time of mailing using Form 3811 must complete the mailer's entries on the form, including the article identification number; and attach the form on the article. The mailpiece must bear the return address of either the mailer or mailer's agent. The name and address of the person or organization to which the return receipt is to be returned must be that of the mailer or the mailer's agent, except for certain restricted mailings of cigarettes and smokeless tobacco. When required by 601.9.0, 601.9.0, or 601.9.0, a mailer must address the sender's address block of the return receipt to the Pricing and Classification Service Center (PCSC) PACT, Mailing Office (see 608. for address).

6.2.2 After Mailing

[3-3-14] The mailer may request a delivery record after mailing for Priority Mail Express, Certified Mail, Registered Mail, COD mail, and mail insured for more than $200.00. When a delivery record is available, the USPS provides the mailer information from that record, including to whom the mail was delivered and the date of delivery. Mailers may request a delivery record by completing Form 3811-A, paying the appropriate fee and submitting the request to the appropriate office as follows:

a. For items mailed to an APO/FPO, DPO, U.S. territory or possession, or freely associated state (with the exception of Puerto Rico and the U.S. Virgin Islands), the form should be sent to the office of delivery.

b. For all other items, send the form to any Post Office.

6.2.3 Time Limit

[3-3-14] A request for a return receipt after mailing must be submitted within 2 years from the date of mailing.

6.3 Other Requests for Delivery Information

6.3.1 Receipt Not Received

[3-3-14] After a reasonable period, not longer than 2 years after the date of mailing, a mailer who did not receive return receipt service for which the mailer had paid may request information from the delivery record, using Form 3811-A.

6.3.2 Form 3811-A

[3-3-14] The mailer must complete Form 3811-A at any Post Office. The applicable fee is waived if the mailer can produce a receipt showing that the applicable return receipt fee was paid.

7.0 Bulk Proof of Delivery

7.1 Basic Information

[3-3-14] Bulk proof of delivery allows mailers to receive proof of delivery signature data electronically. The proof of delivery records are sent in a signature extract file format. Bulk proof of delivery records are available as follows:

a. For items delivered only in the United States, including Alaska, Hawaii, the U.S. Virgin Islands, and Puerto Rico.

b. To participants having the ability to upload electronic files to the USPS, or who use a pre-printed extra service label which provides for obtaining the recipient's signature at the time of delivery.

c. To participants who have paid the applicable extra service fee by credit card or by affixing postage to the mailpiece.

d. To participants who have a Mailer ID number, which is obtained through the Business Customer Gateway at *https://gateway.usps.com/bcg/login.htm*.

e. A participant may choose to have a third-party designee (consolidator, software vendor, etc.) receive its records as provided in Form 5053.

f. Priority Mail Express mailers requesting bulk proof of delivery must use Priority Mail Express Manifesting service.

7.2 Eligibility

[3-3-14] Mailers who use retail extra service labels cannot participate in bulk proof of delivery. Bulk proof of delivery is available to mailers who participate in the following mailing programs:

a. Adult Signature Required.

b. Adult Signature Restricted Delivery.

c. Priority Mail Express Manifesting (PMEM).

d. Signature Confirmation service, electronic option.

e. Signature Confirmation service, retail option (when the mailer prints their own mailing labels or uses privately printed forms generated on their behalf by a third-party designee).

f. To mailers who use privately printed forms and purchase electronic return receipt service at the time of mailing in conjunction with Certified Mail, Collect on Delivery (COD), insurance for more than $200, or Registered Mail.

7.3 Certification

[3-3-14] To receive bulk proof of delivery, a mailer (or designee) must receive the certification to mail using Confirmation Services, privately print labels or manifest Priority Mail Express, and transmit files as described in Publication 199 at *https://ribbs.usps.gov/index.cfm?page=intellmailpackage*. To receive certification, the following requirements must be met:

a. Mailer must have a Mailer ID number obtained through the Business Customer Gateway at *https://gateway.usps.com/bcg/login.htm*.

b. Participant must submit a completed Form 5053 and designate who will receive the records.

c. Participant must submit a completed Form 5054 if credit card payment is requested.

7.4 Prices and Fees

[3-3-14] Mailers wishing to receive bulk proof of delivery records must pay the fees for the applicable extra service (7.2) by including the postage affixed to the mailpiece, or by credit card after completing Form 5054.

8.0 Restricted Delivery

8.1 Basic Information

8.1.1 Description

[3-3-14] Restricted delivery service permits a mailer to direct delivery only to the addressee or addressee's authorized agent. The addressee must be an individual specified by name.

8.1.2 Endorsement

[3-3-14] Mail for which restricted delivery is requested must be endorsed "Restricted Delivery" placed above the address and to the right of the return address.

8.2 Obtaining Service

8.2.1 At Time of Mailing

[3-3-14] The mailer may request restricted delivery at the time of mailing by advising the USPS clerk or by marking the mail "Restricted Delivery." A firm mailer must enter the proper fee in the correct column of the firm sheet and place the required endorsement on the mail. If a return receipt is requested, the correct block on Form 3811 must be checked to show that restricted delivery is also required.

8.2.2 After Mailing

[3-3-14] The mailer may request restricted delivery after mailing by notifying the mailing Post Office in writing. The mailer must identify the article, including item number and addressee, and pay the service fee and communication costs required to effect restricted delivery. USPS failure to provide the service because delivery was made before the delivery office received the request is not grounds for a refund.

8.3 Delivery

8.3.1 Conditions

[3-3-14] Mail marked "Restricted Delivery" is delivered only to the addressee or to the person authorized in writing as the addressee's agent to receive the mail, and with these exceptions:

a. Mail for famous personalities and executives of large organizations is normally delivered to an agent authorized to sign for such mail.

b. Mail for officials of executive, legislative, and judicial branches of the government of the United States or of the states and possessions and their political subdivisions, or to members of the diplomatic corps, may be delivered to a person authorized by the addressee or by regulations or procedures of the agency or organization to receive the addressee's mail.

c. Mail for the commander or other officials of military organizations by name and title, is delivered to the unit mail clerk, mail orderly, postal clerk, assistant postal clerk, or postal finance clerk, when such individuals are designated on DD (Department of Defense) Form 285 to receipt for all mail addressed to the units for which they are designated. If the person accepting mail is designated on DD Form 285 to receipt for ordinary mail only, then restricted delivery mail addressed to the commander, or other official by name and title, is delivered to the mail clerk only if the addressee authorizes under 8.3.2.

d. Mail for an inmate of a city, state, or federal penal institution, in cases where a personal signature cannot be obtained, is delivered to the warden or designee.

e. Mail for minors or persons under guardianship may be delivered to their parents or guardians.

8.3.2 Identification

[3-3-14] The USPS may require proof of identification from the addressee (or agent).

8.3.3 Agent Authorization

[3-3-14] An addressee who regularly receives restricted delivery mail may authorize an agent on Form 3801 or by letter to the postmaster. The addressee must make the notation “this authorization is extended to include restricted delivery (or Adult Signature Restricted Delivery) mail” on Form 3801 or in the letter to the Postmaster. Form 3849 also may be used for the authorization if the Post Office has no standing delivery order or letter on file. The addressee may enter the name of the agent on the back of Form 3849 in the space provided and sign the form. The agent must sign for receipt of the article on the back of the form.

8.3.4 Joint Addressees

[3-3-14] When mail is addressed to two or more persons jointly, all addressees or their agents must be present to accept delivery together. The delivery receipt obtained and the return receipt, if any, must be signed by all joint addressees or their agents. The mail may then be delivered to any of the addressees or their agents unless one or more addressees or their agents object, in which case delivery is not made until all the addressees or their agents sign a statement designating who is to receive the mail.

8.3.5 Addressed “In Care Of”

[3-3-14] Either person may sign for mail addressed to one person in care of another.

9.0 Adult Signature

9.1 Basic Information

9.1.1 Description

[3-3-14] Adult Signature service provides electronic confirmation of the delivery or attempted delivery of the mailpiece and signature of the recipient, who is 21 years of age or older. Prior to delivery, the recipient must furnish proof of age via a driver's license, passport, or other government-issued photo identification that lists age or date of birth. The USPS maintains a record of delivery (including the addressee's signature) for two years. The Adult Signature options are:

a. Adult Signature Required — provides delivery to a person who is 21 years of age or older. Upon delivery, an adult who is 21 years of age or older must provide one of the forms of identification listed above and provide a signature for receipt of the mailpiece.

b. Adult Signature Restricted Delivery—provides Adult Signature Required with the additional restriction of limiting delivery to a specific addressee or authorized agent who is 21 years of age or older. If the specific individual is not 21 years of age or older, the mailpiece will be returned to sender.

9.1.2 Obtaining Service

[3-3-14] Customers may obtain Adult Signature Required and Adult Signature Restricted Delivery by producing qualified shipping labels with Intelligent Mail package barcodes. See 1.0 for available classes of mail and combination of other extra and additional services. The Adult Signature Required or Adult Signature Restricted Delivery fee must be paid in addition to the correct postage using; Click-N-Ship, PC Postage, Permit imprint (if the customer electronically submits postage statements and mailing documentation) or IBI postage meter. Conditions in 8.3.1 and 8.3.2 also apply to Adult Signature Restricted Delivery items.

9.2 Additional Standards for Mailing

[3-3-14] A shipment of cigarettes and smokeless tobacco with Adult Signature service, mailed by certain individuals under 601.9.0, requires the mailer to present items at a retail counter.

10.0 Return Receipt for Merchandise

10.1 Basic Information

10.1.1 Description

[3-3-14] Return receipt for merchandise is a form of return receipt service that provides the sender with a mailing receipt (Form 3804) and a return receipt (Form 3811) (see forms at *http://pe.usps.gov/*). After delivery, the return receipt is mailed back to the sender and also supplies the recipient's actual delivery address if it is different from the address used by the sender. A delivery record is maintained by the USPS, but no record is kept at the office of mailing. A return receipt for merchandise may not be requested after mailing, and restricted delivery is not available.

10.1.2 Return Receipt for Merchandise for Standard Mail

[3-3-14] If return receipt for merchandise is requested for all of the pieces in a Standard Mail mailing consisting of pieces of identical weight, then postage may be paid only with metered postage or permit imprint. If return receipt for merchandise is not requested for all of the pieces in the mailing, or if the pieces are not identical weight, then either the exact metered postage must be affixed to each piece or postage must be paid with permit imprint under a manifest mailing system (705.2.0).

10.2 Mailing

10.2.1 How to Mail

[3-3-14] A mailer can obtain Forms 3804 and 3811 at the Post Office, order them online at *www.usps.com*, or from any rural carrier. Return receipt for merchandise mail must bear a barcoded brown Form 3804. Observe these procedures:

a. Enter on the receipt part of the Form 3804, the name and complete address of the person or firm to whom the mail is addressed.

b. Affix the numbered, barcoded part of the gummed label from Form 3804 to the address side of the mailpiece. The label part of the form and the endorsement "Return Receipt Requested" must be placed above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. Give the completed receipt part of the Form 3804 to a USPS employee. If asked to do so, the USPS employee must show on the receipt the time the article is accepted for mailing. If given to a rural carrier, the carrier returns the postmarked receipt to the mailer.

c. Place the correct endorsement on the address side of the mailpiece. Enter the return receipt for merchandise number on Form 3811. Address the form to yourself and attach it to the front of the mailpiece. If the Form 3811 would cover the address, attach it to the back of the mailpiece. The name of the person to whom the return receipt is to be returned must be the same as that of the sender.

d. Affix the correct amount of postage and fees to the article.

e. To request waiver of signature, detach both parts of the gummed sections of label 3804 and attach to the mailpiece. By signing the waiver on Form 3804, the mailer authorizes the USPS delivery employee to sign the return receipt in lieu of obtaining the addressee's or addressee's agent's signature. The item is then delivered to the addressee's mail receptacle or other secure location.

10.2.2 Receipt Not Received

[3-3-14] A mailer who does not receive return receipt for merchandise service for which the mailer has paid may request delivery information at no additional charge, by using Form 3811-A; filed within two years after the date of mailing.

11.0 USPS Tracking

11.1 Basic Information

11.1.1 Description

[3-3-14] USPS Tracking provides the mailer with information about the date and time an article was delivered or the date and time of the delivery attempt. USPS Tracking is available only at the time of mailing. No record is kept at the office of mailing. USPS Tracking does not include insurance, but insurance may be purchased as an additional service. Some statutes governing the mailing of legal documents may require the use of Certified Mail or Registered Mail. For mailings to APO/FPO/DPO destination addresses, USPS Tracking may not always provide the mailer with online information of an event scan.

11.1.2 Electronic Option USPS Tracking for Standard Mail

[3-3-14] If electronic option USPS Tracking is requested for all parcels in a Standard Mail mailing and the pieces are of identical weight, then postage may be paid only with metered postage or permit imprint under 244.2.0. If electronic option USPS Tracking is not requested for all of the pieces in the mailing, or if the pieces are not identical weight, then either the exact metered postage must be affixed to each piece or postage must be paid with permit imprint under a manifest mailing system (705.2.0).

11.1.3 Additional Physical Standards

[3-3-14] For the purposes of using USPS Tracking with Standard Post, Media Mail, Library Mail, Bound Printed Matter, or Parcel Select, the parcel must meet these additional requirements:

a. The surface area of the address side of the parcel must be large enough to contain completely and legibly the delivery address, return address, postage, and any markings, endorsements, and extra service labels.

b. Except as provided in (11.1.3c) for machinable parcels, the parcel must be more than 3/4 inch thick at its thickest point.

c. If the mailpiece is a machinable parcel under 401.1.0 and no more than 3/4 inch thick, the contents must be prepared in a strong and rigid fiberboard box or similar container or in a container that becomes rigid after the contents are secured. The parcel must be able to maintain its shape, integrity, and rigidity throughout processing and handling without collapsing into a letter-size or flat-size piece.

11.1.4 Service Options

[3-3-14] The two USPS Tracking service options are:

a. Retail option: Available at the time of mailing and a mailing receipt is provided. Mailers may present mailpieces with an affixed retail option USPS Tracking label at a Post Office, branch, or station, or to their USPS carrier, as listed in 11.2.1. A mailer may also present mailpieces to a retail employee at a Post Office, station, or branch; and the retail associate will affix a USPS Tracking label to the item. See 1.9 to obtain delivery information.

b. Electronic option: Privately printed forms or labels or Label 400 options are available to mailers who establish an electronic link with the USPS to exchange acceptance and delivery data. Mailers wishing to obtain a mailing receipt may use Form 3877.

11.2 Labels

11.2.1 Types of Labels

[3-3-14] Mailers using privately printed USPS Tracking labels must meet the requirements in 1.8. Mailers not printing their own privately printed labels must use one of the label options as follows:

a. Label 400 may be used by electronic option mailers, affixed to mailpieces by a USPS retail associate, or affixed to mailpieces with postage and fees prepaid by metered indicia or ordinary stamps.

b. Unique, product specific USPS-provided tracking labels are for use by electronic option mailers. The labels are populated with the product service type code and customer's Mailer Identification (MID) number in the Intelligent Mail package barcode (IMpb).

11.2.2 Label Placement

[3-3-14] The barcoded label section of Label 400 or USPS Tracking label must be placed completely on the address side of the mailpiece, above the delivery address and to the right of the return address or to the left of the delivery address. A privately printed USPS Tracking label (under 1.8) that is separate from the address label must be placed in close proximity to the address label.

12.0 Signature Confirmation

12.1 Basic Information

12.1.1 Description

[3-3-14] Signature Confirmation provides the mailer with information about the date and time an article was delivered or the date and time of the delivery attempt. A delivery record, including the addressee's signature, is maintained by the USPS and is available electronically or by email, upon request. Some statutes governing the mailing of legal documents may require the use of Certified Mail or Registered Mail rather than Signature Confirmation.

12.1.2 Additional Physical Standards

[3-3-14] For Signature Confirmation with Standard Post, Media Mail, Library Mail, Bound Printed Matter, or Parcel Select, the parcel must meet these additional requirements:

a. The surface area of the address side of the parcel must be large enough to contain completely and legibly the delivery address, return address, postage, and any markings, endorsements, and extra service labels.

b. Except as provided in (12.1.2c) for machinable parcels, the parcel must be greater than 3/4 inch thick at its thickest point.

c. If the mailpiece is a machinable parcel under 201.1.0 and no greater than 3/4 inch thick, the contents must be prepared in a strong and rigid fiberboard box or similar container or in a container that becomes rigid after the contents are enclosed and the container is secured. The parcel must be able to maintain its shape, integrity, and rigidity throughout processing and handling without collapsing into a letter-size or flat-size piece.

12.1.3 Service Options

[3-3-14] The Signature Confirmation options are:

a. Retail option: Available at Post Offices at the time of mailing. A mailing receipt is provided.

b. Electronic option: Available to mailers who establish an electronic link with the USPS to exchange acceptance and delivery data. No mailing receipt is provided.

12.2 Labels

12.2.1 Types of Labels

[3-3-14] Mailers must use one of the following labels:

a. Form 153 (see forms at *http://pe.usps.gov/*), obtained from the Post Office at no charge, may be used only with the retail option.

b. Label 315 electronic Signature Confirmation is available to electronic option mailers.

c. Privately printed barcoded labels must meet the requirements in 1.8. On the Priority Mail label, mailers must use the registered trademark symbol following the Priority Mail text or add the following statement at the bottom of the label in at least 6-point Helvetica type: "Priority Mail is a registered trademark of the U.S. Postal Service." See Parcel Labeling Guide or Publication 97 available on RIBBS.

12.2.2 Label Placement

[3-3-14] The barcoded label section of Label 315 or Form 153 (see forms at *http://pe.usps.gov/*) must be placed completely on the address side, either above the delivery address and to the right of the return address, or to the left of the delivery address. A privately printed Signature Confirmation label that is separate from a privately printed address label must be placed in close proximity to the address label.

13.0 Collect on Delivery (COD)

13.1 Basic Information

13.1.1 Description

[3-3-14] [1-26-14] Any mailer may use collect on delivery (COD) service to mail an article (using a unique COD number for each article) for which the mailer has not been paid and have its price and the cost of the postage collected (not to exceed $1,000.00) from the addressee (or agent). COD service provides the mailer with a mailing receipt and the USPS maintains a record of delivery (including the recipient's signature) for two years. The recipient has the option to pay the COD charges (with one form of payment) by cash, or a personal check or money order made payable to the mailer (accepted by the USPS employee upon the recipient's presentation of adequate identification). The USPS forwards the check or money order to the mailer. If payment is made by cash, in addition to the COD amount, a money order fee is included in the amount collected from the recipient. The Postal Service cannot intervene in disputes between mailers and recipients of COD mail after payment was returned to the mailer. Customers may obtain a delivery record by purchasing a return receipt. Bulk proof of delivery service (7.0) is also available if purchasing electronic return receipt service at the time of mailing.

13.1.2 Additional Conditions for COD Mail

[3-3-14] COD service is available under the following additional conditions:

a. The name and address of the person to whom the remittance is to be sent must appear in the proper location on the COD form and in the return address area on the COD article with the postal endorsements for return if undeliverable. The return address must be the same in both locations except that a mailer using a privately printed COD form may print a different address on the remittance coupon where payments are to be sent.

b. The mailer guarantees to pay any return postage, unless otherwise specified on the form.

c. The goods shipped are ordered by the addressee.

d. COD service may not be used for:

1. Articles sent to international destinations, or from an APO or FPO address, including official mail and shipments to Armed Forces agencies.

2. The return of merchandise about which some dissatisfaction arises, unless the new addressee consents in advance to such return.

3. The mailing of only bills or statements of account, even with the addressee's consent. If a legitimate COD shipment of merchandise is mailed, the balance due on a past or expected transaction may be included in the charges on a COD article, if the addressee consents in advance to such action. In such a case, USPS indemnity is limited to the value of the article lost or damaged, not the full COD charges to be collected.

4. Movies mailed by exhibitors to movie manufacturers, distributors, or exchanges.

5. Collection agency purposes.

6. Articles sent to or from the Republic of the Marshall Islands and the Federated States of Micronesia.

13.1.3 Registered COD Mail

[3-3-14] [1-26-14] Sealed domestic mail bearing First-Class Mail, First-Class Package Service, or Priority Mail postage may be sent as registered COD mail. Such mail is handled the same as other Registered Mail. The maximum amount collectible from the recipient on one article is $1,000.00. Indemnity is available up to the registry limit of $25,000 by paying the registry fee for the value declared. The total fees charged for registered COD service include the proper registry fee for the value declared plus the registered COD fee. The mailer must declare the full value of the article being mailed, regardless of the amount to be collected from the recipient. The label and form must be affixed according to 12.2.2.

13.1.4 Priority Mail Express COD

[3-3-14] [1-26-14] Any article sent COD also may be sent by Priority Mail Express (1-Day and 2-Day service only) when a signature is requested. The maximum amount collectible from the addressee on one article is $1,000.00, and indemnity is limited to $1,000.00. Priority Mail Express postage and the proper COD fees must be paid. Both the Priority Mail Express label and COD form must be affixed to each article.

13.1.5 Mailing

[3-3-14] COD mail must be presented for mailing as provided in 1.5 to the local Post Office or to rural carriers when the articles are prepared properly, with stamps for the required postage and fees affixed. If the mailer wants insurance for an amount more than the COD amount to be collected, that amount must be shown.

13.1.6 Identifying Number

[3-3-14] Each COD articles is identified by a number on each section of the COD form. When COD is used with Priority Mail Express, Registered Mail, Hold For Pickup service or, a separate barcoded shipping label (under 1.8), the mailer must place both the label and the COD form on the front of the article. The Priority Mail Express article number or the Registered Mail number is used for delivery receipt and indemnity claims.

13.1.7 Delays

[3-3-14] Mailers may report delays in remittance (more than 60 days for domestic mailings) to the Postal Inspection Service, providing all necessary particulars.

13.1.8 Delivery

[3-3-14] Except for Priority Mail Express COD, a Postmaster may restrict delivery of COD mail if the amount to be collected makes the carrier a potential target for theft or if previous experience indicates that the addressee will be unavailable to receive the article at the time of delivery.

13.2 Forms

13.2.1 Form 3816

[3-3-14] [1-26-14] The mailer must securely affix a completed COD Form 3816 (retail version, see forms at *http://pe.usps.gov/*) or Form 3816-AS (USPS approved privately printed version under 1.8) to each article. The form must be attached either above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. When a mailer uses a Form 3816-AS that does not provide detachable second and third copies, Form 3877 also must be used. Privately printed or computer-generated firm sheets may be used under the standards in 1.11. The mailer must submit firm sheets in duplicate and will receive one copy of the postmarked form as a mailing receipt (in lieu of Copy 3 of Form 3816 or Form 3816-AS) after the entries are verified by a postal employee. The acceptance Post Office retains the second copy.

13.2.2 Completing COD Forms

[3-3-14] The form must show article number, names and domestic addresses of mailer and addressee, amount due mailer, and amount of money order fee necessary to make remittance. The USPS is not responsible for errors that a mailer makes in stating the charges to be collected. The information required on the COD form must be handwritten with ink, typewritten, or computer printed. The mailer may not stipulate “Cash Only” on the COD form.

13.2.3 Nursery Stock

[3-3-14] [1-26-14] A firm that mails nursery stock may use Form 3816-AS and include instructions for disposing of shipments not delivered immediately by printing instructions on the back of the delivery office part of the COD form (item a) and on the remittance coupon (item b) as follows:

a. "If recipient refuses to pay charges for any reason, deliver at once without collecting the charges. See remittance coupon for further instructions."

b. "Return this coupon with payment. If parcel is delivered without collection of charges, or is destroyed after 10 days, check disposition and send coupon to sender in penalty envelope."
   - □ Delivered to addressee without collecting charges.
   - □ Destroyed after 10 days.

14.0 Special Handling

14.1 Basic Information

14.1.1 Description

[3-3-14] Special handling service provides preferential handling, but not preferential delivery, to the extent practicable in dispatch and transportation. The service does not itself insure the article against loss or damage. Special handling service is mandatory for material that requires extra care in handling, transportation, and delivery.

14.1.2 Bees and Poultry

[3-3-14] Unless sent at First-Class Mail, First-Class Package Service, or Priority Mail prices, special handling is required for parcels containing honeybees or baby poultry.

14.1.3 Marking

[3-3-14] The marking "Special Handling" must appear prominently above the address and to the right of the return address on each piece for which special handling service is requested.

14.1.4 Parcel Select - Nonmachinable Parcels

[3-3-14] The Parcel Select nonmachinable surcharge is not charged on parcels sent with special handling.

15.0 Intelligent Mail Barcode Tracing

15.1 Basic Information

15.1.1 General Information

[1-26-14] Participation in Intelligent Mail barcode (IMb) Tracing service is available at no charge without a subscription. Requirements for participation in IMb Tracing include:

a. Use of an IMb on mailpieces entered as part of a full-service mailing under 705.24.0.

b. Use of a Mailer Identifier that has been registered (through the Business Customer Gateway, accessible on *usps.com*) to receive scan data.

c. Verification by the Postal Service that the IMb as printed meets all applicable postal standards.

15.1.2 Description of Service

IMb Tracing provides a mailer with data electronically collected from the scanning of barcoded mailpieces as they pass through automated mail processing operations. Scanned data can include the postal facility where such pieces are processed, the postal operation used to process the pieces, the date and time when the pieces are processed, and the numeric equivalent of a barcode(s) that helps to identify the specific pieces. Any piece intended to generate scanned data must meet the physical characteristics and standards in 15.0, although not every piece is guaranteed such data or complete data. This service does not provide a delivery scan or proof of delivery.

15.1.3 Availability

IMb Tracing is available to mailers for obtaining scan data for automation-compatible letter-size and automation-compatible flat-size mail.

15.2 Barcodes

15.2.1 General Barcode Requirements

Each piece in a mailing that is intended to generate IMb Tracing information must bear an Intelligent Mail barcode under 15.2.2. Mailers must apply Intelligent Mail barcodes under 708.4.0 and the following standards:

a. Reply pieces must meet the following standards:

   1. For Business Reply Mail, the piece must bear a barcode that corresponds to the subscriber's Business Reply Mail ZIP+4 codes assigned by the USPS under 507.9.0.

   2. For other reply mail, the piece must bear a barcode that correctly corresponds to the delivery address.

b. Outgoing pieces must bear an Intelligent Mail barcode that correctly corresponds to the delivery address.

15.2.2 Intelligent Mail Barcode Requirements

To obtain IMb Tracing, mailers must apply Intelligent Mail barcodes on letter-size pieces or on flat-size pieces meeting automation-compatibility standards in 201.3.0 (letters) or 201.3.0 (flats). The following standards apply:

a. Intelligent Mail barcodes must meet the barcode and format standards in 708.4.0 and in Specification USPS-B-3200 at *http://ribbs.usps.gov/*.

b. Place barcodes on letters according to 202.5.0, and on flats according to 202.5.0.

16.0 Money Orders

16.1 Fees for Money Orders

Money order fees are charged per each money order. See Notice 123—Price List.

16.2 Issuing Money Orders

16.2.1 Availability

Domestic money orders may be purchased from:

a. All Post Offices, branches, and stations in the United States and its territories and possessions.

b. Money order facilities for members of the U.S. Armed Forces.

c. Rural route carriers and authorized highway contract route carriers. A customer fills out Form 6387 (available from the carrier) and gives it and the payment to the carrier. Unless the customer provides a preaddressed envelope and pays postage and any required fees for mailing, the carrier delivers the money order on the next trip.

16.2.2 Purchase Restrictions

A postal customer may buy multiple money orders at the same time, in the same or differing amounts, subject to these restrictions:

a. The maximum amount of any single money order is $1,000.

b. Any customer whose daily total of purchased money orders is $3,000 or more, regardless of the number of visits made by the customer to one or more postal facilities, must complete Form 8105-A, Funds Transaction Report (FTR), and show identification bearing the purchaser's photograph, name, and address.

16.2.3 Purchase Method

Money orders must be paid for in one of these ways:

a. In U.S. currency and coins (in any amount).

b. With established traveler's checks payable in U.S. dollars if the purchase is for at least 50% of the value of the traveler's checks.

c. With ATM/debit cards at locations approved by USPS Corporate Treasury where the customer's personal identification number must be entered on a keypad connected to a credit/debit terminal.

16.2.4 Purchaser

The purchaser must complete the money order and customer's receipt by filling in the names and addresses of the payee and purchaser. Money orders must be made payable to a single identifiable party, which can be the purchaser. The USPS does not guarantee a 100% refund on a stolen money order if the customer's receipt is not presented with the claim for refund.

16.2.5 Replacement

The USPS replaces without charge a defective money order or one that is spoiled during imprinting or customer completion if the customer returns the negotiable portion of the money order and the matching customer receipt.

16.3 Cashing Money Orders

16.3.1 Validity and Value

Domestic money orders are paid regardless of the time passed since their issue. Money orders are not interest-bearing instruments; they are paid only in the exact amount imprinted up to the authorized maximum amount. USPS records serve as the basis for adjudicating claims for payment of money orders.

16.3.2 Redemption

All U.S. money orders, including military, may be cashed at any U.S. Post Office or bank. Subject to funds availability, money orders may be cashed by rural carriers. Any customer whose daily total of cashed money orders exceeds $10,000.00, irrespective of the number of Post Offices visited to cash the money orders, must also complete Form 8105-A, Funds Transaction Report (FTR), and show identification bearing the customer's photograph, name, and address.

16.3.3 Identification

When presenting a money order for payment, the customer seeking payment must sign in the presence of a USPS employee. If the customer is not known to the employee, suitable identification can be required. The USPS may refuse payment on any money order when the identity of the customer seeking payment is not proved to the satisfaction of the employee.

16.3.4 Acceptable Signature

The paying Post Office may accept any signature of the payee, purchaser, or endorsee that is not different from the name shown on the money order, subject to these conditions:

a. A customer who cannot write may sign by using a mark, if a witness (who may not be a USPS employee) is present at the time of cashing.

b. All money orders payable to a business firm, an organization, society, institution, or government agency must be signed in the name of the organization by an authorized representative (who must also sign with his or her own name and organizational title). Evidence of the representative's authority may be required.

c. If the money order is drawn in favor of an official by name and presented by a successor, the successor must sign accordingly (e.g., "William Jones, treasurer, successor to George Thompson").

d. Use of a title (e.g., Mrs., M.D.) is not required in signing a money order for payment, whether such title is used on the face of the money order.

e. A stamped signature is an acceptable endorsement on a money order drawn in favor of a firm, corporation, association, society, or individual, when the money order is presented to a bank for payment. A Post Office accepts a stamped signature only if an agreement is on file specifying the individual responsible for the correctness of such payments.

16.3.5 More Than One Payee

A money order completed by the purchaser to show more than one firm or person as payee is paid to either payee if the conjunction "or" is used to connect the payees. If no conjunction is used, or if the conjunction "and" is used to connect the payees, then all the listed payees must endorse the money order.

16.3.6 Payment to Another Party

Money orders may be paid to another party under these conditions:

a. Only the payee of a money order may endorse it to any other person or firm. A person with power of attorney may cash money orders for a payee who gave the person that authority. A copy of the power of attorney must be filed at the office of payment. A payee may file a separate written order with the Post Office authorizing payment to another person. The person must be designated by name as the one to receive payment.

b. When a payee (e.g., an individual or firm) makes an assignment and intends that money orders be paid to the assigned person, the payee must file a copy of a power of attorney or a written order with the USPS. The person who is designated to receive payment must sign the money order and write below the signature the capacity in which he or she acts.

c. A money order may be paid to an executor or court-appointed administrator of the estate of the deceased person who was entitled to payment, provided that a copy of the appointment as executor or administrator is filed with the local postmaster. Such payments are made pursuant to the law of the state in which the deceased was a resident.

d. Money orders are paid to the legal representative of a firm, association, or company that has ceased to exist. Appropriate documents proving legal representation must be provided to the USPS.

e. Money orders are not issued or paid to a ward when declared incompetent by a court. They are paid only to the committee, guardian, or other duly authorized person responsible for the ward. Appropriate proof of authority must be provided to the USPS.

f. A money order payable to a minor may be paid to the father or mother as natural guardian, unless prohibited by court order. Proof of parenthood may be required.

16.3.7 Second Endorsement

A money order with more than one endorsement is invalid, except under 16.3.5.

16.3.8 COD Parcel

No payment is made when a money order is issued in return for a COD parcel, and is presented by the addressee (purchaser), and the money order is not endorsed by the payee (shipper) or the payee has not authorized payment to the purchaser by written approval.

16.3.9 Payment Inquiry

A purchaser, payee, or endorsee may, at any time, inquire about payment of a domestic money order by completing, signing, and filing Form 6401 and paying the appropriate fee; a separate form and fee are required for each money order. The fee is not required if Form 6401 is filed by a bank, other financial institution, government agency that processes money orders directly with the Federal Reserve Bank, or postal official engaged in official USPS business.

16.4 Federal Reserve System

16.4.1 General

All money orders are forwarded through the Federal Reserve Banking System, to which commercial banks have access. For this standard:

a. *Money order* means a U.S. Postal Money Order.

b. *Federal Reserve Bank* means a Federal Reserve Bank or branch thereof that presents a money order for payment by the postmaster general.

c. *Presenting bank* means a bank that presents a money order to and receives credit for the money order from a Federal Reserve Bank.

d. *Reclamation* means the action taken by the postmaster general to obtain refund of the amounts of paid money orders.

e. *Examination* includes examination of money orders for indicia of theft, forged endorsements, forged signatures or initials of issuing employees, raised amounts, and other material defects by electronic methods and visual inspection for defects that cannot be discovered electronically.

f. *Stolen money order* means a U.S. Postal Money Order stolen from a Post Office, classified or contract station or branch, or USPS employee before it is officially issued by the Post Office, classified or contract station or branch, or by a USPS employee discharging his or her official duties.

16.4.2 Payment

The postmaster general has the usual right of a drawee to examine money orders presented for payment by banks through the Federal Reserve System and to refuse payment of money orders, and has a reasonable time after presentation to make each examination. Provisional credit is given to the Federal Reserve Bank when it furnishes the money orders for payment by the postmaster general. Money orders are deemed paid only after examination is completed, subject to the postmaster general's right to make reclamation under 16.4.4.

16.4.3 Endorsement

The presenting bank and the endorser of a money order presented for payment are deemed to guarantee to the postmaster general that all prior endorsements are genuine, whether an express guarantee to that effect is placed on the money order. When an endorsement is made by a person other than the payee personally, the presenting bank and the endorser are deemed to guarantee to the postmaster general, in addition to other warranties, that the person who so endorsed had capacity and authority to endorse the money order for the payee.

16.4.4 Reclamation

The postmaster general has the right to demand refund from the presenting bank of the amount of a paid money order if, after payment, the money order is found to be stolen, or to have a forged or unauthorized endorsement, or to contain any material defect or alteration not discovered on examination. Such right includes, but is not limited to, the right to make reclamation of the amount by which a genuine money order with a proper and authorized endorsement has been raised. Such right must be exercised within a reasonable time after the postmaster general discovers that the money order is stolen, bears a forged or unauthorized endorsement, or is

otherwise defective. If refund is not made by the presenting bank within 60 days after demand, the postmaster general takes such actions as may be necessary to protect the interests of the United States.