7 Treatment of Inbound Mail

710 U.S. Customs Information

711 Customs Examination of Mail Believed to Contain Dutiable or Prohibited Articles

711.1 What Is Subject to Examination

All mail originating outside the customs territory of the United States (i.e., outside the 50 states, the District of Columbia, and Puerto Rico) is subject to customs examination, except the following:

a. Mail addressed to ambassadors and ministers (chiefs of diplomatic missions) of foreign countries.

b. Letter mail known to contain or believed to contain only correspondence or documents addressed to diplomatic missions or to the officers of diplomatic missions; to international organizations designated by the president as public international organizations pursuant to the International Organizations Immunities Act; and other mail addressed to such international organizations pursuant to instructions issued by the U.S. Department of the Treasury.

c. Mail known to contain or believed to contain only official documents addressed to officials of the U.S. government.

d. Refer to ASM 274.94 for examination procedures to be followed for mail addressed for delivery in the Virgin Islands, American Samoa, the Northern Mariana Islands, Guam, and Puerto Rico.

711.2 Treatment of Mail Believed to Contain Dutiable or Prohibited Articles

711.21 Treatment at Exchange Offices

711.211 Submission to Customs Officers

Mail believed to contain articles liable to customs duty or prohibited articles is submitted immediately to a customs location as identified in 711.62, except when exchange offices are authorized to redispatch such mail to designated distribution offices for customs treatment.

711.212 Tag 10

Exchange offices that redispatch mail for submission to customs offices will attach Tag 10, *Supposed Liable to Customs Duty* (previously Label 81), to the label holders or hasps of sacks or pouches. Tag 10 is a reusable pink slotted tag, bearing the words *This sack contains mail supposed liable to customs duty.*

711.22 Treatment at Distribution Offices

711.221 Submission to Customs Officers

Distribution offices will submit mail believed to contain articles liable to customs duty or prohibited articles to customs officers as soon as possible after receipt.

711.222 Return of Tag 10

Quantities of reusable Tags 10 that have been removed from sacks containing such mail should be returned periodically. These tags should be sent to the postmaster at either New York, New Orleans, San Francisco, Seattle, or Miami, as appropriate from a geographic standpoint.

711.23 Priority Treatment of Airmail

Airmail items receive preferential customs treatment and are submitted to customs separately from surface mail. Upon return from customs, airmail items will be dispatched by air, if that can expedite delivery.

711.3 Examination of Registered Mail and Sealed Letters

The postmaster or other designated employee must be present when Registered Mail and sealed letters (except unregistered sealed letter mail bearing a green customs label) are opened by customs officers for examination. After customs treatment, the customs officer will repack and reseal the mail.

711.4 Extraction of Samples for Advisory Information

Should a customs officer wish to obtain advisory information from a local trade expert or from the Customs Information Exchange, permit him or her to extract a sample of the contents. The customs officer will furnish the Postal Service official with two copies of Customs Form 6423, *Notice of Damage, Shortage, or Samples Retained and Notice to Call for Samples* — one for enclosure in the package and the other for the Post Office files. If the sample is to be forwarded to New York, dispatch it under official registration to the following address:

POSTMASTER
JAMES A FARLEY BLDG
US POSTAL SERVICE
421 8TH AVE
NEW YORK NY 10199-0998

for delivery to the following address:

US CUSTOMS AND BORDER PROTECTION
ONE PENN PLZ 11TH FL
NEW YORK NY 10119-0002

711.5 Treatment of Mail Following Customs Examination

711.51 Repacking After Customs Examination

711.511 Responsibility of Customs and Postal Service Employees

Customs employees are responsible for repacking and resealing mail of foreign origin after customs examination. Postal Service employees accepting mail that has been in customs custody for examination must determine from external inspection whether the mail can safely bear further handling and transportation. Customs employees are responsible for restoring mail that is not in satisfactory condition.

711.512 Customs Shipments in Bad Order

Shipments found to be in bad order in transit or at the delivery office must be reconditioned by Postal Service employees. After reconditioning such mail, the employee should note, over his or her signature on the address side of the wrapper, the bad order and any evidence of damage or missing contents.

711.52 Identification of Dutiable/Nondutiable Articles

When U.S. Customs and Border Protection (CBP) determines that an inbound shipment is subject to duty payment by the addressee, the mailpiece is returned to the Postal Service bearing an orange adhesive-backed Treasury Department envelope, which contains CBP Form 3419ALT, *Mail Entry*. When U.S. Customs determines that an inbound shipment is not subject to duty payment by the addressee, the mailpiece is returned to the Postal Service with no Customs endorsement.

711.6 Handling Subsequent to Customs Inspection

711.61 Postal Service Handling Procedures

All foreign originating mailpieces that do not bear CBP Form 3419ALT are presumed to have been “cleared through customs” without duty being assessed. Accordingly, such articles should be processed for onward dispatch, without additional delay.

Note: U.S. Customs officers are no longer placing a diamond-shaped “passed free” stamp on inbound mailpieces that are found to be *nondutiable*.

711.62 U.S. Customs Service Locations

U.S. Customs officers at the locations noted in Exhibit 711.62 are authorized to perform the following tasks:

a. Inspect foreign-originating mailpieces that arrive through each designated port of entry.

b. Evaluate protests by addressees who are dissatisfied with the assessed value, rate, or amount of duty charged (see 713.23):

Exhibit 711.62
U.S. Customs Service Locations

State/Territory	Airport	Address
California	LAX (Los Angeles, CA)	US CUSTOMS SERVICE 20700 DENKER AVE TORRANCE CA 90501-6414
	SFO (San Francisco, CA)	US CUSTOMS SERVICE 660 WESTFIELD RD SAN FRANCISCO CA 94128-3101
Florida	MIA (Miami, FL)	US CUSTOMS SERVICE 11698 NW 25TH ST MIAMI FL 33112-3215
Hawaii	HNL (Honolulu, HI)	US CUSTOMS SERVICE 3599 NORTH NIMITZ HWY HONOLULU HI 96818-4415
Illinois	ORD (Chicago, IL)	US CUSTOMS SERVICE 11600 IRVING PARK RD CHICAGO IL 60666-9901
New Jersey	EWR (Newark, NJ) *Foreign Center NJ 099 Surface Facility*	US CUSTOMS SERVICE 80 COUNTY ROAD JERSEY CITY NJ 07097-9998
New York	JFK (New York, NY)	US CUSTOMS SERVICE JFK AIRPORT BUILDING 250 JAMAICA NY 11430-9998
Puerto Rico	SJU (San Juan, PR)	US CUSTOMS SERVICE 585 AVE FD ROOSEVELT SAN JUAN PR 00936-9325
U.S. Virgin Islands	STT (Saint Thomas, VI)	US CUSTOMS SERVICE RON DE LUGO FEDERAL BUILDING AND COURTHOUSE 5500 VETERANS DR RM 248 ST THOMAS VI 00802-6424

712 Customs Clearance and Delivery Fee

712.1 Description

712.11 Collecting Postal Service Fees

Post Office facilities must collect a Postal Service fee from the addressee for each item on which customs duty or Internal Revenue tax is collected. The Postal Service fee is authorized by international postal agreements to reimburse the Postal Service for costs it incurs clearing items through customs and collecting customs duties at the time of delivery.

712.12 Collecting Postal Service Fee for Each Package

The Postal Service collects the fee on each package bearing CBP Form 3419ALT. When a single mail entry form covers several packages, the Postal Service collects the fee only on the package bearing CBP Form 3419ALT. The CBP Form 3419ALT is enclosed in an orange adhesive-backed Treasury Department envelope attached to the outside wrapper or envelope. The form indicates the tariff item number, rate of duty, and amount of duty to be collected plus a customs processing fee, which is assessed on all dutiable mail shipments.

712.13 Accounting for the Postal Service Fee

The Postal Service fee, which is retained by the U.S. Postal Service, is accounted for by using the procedures in Handbook F-101, *Field Accounting Procedures*, subchapter 7-2.

712.2 Articles Exempted From Postal Service Fee

Post Office facilities will not collect a Postal Service fee for customs clearance and delivery in the following cases:

a. On dutiable articles from overseas U.S. Post Office facilities (civil or military).

b. On parcels assessed with duty that are delivered without collection of duty under 713.233e.

c. On mail items examined and passed free of duty by U.S. Customs.

712.3 Amount of Postal Service Fee

See Notice 123, *Price List,* for the Postal Service fee for customs clearance and delivery for each dutiable item.

712.4 Postal Service Fee Not Refundable

The Postal Service fee for customs clearance and delivery is not refundable by the U.S. Postal Service even though the U.S. Customs Service may later refund the duty paid by the addressee.

712.5 Customs Duties and Customs Fee Not Exempt

The exemptions provided for in 712.2 apply only to the Postal Service fee for Customs clearance and delivery. Customs duties and customs fees are not exempt from collection.

713 Treatment of Dutiable Mail at Delivery Office

713.1 Detection and Dispatch of Dutiable Mail

713.11 Detecting Dutiable Items

Postal Service employees will promptly examine all inbound mail to detect dutiable items. Dutiable mail will bear the “Original” and “Addressee Receipt” copies of CBP Form 3419ALT, which are enclosed in an orange adhesive-backed Customs and Border Protection envelope attached to the wrapper or envelope.

713.12 Dispatch to Delivery Units

Dutiable mail will be forwarded promptly to delivery units.

713.2 Delivery of Dutiable Mail

713.21 Delivery Methods

713.211 By Whom Delivered

Dutiable mail will be delivered by city and rural carriers and by window delivery units.

713.212 **PS Form 3849, Delivery Notice/Reminder/Receipt**

PS Form 3849, *Delivery Notice/Reminder/Receipt,* is used to notify addressees of the arrival of dutiable mail.

713.22 Delivery Procedures

713.221 **Charging Delivery Employee**

Charge mail and both copies of CBP Form 3419ALT (see 713.11) to the delivery employee on PS Form 2944, *Receipt for Customs Duty Mail*, prepared in duplicate. For control and auditing purposes, enter on PS Form 2944 the mail entry numbers as shown on CBP Form 3419ALT. Retain both copies of PS Form 2944 at the Post Office facility as a record of the employee's accountability.

713.222 **Addressee's Examination of Dutiable Mail**

Addressees are not permitted to examine the contents of dutiable mail until the duty has been paid.

713.223 **Signing Customs Entry Forms**

When customs charges are collected and delivery is made, the delivery employee will follow this procedure:

a. Obtain the addressee's signature and date of delivery on the "Original" copy of CBP Form 3419ALT, as well as on PS Form 3849.

b. If appropriate, the delivery employee will scan/enter the mailpiece barcode and enter the corresponding event code in the handheld or POS ONE scanner.

c. Sign and date the "Addressee Receipt" copy of CBP Form 3419ALT and give it to the addressee as a receipt for the duty paid.

d. Turn in the amount collected with the signed "Original" copy of CBP Form 3419ALT and signed PS Form 3849. Turn in any undelivered mail with both copies of CBP Form 3419ALT.

713.224 **Clearing Delivery Employee**

a. *Post Office facilities with 950 or more revenue units.* The carrier's accountability will be cleared by a clearing clerk, who will complete both copies of PS Form 2944, prepared pursuant to 713.221, and give them to the carrier. The carrier will deposit the original copy of the form in the slotted and locked receptacle provided for that purpose and file the duplicate copy, which he or she will retain for 3 months after the last day of the month of issue. The original copies of PS Form 2944 can only be removed from the locked receptacle by a supervisor or employee other than the clearing clerk, and must be forwarded daily to the chief accountant or other designated employee. Employees at delivery windows who have been charged with dutiable mail will be similarly cleared but, in addition, will be required to execute a new PS Form 2944 covering all dutiable mail remaining in their custody at the close of business.

b. *At other Post Office facilities.* The delivery employee's accountability will be cleared in the same manner as for domestic COD transactions.

c. *PS Forms 3849.* Electronic record management sites will dispatch all signed PS Forms 3849 with mail to be forwarded via pouch to the Computerized Forwarding System (CFS) site serving that office. Manual record management sites will file PS Forms 3849 in the consolidated file by the last two digits of the article number.

713.23 Addressee Protests Duty Charged

713.231 Alternatives Available to Addressee

When an addressee objects to the assessed value, rate, or amount of duty charged, the following alternatives are available:

a. Addressee may take delivery, pay the duty and postal fees, and protest (within 90 days from the date duty is paid) directly to the issuing customs port.

b. Addressee may definitely refuse the mail if he or she does not wish to pay the duty or to protest the duty assessment.

c. Addressee may conditionally refuse the mail pending review of the entry by the U.S. Customs Service.

Note: Postal Service procedures for alternatives (b) and (c) are described in 713.232 and 713.233.

713.232 Definite Refusal of Dutiable Mail

If the addressee elects alternative (b) in 713.231, the delivery employee will make it clear to the addressee that the mail will be disposed of immediately as undeliverable. Then the delivery employee will mark the mail *Refused,* and date and initial it. If appropriate, the delivery employee will scan/enter the mailpiece barcode and enter the corresponding event code in the handheld or POS ONE scanner. Then the delivery employee will return the mailpiece with both copies of CBP Form 3419ALT (see 713.11) to the Post Office facility for disposal (see 713.51).

713.233 Conditional Refusal of Dutiable Mail

If the addressee elects alternative (c) in 713.231, the Postal Service procedure is as follows:

a. Delivery employee will advise addressee to submit his or her protest in writing to the postmaster. It should be accompanied by any evidence the addressee may have that will substantiate the claim (i.e., invoice, declaration of value, etc.). The addressee should also provide the CBP Form 3419ALT and any other particulars that will assist in relating the protest to a specific item of mail at the Post Office facility.

b. Delivery employee will mark the mail “ADDRESSEE PROTESTS DUTY,” date and initial the notation, and return the mail with both copies of CBP Form 3419ALT to the Post Office facility to await receipt of the addressee’s written protest.

c. If the addressee’s written protest is not received *within 5 days* after the mail has been returned to the Post Office facility, notify the addressee that the mail is on hand and will be held for only 5 more days. Mark the mail “NOTIFIED” and date it. If the addressee does not furnish the required statement within another week, endorse the mail “UNCLAIMED,” and date and treat it as prescribed in 713.3 or 713.5, as appropriate.

d. On receipt of the addressee's written protest, the Post Office facility will promptly:

(1) Prepare report, in duplicate, on PS Form 2937, *Importer's Objections.*

(2) Forward original of PS Form 2937, with supporting statements and both copies of CBP Form 3419ALT, to the customs mail division where CBP Form 3419ALT was prepared, unless the addressee is located in the vicinity of one of the customs offices listed in 711.62. In the latter case, the original of PS Form 2937, both copies of CBP Form 3419ALT, and the other documents may be sent to the local customs office for consideration of the protest.

(3) Retain the mail with the duplicate of PS Form 2937 and await the decision of the customs office. If the customs office requests that the mail be submitted for inspection, it should be forwarded immediately.

e. If an adjustment is made by the customs officer, he or she will endorse the adjustment on both copies of CBP Form 3419ALT and return them with the original of PS Form 2937 to the postmaster. When the package is delivered, the delivery employee will collect and report the corrected amount of duty and handle as prescribed in 713.46. If the adjusting customs officer waives the duty, the mail will be reported as an uncollected item, as prescribed in 713.52.

f. If no decision on a protest is received from the customs office within 30 days, request that the matter be expedited. Continue to hold the mail until a decision is received.

g. Whenever applicable during this process, the mailpiece barcode should be scanned/entered and the corresponding event code entered in the handheld or POS ONE scanner.

713.3 Forwarding or Returning Dutiable Mail

713.31 Forwarding Dutiable Mail Within the U.S.

713.311 Procedures

Forward dutiable mail as prescribed in 764.1. Allow CBP Form 3419ALT to remain attached to the redirected mail in its original envelope, which is also redirected to the new address.

713.312 PS Form 3849, Delivery Notice/Reminder/Receipt

a. *Manual Record Management Sites:* Prepare PS Form 3849 to show the name and address of the addressee, forwarding address, and name of port where the duty was assessed.

b. *Electronic Record Management Sites:* Scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner.

713.313 Disposition of PS Form 3849

a. *Manual Record Management Sites:* File PS Form 3849 with other delivery records.

b. *Electronic Record Management Sites:* Send delivery receipts to the appropriate Computerized Forwarding System (CFS) unit.

713.32 Forwarding Dutiable Mail to Another Country

713.321 CBP Form 3419ALT

When dutiable mail is entitled to be forwarded to another country, detach both copies of CBP Form 3419ALT, endorse them "ADDRESSEE MOVED OUTSIDE JURISDICTION OF THE UNITED STATES," and report the mail as an uncollected item, as prescribed in 713.52. If applicable, scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner.

713.322 Procedures

See 764.2 concerning procedures for forwarding mail.

713.33 Returning Dutiable Mail to Sender

713.331 CBP Form 3419ALT

When dutiable mail is to be returned to the sender, detach both copies of CBP Form 3419ALT; endorse them "REFUSED," "UNCLAIMED," etc.; and report the mail as an uncollected item as prescribed in 713.52. If applicable, scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner.

713.332 Procedures

See 772 for procedures for returning mail.

713.34 Forwarding or Returning Dutiable Mail by Stations and Branches

Postmasters may authorize stations and branches to forward or return mail directly from those units, without sending the mail to the main office.

713.4 Payment of Duty

713.41 Duty Rate Information

Customers desiring information concerning rates of duty or other customs procedures should communicate directly with the nearest customs office (see 711.62) or with:

US CUSTOMS AND BORDER PROTECTION
OFFICE OF THE COMMISSIONER
DEPARTMENT OF HOMELAND SECURITY
1300 PENNSYLVANIA AVE SW
WASHINGTON DC 20229-0001

713.42 Prepayment of Customs Duty Abroad

No provision is made for the prepayment abroad of customs duty on mail shipments addressed for delivery in the United States.

713.43 Registration of Items to Be Returned to the United States

713.431 Customs Form 4455, Certificate of Registration

Before sending an item abroad for alterations, repairs, use, or replacement, the owner should submit it to a customs officer for issuance of a *Certificate of Registration* (Customs Form 4455). Otherwise, the package may be subject to a customs duty when it is returned to the United States.

713.432 **Certification by Postal Service Personnel**

Due to the lack of customs offices in many parts of the country, customers often are unable to have items registered with the U.S. Customs Service before sending them abroad, or are able to do so only after considerable expense and inconvenience. As a service to Postal Service customers, postmasters — or employees they designate — may certify the exportation of items mailed abroad for alteration, repair, use, or replacement under the following conditions:

a. The customer must live more than 20 miles from a customs office. In addition to those listed in 711.62, there are a number of other customs locations throughout the country. A customer who lives within 20 miles of any customs office must have the item certified by a customs officer.

b. The customer must present the items to be exported in an open state. The package must be accompanied by an original and duplicate copy of Customs Form 4455, which is completed and signed by the sender, and a customs declaration form(s) appropriate to the class of mail. (See 123 for declaration requirements.) Customers may obtain Customs Form 4455 from any customs office.

c. The postmaster or designated Postal Service employee must check to see that the description of the item to be exported is the same on both Customs Form 4455 and the customs declaration form. If the description is the same, he or she certifies to the mailing (lading) by completing the "Signature of Customs Officer" space on both copies of Customs Form 4455. A Certificate of Mailing fee (see Notice 123, *Price List)* must be charged and accounted for by affixing postage stamps to the original and duplicate copies of Customs Form 4455 and canceling each stamp with the Post Office date stamp.

d. Both copies of Customs Form 4455 must be returned to the customer. The customer must insert the original in the package so that the foreign addressee can return it with the merchandise. The customer should retain the duplicate for possible use in clearing the merchandise upon its return.

e. After the customer has inserted the original Customs Form 4455, he or she must secure and seal the package and return it to the acceptance employee, who will handle it in the usual manner.

713.44 Return of Audio-Visual Materials

Customs Form 3311, *Declaration for Free Entry of Returned American Products and/or Certificates of Exportation,* should accompany outbound shipments of educational films sent to foreign addressees on a loan or rental basis. By enclosing Customs Form 3311, the mailer is indicating that the contents of the shipment are eligible for duty-free handling and classification upon reentry into the United States. This procedure is applicable to shipments of educational films valued at $250 or less, which have been produced in the United States and are returned through the mail by foreign consignees. Customs Form 3311 can be obtained at any Customs Service office.

713.45 Assessment of Duty in Foreign Countries

The assessment of customs duty in foreign countries is outside the control of the U.S. Postal Service. Postal Service employees must not attempt to inform customers whether any items — either gifts or commercial shipments — will be subject to customs duty. It may be suggested to customers, however, that they inform the addressee before they mail so that the latter may determine whether those items are dutiable. No provision is made for prepayment of customs duty on mail addressed for delivery in foreign countries.

713.46 Recording and Reporting Collections

Post Office facilities making delivery/collection of dutiable mail must follow the recording and reporting procedures in Handbook F-101, *Field Accounting Procedures*, subchapter 7-2.

713.5 Treatment of Uncollected Items

713.51 Disposal of Uncollected Items

When it is definitely established that a dutiable package is undeliverable, detach both copies of CBP Form 3419ALT (see 713.11) and treat the package as prescribed in 770. Mark the mail entry forms to show the reason for nondelivery, and report as prescribed in 713.52.

713.52 Reporting of Uncollected Items

713.521 PS Form 2933, Register of Uncollected Customs Charges

Complete PS Form 2933, *Register of Uncollected Customs Charges,* in duplicate, listing uncollected items in numerical order according to the seven-digit serial number on CBP Form 3419ALT.

713.522 Disposition of PS Form 2933

Forward the original PS Form 2933, with both copies of CBP Form 3419ALT, to the following address:

US CUSTOMS AND BORDER PROTECTION
MAIL ENTRY
6650 TELECOM DR STE 100
INDIANAPOLIS IN 46278-0001

If supporting Customs Form 3342, *Declaration for Free Entry of Gifts and/or Authorization to Postmaster to Deliver Mail Importation Conditional Free of Duty,* or other statements are necessary, they must be forwarded with the original PS Form 2933 and copies of the CBP Form 3419ALT to the Regional Commissioner of Customs.

713.523 Filing of PS Form 2933, Register of Uncollected Customs Charges

File duplicate PS Form 2933 for reference purposes.

713.524 Reports

Prepare reports as needed, but not less frequently than weekly.

713.53 Past-Due Entries

When the U.S. Customs Service fails to receive a remittance of duty or a report of disposition made of a dutiable package, the postmaster will receive a set of reproduced copies of CBP Form 3419ALT. In this circumstance, a search should be made at the Post Office of address and a report of its findings made to the Regional Commissioner of Customs at the address shown in 713.522.

713.54 Detached Customs Mail Entries

When a detached CBP Form 3419ALT is found, attempt to locate the related package and attach the form to it. If the package cannot be located, send CBP Form 3419ALT to the following address:

US CUSTOMS AND BORDER PROTECTION
MAIL ENTRY
6650 TELECOM DR STE 100
INDIANAPOLIS IN 46278-0001

713.6 Refund of Customs Duty

713.61 Action by Postmaster

713.611 General

Amounts collected on CBP Form 3419ALT are *not* refundable by postmasters. An addressee who requests a refund of duty should be advised to make application to the customs office that issued the mail entry forms *within 90 days* from the date the duty is paid. If a refund is claimed for damage, it is suggested that the package be forwarded with the application. Any addressee wishing to abandon the package to the government should so state in the application.

713.612 Addressee's Request for Refund

If the addressee wishes to request a refund of duty from the Customs Service and intends to file an indemnity claim with the Postal Service, he or she must present the contents, container, and complete wrapping to the postmaster for the inspection in conjunction with the preparation of PS Form 2855, International Claim for Indemnity. Following this inspection, the postmaster accepting the claim will provide the claimant with a statement to the effect that:

a. The Postal Service has accepted the damage claim and has received the abandoned merchandise;

b. The package and its wrapper and contents with no commercial value have been presented to and retained by the Postal Service; and

c. The documents, including the customer's yellow receipt copy of CBP Form 3419ALT, indicated that customs duty in the stated amount was paid by the customer.

Note: This statement, which is to be provided to the customer by the postmaster, is to accompany the customer's application to the Customs Service for refund of duty. If this statement accompanies the application, the presentation of the abandoned articles is not required by the Customs Service.

713.62 Refunds by Customs Service

713.621 Refund of Duty on Abandoned Merchandise

A request for refund of duty paid will be considered by the Customs Service when merchandise covered by CBP Form 3419ALT is abandoned, provided:

a. The abandoned merchandise represents five percent or more of the total value of all merchandise of the same class or kind entered in the invoice in which the item appears.

b. The abandoned merchandise is delivered to the customs office where the CBP Form 3419ALT was issued within 90 days of the date of delivery (unless the Secretary of the Treasury authorizes a longer time in writing).

713.622 Refund of Duty on Returned Merchandise

The refund of duty paid "less 1 percent" will be considered by the Customs Service when merchandise covered by CBP Form 3419ALT is returned, provided:

a. The returned merchandise does not conform to the sample or specification, or has been shipped without the consent of the consignee.

b. The returned merchandise is delivered to Customs Service custody for exportation within 90 days of the date of delivery (unless the Secretary of the Treasury authorizes a longer time in writing).

Note: The addressee must pay the postal charges incident to returning the merchandise to the sender.

713.623 Refund of Duty on Goods Lost En Route

The Customs Service will not refund the duty paid when goods are lost en route after an addressee has paid the customs duty at the Post Office facility and requested that delivery be made at his or her residence or place of business. In addition, the Postal Service does not make any refunds of customs duty.

713.624 Refund of Duty as Drawback on Exported Merchandise

See 580 for drawback arrangements.

720 Plant and Animal Quarantine Inspection

721 What Is Subject to Inspection

All packages that contain plants, plant products, soil, plant pests, plant material used for packing, animals, and animal products and byproducts, including meats, are subject to agricultural quarantine inspection by the U.S. Department of Agriculture (see DMM 601).

722 Segregation and Handling

722.1 Treatment of Packages Labeled for Inspection

722.11 Dispatch of Packages

Dispatch packages bearing green and yellow or red and white address labels to the Agriculture Department inspection points shown on the labels.

722.12 Marking

After the packages are inspected and cleared, they will be stamped "RELEASED" or "TREATED AND RELEASED," redirected to the addressees, and returned to the mail for delivery.

722.2 Treatment of Packages Exempt From Inspection

Undamaged packages bearing the Agriculture Department label *Importation Authorized* should be forwarded directly to the Post Office of address. If packages bearing this label are damaged, recondition them if necessary, and forward for agricultural inspection as prescribed in 722.3.

722.3 Treatment of Unauthorized Importations

Mark "FOR AGRICULTURAL QUARANTINE INSPECTION" on packages containing the articles listed in 721 but not bearing any Agriculture Department labels or inspection stamps. Forward them under seal to the postmaster at the most accessible location listed in 723.

722.4 Packages Containing Prohibited Material

Upon inspection, packages found to contain prohibited agricultural material are either (1) released for delivery after removal of the prohibited contents and insertion of a notice by the inspector, or (2) marked "REFUSED ENTRY" (or a similar notation) and returned to origin.

723 Agriculture Inspection Stations and Offices

Inspectors of the Plant Protection and Quarantine Programs, U.S. Department of Agriculture, are stationed at the following locations:

Agana, GU	Memphis, TN
Anchorage, AK	*Miami, FL
Astoria, OR	Milwaukee, WI
Atlanta, GA	Mobile, AL
Baltimore, MD	Morehead City, NC
Bangor, ME	*New Orleans, LA
Baton Rouge, LA	Newport News, VA
Blaine, WA	New York, NY
Boston, MA	*Nogales, AZ
*Brownsville, TX	Norfolk, VA
Buffalo, NY	Pensacola, FL
Calexico, CA	Philadelphia, PA
Charleston, SC	Phoenix, AZ
Charlotte Amalie, VI	Port Arthur, TX
Chicago, IL	Port Canaveral, FL
Christiansted, VI	Portland, ME
Cleveland, OH	Portland, OR
Coos Bay, OR	Presidio, TX
Corpus Christi, TX	Progreso, TX
Dallas, TX	Roma, TX
Del Rio, TX	Rouses Point, NY
Denver, CO	St. Louis, MO
Detroit, MI	St. Paul, MN
Dover AFB, DE	San Antonio, TX
Duluth, MN	*San Diego, CA
Eagle Pass, TX	*San Francisco, CA
*El Paso, TX	*San Juan, PR
Fairfield, CA (Travis AFB)	Savannah, GA
Fort Lauderdale, FL	*Seattle, WA
Galveston, TX	Tacoma, WA (McChord AFB)
Hidalgo, TX	Tampa, FL
Hilo, HI	Toledo, OH
*Hoboken, NJ	Tucson, AZ
*Honolulu, HI	Wallingford, CT
Houston, TX	Warwick, RI
Jacksonville, FL	Washington, DC
*Jamaica, NY (JFK Airport)	*West Palm Beach, FL
Kansas City, MO	Wilmington, DE
Key West, FL	Wilmington, NC
*Laredo, TX	Wrightstown, NJ (McGuire AFB)
*Los Angeles, CA	

**Inspection Stations.*

730 Shortpaid Mail to the United States

731 Computation of Postage Due

a. The postal service of the country of origin identifies and marks shortpaid mail with a T stamp. Next to the T is a fraction that consists of the amount of postage deficiency (expressed in its own currency) divided by the country's international surface letter price at the first increment.

b. The receiving exchange office in the United States multiplies the T fraction by the U.S. First-Class Mail International letter price to determine the short paid amount in U.S. currency. This amount, plus a $0.50 handling charge, accounts for the postage-due amount to be collected on delivery. The postage-due formula is as follows:

$$T \frac{\text{shortpaid amount}}{\text{International letter price of postage to U.S.}} \times \text{First-Class Mail International price}$$

= Postage deficiency in U.S. currency

+ $0.50 handling charge

= Postage due amount

c. The receiving exchange office in the U.S. will imprint stock rubber stamp R-1300-4, *Postage Due…Cents,* and enter the amount of postage due.

d. The delivery office will collect postage-due mail in accordance with DMM 604 and Handbook F-1, *Post Office Accounting Procedures.*

732 Shortpaid Letters and Cards From Canada

Shortpaid mail from Canada is marked with a T in a circle with the actual amount to be collected entered in the circle. No handling charge is assessed or collected on shortpaid mail from Canada.

733 Shortpaid Items Bearing U.S. Postage

If an item bears U.S. postage, the delivery office must allow credit for its value when postage due is collected.

740 Irregular Mail

741 Invalid Foreign Postage

A foreign originating mailpiece, which bears invalid postage and is accompanied by a letter of explanation from the origin postal administration, is to be rated as an unpaid postal item. Under those circumstances, the addressee should be asked to (1) pay the requisite postage due; (2) disclose

the sender's name and address; and (3) surrender the envelope. After the mailpiece has been tendered to the addressee, the delivery Post Office facility should send the envelope (or the entire article, if refused by the addressee) with the letter of explanation and the sender's name and address (if disclosed by the addressee) to the following address:

MANAGER OF INTERNATIONAL MARKETING
INTERNATIONAL BUSINESS
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 3216
WASHINGTON DC 20260-3216

742 Stamps Not Affixed

742.1 Marking

Some items of foreign origin do not bear postage stamps, but instead are marked "POSTAGE PAID," "ON POSTAL SERVICE," "SERVICE DES POSTES," "TAXE PERCUE" or "TP," or "PORT PAYE" or "PP," followed by postmark. The marking *On Her Majesty's Service* or *O.H.M.S.* is also sometimes used. Treat this mail as prepaid.

742.2 Parcels Without Postage Stamps

Some foreign post offices do not put postage stamps on parcels. All such parcels received must be regarded as prepaid.

743 Parcels Addressed Through Banks or Other Organizations

743.1 Notification of Arrival

If a parcel is addressed to a bank or other organization for delivery to a second addressee, the Post Office facility will notify both addressees of the arrival of the parcel and will then deliver it to the first addressee, or hold it if the first addressee so requests. If the parcel is held, the Post Office facility will deliver it to the second address only with written permission from the first addressee, unless the sender has arranged for a change of address. If delivery to the second addressee involves forwarding the parcel to another Post Office facility, the parcel will be subject to forwarding postage as provided in 764.13. In all cases, electronic record management sites will scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner.

743.2 Filing Authorization

After delivery to the second addressee, the Post Office facility will keep the first addressee's written authorization for 1 year, in case of inquiry. Authorizations will be filed as follows:

a. For insured parcels: with addressees' receipts.

b. For uninsured parcels: in any appropriate place.

744 Foreign Dispatch Notes

744.1 Delivery Instructions

If parcels are received at delivery offices with dispatch notes *(bulletin d'expedition)* attached, deliver these notes with the parcels. Although dispatch notes have a space provided for the addressee's acknowledgment of receipt, they do not require signature. They must not be confused with foreign return receipts *(avis de reception),* which are completed as prescribed in 753.1.

744.2 Undeliverable Parcels

If a parcel is returned as undeliverable, the Post Office facility will mark the dispatch note as well as the wrapper to show the reason for nondelivery and leave the dispatch note attached to the parcel.

744.3 Dispatch Notes Not Associated With Parcels

Dispatch notes that cannot be associated with accompanying parcels may be disposed of as waste.

750 Extra Services

751 Insured Parcels

751.1 Identification

751.11 Evidence of Insurance

A number on a parcel is not sufficient evidence of insurance. An insurance endorsement is also required.

751.12 List of Insurance Endorsements

The following are insurance endorsements that may appear on inbound insured parcels, depending on the language of the country of origin:

a. *Insured*.

b. *Asegurado* or *Valor Declarado*.

c. *Assicurato* or *Valor Dichiarato.*

d. *VD* or *Valeur Declaree*.

e. *Wertangabe* or *Wertpaket*.

751.2 Delivery

Deliver international insured parcels in accordance with DMM 503 and POM 814.2.

751.3 Indemnity Claims and Payments

For detailed information concerning indemnity claims and payments for loss, damage, or missing contents for insured parcels, see 930.

752 Registered Mail

752.1 Identification

752.11 Evidence of Registration

A number on an item of mail is not sufficient evidence of registration. A registry endorsement is also required.

752.12 List of Registry Endorsements

The following are registry endorsements that may appear on Registered Mail items, depending on the language of the country of origin:

a. *Certificado*.

b. *Einschreiben*.

c. *R* or *Registered.*

d. *Raccomandata*.

e. *Recommande*.

f. *Registo* or *Registrado*.

752.13 Treatment of Registered Items

All mail registered by the country of origin must be handled in the domestic First-Class Mail mailstream from the exchange office to the office of delivery. A signed delivery receipt must be obtained at the time of delivery.

752.14 Treated as Ordinary Mail

Any item without evidence of formal registration must be treated as ordinary mail. A sender's registry endorsement on such articles must be crossed out.

752.2 Treatment by Office of Delivery

752.21 Delivery

Record and deliver in accordance with DMM 503 and POM 812.4.

752.22 Mail Unaccounted for After Assignment for Delivery

752.221 General

When a Registered Mail item assigned for delivery is not properly accounted for, make a record of the available facts concerning the item and file the report, pending a possible inquiry.

752.222 Inquiries

If an inquiry is received from the sender (see 920), ask the addressee whether the item was received. If the item was not received, make a full report promptly to the appropriate Postal Service inspector-in-charge.

752.23 Indemnity Claims and Payments

For detailed information concerning indemnity claims and payments for loss, damage, or missing contents for Registered Mail items, see 930.

753 Return Receipt

753.1 Completion of Return Receipt Form

Inbound registered or insured mail for which the sender requests advice or confirmation of delivery will be endorsed with the words “AVIS DE RECEPTION” or with the letters “A.R.,” and be accompanied by a light red or pink card similar to PS Form 2865, *Return Receipt for International Mail.* The office of delivery must complete the receipt as follows:

a. Have the addressee or an authorized agent date and sign the receipt with *ink*. When signed by an agent of the addressee, have the agent sign the addressee’s name, followed by his or her own signature.

b. Postmark the receipt in the appropriate spaces on both sides.

c. Endorse the completed receipt “AIRMAIL” and dispatch it as unregistered mail.

753.2 Foreign Receipt Form Missing

When inbound registered or insured mail is marked *A.R.* or bears the notation *Avis de Reception* but is not accompanied by a receipt form, the delivery office must complete and attach a pink PS Form 2865.

754 Restricted Delivery

754.1 Inbound Registered Mail

An inbound Registered Mail item, accompanied by a return receipt and bearing the notation *A Remettre en Main Propre* or Restricted Delivery, should be delivered only to the addressee or their authorized agent.

754.2 Failed Delivery Attempt

Failing delivery on the first attempt, a second attempt must be made to deliver this mail if it is likely this attempt will be successful. If appropriate, scan/enter the mailpiece barcode and enter the corresponding event code in the handheld scanner. See 770 for the treatment of undeliverable inbound mail.

760 Forwarding

761 General Procedures

761.1 Items Addressed to Foreign Countries

Items addressed to foreign countries generally will be forwarded to a new address of the addressee in the country of destination, subject to collection of redirection charges prescribed by the internal regulations of the country.

761.2 Forwarding to a Third Country

The original destination country may forward an item to a third country if the item complies with the conditions required for its further conveyance, and the extra postage is paid at the time of redirection or the original destination country is satisfied that it will be able to recover the redirection charges.

761.3 Endorsement Not to Forward

The sender may forbid any forwarding by placing an endorsement to that effect on the wrapper in a language understood in the country of destination.

761.4 Scanning Procedures

Forwarded items should be scanned/entered into the handheld scanner along with the corresponding event code.

762 Mail of Domestic Origin

762.1 Addressee Moved to Another Country

762.11 Letters and Postcards

Postcards and unregistered letters that do not appear to contain merchandise and do not bear a notice forbidding forwarding may be redirected to the original addressee in another country. Letters and cards are forwarded without prepayment of additional postage.

762.12 Mail Other Than Letters and Postcards

Domestic mail (Periodicals Mail, Standard Mail, and Package Services) addressed to a domestic addressee who has moved to another country must not be forwarded to another country but must be returned to the sender. Domestic mail that cannot be returned to the sender because of an incorrect, incomplete, illegible, or missing return address must be treated as dead mail and disposed of as provided in DMM 507. (See 762.2 for items bearing foreign return address.)

762.2 Undeliverable Domestic Mail Bearing U.S. Postage and a Foreign Return Address

Handle an undeliverable domestic mailpiece that is addressed to a U.S. addressee and that bears a foreign return address based on its class and size and shape, as noted below:

a. A domestic postcard: Return to the foreign address.

b. A domestic letter-size or flat-size mailpiece that does not appear to contain merchandise: Return to the foreign address.

c. A domestic Registered Mail mailpiece that does not appear to contain merchandise: Return to the foreign address. In case of loss of a Registered Mail letter after dispatch from the United States, the mailer agrees to the indemnity payment provisions of 934.2, regardless of the amount of registry fee paid.

d. A domestic Certified Mail letter-size or flat-size mailpiece that does not appear to contain merchandise: Return to the foreign address.

e. Regardless of mail class, a domestic parcel-size mailpiece or any domestic mailpiece that appears to contain merchandise: Hold at the Post Office of the addressee. While holding the piece, the Post Office submits a request for instructions to International Claims, St. Louis ASC, P.O. Box 80146, St. Louis, MO 63180-0146. The request must include the following information:

(1) The names and addresses of the sender and the addressee.

(2) The weight of the item and any extra services.

(3) The nature and value of contents if known.

The International Claims Office will contact the sender for disposition instructions, completion of the required customs forms, and payment of additional postage.

763 Items Mailed Aboard Ships (Paquebot)

763.1 General

Mail posted aboard commercial vessels on the high seas may bear postage stamps of the country whose flag the vessel flies. On arrival at a port, an officer of the ship must give the mail to the post office of the foreign city. That post office must cancel the stamps and dispatch the items. If the stamps are foreign, the Post Office facility must use a special *Paquebot* postmark or apply the word “PAQUEBOT” to the envelope in ink or with a rubber stamp.

763.2 Mail Forwarded by Air

Mail to be forwarded by air must be accompanied by International Form CN 65, *Bill. Weight of Airmail Items* (formerly AV-2) (similar to PS Form 2710, *Statement of Net Weight of the Airmail),* prepared by the ship’s officer, showing the weight of the items for each destination, including the United States. The receiving Post Office facility must postmark Form CN 65 in the lower right section titled “Timbre du bureau destinataire.” When airmail is presented at a Post Office facility that is not an international airmail exchange office, the postmaster must transmit the Form CN 65 to the nearest installation listed below:

INTERNATIONAL RECORDS UNIT
US POSTAL SERVICE
BUILDING 250
JOHN F KENNEDY INTERNATIONAL AIRPORT
JAMAICA NY 11430-9506

INTERNATIONAL RECORDS UNIT
US POSTAL SERVICE
11690 NW 25TH ST
MIAMI FL 33172-1702

INTERNATIONAL RECORDS UNIT
US POSTAL SERVICE
ROOM 216
2850 BAYSHORE BLVD
DALY CITY CA 94013-0015

763.3 Mail Posted on a U.S. Ship

Mail posted aboard a U.S. ship on the high seas, or aboard any ship while in a U.S. port, must bear U.S. stamps and is *not* entitled to *Paquebot* cancellation at a U.S. Post Office facility.

763.4 Forwarding Ship Passenger and Crew Mail

763.41 Items That Do Not Contain Merchandise

As an alternative to 762 and 764, unregistered items or correspondence that does not contain merchandise addressed to crew members or passengers on board a ship may be forwarded in the international mail, by surface or air, in one forwarding envelope addressed to a ship or travel agency under the following conditions:

a. The forwarding envelope in which the items are forwarded should measure approximately 6 x 9 inches and be supplied by the sender. Do not put postage on forwarding envelope, but place the following endorsement in the upper right corner: "THIS ENVELOPE CONTAINS PREPAID LETTERS FORWARDED IN BULK BY AUTHORITY OF THE VICE PRESIDENT, INTERNATIONAL BUSINESS, U.S. POSTAL SERVICE. ANY REQUIRED ADDITIONAL INTERNATIONAL POSTAGE HAS BEEN AFFIXED TO THE ARTICLES ENDORSED."

b. The forwarding envelope must be presented unsealed at the mailing office for a check of its contents. Any additional postage required must be paid on each of the articles enclosed, as follows:

   (1) *Articles of U.S. origin*. Pay on each article the difference between the postage already paid and the appropriate international price to the new country of destination.

   (2) *Articles originating in other countries*. Affix full air postage from the United States to the new country of destination on each article enclosed.

c. Place Label 19-A or Label 19-B in the upper left corner of the envelope immediately below the return address of the sender.

d. The total weight of the forwarding envelope and its contents is limited to 18 ounces.

763.42 Accepting Employee's Responsibility

The accepting employee must check the envelope to see that any required additional postage has been purchased, affixed, and canceled, and then seal the envelope. The accepting employee must also apply the office date stamp and his or her initials immediately below the sender's endorsement prescribed in 763.41a.

764 Mail of Foreign Origin

764.1 Forwarding Within the United States

764.11 Mail Other Than Periodicals and Parcels

Except for periodicals and parcels, items received by surface may be forwarded within the United States by surface and items received by air may be forwarded within the United States by air without an additional postage charge or fee, unless there is a notation forbidding their being forwarded.

764.12 Periodicals

764.121 Periodicals from Canada

Periodicals Mail publications *from Canada* are forwarded in the same manner as domestic Periodicals Mail (see DMM 507).

764.122 Periodicals from Other Countries

Periodicals from *all other countries* will be forwarded, at no charge, for 60 days from the effective date of the change-of-address order. If the periodical is received after the 60-day forwarding period, the Post Office facility of original destination address must handle it as follows:

a. If it bears the sender's request for return, it must be endorsed "MOVED, NOT FORWARDABLE," and returned to origin.

b. All other periodicals and any subsequent copies received must be disposed of as waste.

c. At no time will an address correction notice be provided to the mailer.

764.13 Parcels

764.131 Surface

a. A parcel may be forwarded to the original addressee or to an alternate addressee at another Post Office facility in the United States by surface transportation, subject to collection on delivery of postage at the U.S. domestic zone price.

b. The Post Office facility forwarding a parcel by surface in the United States must mark the wrapper "POSTAGE DUE," and indicate the amount of domestic postage necessary for forwarding and any applicable storage charges.

c. When delivering a forwarded parcel, the Post Office facility must collect the necessary amount for domestic transmission, even if the *Postage Due* marking is omitted. The customs clearance and delivery fee described in 712 is also collected on any forwarded, dutiable parcel.

764.132 Air

Forwarding by air must be prepaid.

764.2 Forwarding to Another Country

764.21 Mail Other than Periodicals and Parcels

764.211 General

Items may be forwarded to another country if that country accepts mail of the classification involved.

764.212 **Method of Forwarding**

Airmail letters and cards marked "PRIORITY," which do not bear instructions forbidding their forwarding, are forwarded by air without additional postage. Surface and all other items and parcels are forwarded by surface.

764.22 Periodicals

The provisions of 764.12 apply in the case of publications addressed to persons who have filed a change of address to another country.

764.23 Parcels

764.231 **Forwarding by Surface Mail**

If the addressee has moved to the country of the parcel's origin and no instructions are given to deliver to a second addressee in the United States, the Post Office facility will mark the parcel "MOVED," show the forwarding address of the addressee, and send it by surface transportation, including parcels originally received by air, after crossing out the "PAR AVION" label or other airmail marking, to the appropriate exchange office for return to the country of origin.

764.232 **Delivery to an Alternate Addressee**

If the addressee has moved to a third country or if the sender has included instructions for delivery to an alternate addressee in a third country, the Post Office facility must hold the parcel and request instructions from International Claims, St. Louis ASC, P.O. Box 80146, St. Louis, MO 63180-0146. Requests should include the following information:

a. Names and addresses of sender and addressee, or alternate addressee.

b. Weight of the parcel.

c. Whether the parcel is insured.

d. Nature and value of the contents as shown on the customs declaration.

764.233 **Undeliverable as Addressed Parcels**

If the parcel is undeliverable as addressed and (a) sender instructs that, in that event, parcel is to be abandoned, or (b) there is no return address or forwarding address, then handle parcel in accordance with 772.15 and 772.32(c).

764.24 Customs Entry Forms

Detach both copies of U.S. Customs and Border Protection (CBP) Form 3419ALT (see 713.11), affixed to dutiable mail being forwarded to another country, and treat them as prescribed in 713.32.

764.3 Backstamping

A legible postmark must be applied to (a) the back of letters and to the front of postcards when received missent and (b) to all forwarded or returned items.

765 Directory Service

Foreign mail, except foreign circulars, is provided directory service (see DMM 507).

Note: Foreign mail bearing letter-class postage, received in quantities, and having the general characteristics of circular mail, must not be given directory service.

766 Retention Period

766.1 General Procedure

Post Office facilities must hold international mail items for pickup by the addressee for 30 days. However, inbound Express Mail items must be treated as prescribed in DMM 508.1.1.7.

766.2 Exceptions

766.21 Refused, Undeliverable, or Unforwardable Item

An item refused or known to be neither deliverable nor forwardable must be treated as undeliverable immediately.

766.22 Request for Return

Items enclosed with a sender's request for return within a specified period may be held for the period specified, not to exceed 60 days.

766.23 Items Conditionally Refused by Addressee

An item conditionally refused by the addressee because of the duty assessed (see 713.233 for the procedure when the addressee asks that the U.S. Customs Service reconsider the duty) is held until the customs office gives a decision on the protest. If no decision is reached within 30 days, the customs office should be asked to expedite its decision.

766.24 Items Returned From Customs Custody

An item returned from customs custody with advice that the addressee has not complied with required customs entry procedures must be treated immediately as undeliverable.

766.25 Request for Delivery to Alternate Addressee

An item bearing the sender's request for delivery to an alternate addressee must be held 15 days at the disposal of the first addressee and 15 days at the disposal of the second. If the alternate addressee is at another Post Office facility, the item is forwarded subject to 764.1, and the 15-day period begins from the day of receipt at the second office of address.

770 Undeliverable Mail

771 Mail of Domestic Origin

771.1 General Procedure

Items that originate in the United States and are found to be undeliverable in the destination country will generally be returned to the U.S. sender.

771.2 Exceptions

Ordinary (unregistered) items of printed matter, other than books, are not returned, unless the sender has requested their return. Parcels whose customs declaration requests abandonment in event of nondelivery are usually not returned.

771.3 Endorsements

Mail returned to the United States should bear an endorsement specifying the reason for nondelivery. The following French and Spanish language endorsements are frequently noted on returned mail:

Adresse Insuffisant (Fr)	Insufficient Address
Insufficiente (direccion) (Sp)	Insufficient Address
Parti (Fr)	Left (Gone Away)
Ausente (Sp)	Left (Gone Away)
Demenage (Fr)	Moved
Decede (Fr)	Deceased
Fallecido (Sp)	Deceased
Murio (Sp)	Deceased
Inconnu (Fr)	Unknown
Desconocido (Sp)	Unknown
Non Reclame (Fr)	Unclaimed
No Reclamado (Sp)	Unclaimed
Refuse (Fr)	Refused
Rehusado (Sp)	Refused
Objets Interdits (Fr)	Prohibited Items
Objectos Prohibidos (Sp)	Prohibited Items
License d' Importation Manque (Fr)	No Import License
De passe le Poids Reglementaire (Fr)	Overweight Parcel
En Sus de la Norme (contenu) (Fr)	Contents Exceed the Limits
Rezagos (Sp)	Return-Undeliverable

771.4 Remailing of Returned Mail

New postage must be applied to returned items, which are subsequently reentered into the mail.

771.5 Return Charges for Letter-post Items

771.51 General

Except as noted in 771.52, certain undeliverable-as-addressed mail items that a foreign postal administration returns to the U.S. sender are not subject to the payment of return charges. This provision applies to the following items:

a. Priority Mail International Flat Rate Envelopes.

b. Priority Mail International Small Flat Rate Priced Boxes.

c. First-Class Mail International items (including postcards).

d. First-Class Package International Service items.

e. Airmail M–bags.

f. International Priority Airmail (IPA) items, including M-bags.

g. International Surface Air Lift (ISAL) items, including M-bags.

771.52 Exceptions

Delivery Post Office facilities should collect return charges from the U.S. sender under the following circumstances:

a. If a returned letter-post item listed in 771.51 bears a short-paid endorsement that was originally applied by the Postal Service dispatching exchange office, the delivery office should collect the amount of the postage deficiency that would otherwise have been collected from the foreign addressee.

b. If a returned letter-post item listed in 771.51 bears a collection instruction that was applied by an International Service Center (ISC), international exchange office, or the Mail Recovery Center, the delivery office should collect the “due amount” that is specified on the mailpiece.

771.6 Return Charges for Priority Mail International

On delivery to the sender, return parcels are subject to collection of return postage and any other charges, including charges assessed by the foreign postal authorities. The amount of such charges will be indicated by the international exchange office, usually on a PS Form 2993, *Returned or Redirected Parcel* (label).

771.7 Handling of Returned Parcels

771.71 Refused by Sender

If the sender refuses a returned parcel, it must be disposed of as dead Priority Mail International.

771.72 Sender Has Moved to Another U.S. Address

If the sender has moved to another address in the United States, the returned parcel may be redirected, subject to forwarding postage, at the U.S. domestic zone price.

771.73 Sender Has Moved to Another Country

If the sender has moved to another country, the Post Office facility must hold the parcel and request instructions from International Claims, St. Louis ASC, P.O. Box 80146, St. Louis, MO 63180-0146. Requests should include the following information:

a. New address of the sender.

b. Amount of return charges due on the parcel.

c. Weight of the parcel.

d. Whether the parcel is insured.

e. Nature and value of the contents as shown on the customs declaration.

772 Mail of Foreign Origin

772.1 Marking

772.11 Reason for Nondelivery

At the end of the retention period (see 766), or sooner, when applicable, undeliverable items must be endorsed with the reason for nondelivery (see DMM 507).

772.12 Postmarking

Apply a legible postmark to the back of return letters and to the front of return postcards.

772.13 Address

Cross out but do not obliterate the address, and draw an arrow to return address.

772.14 Method of Return

Undeliverable airmail letters and cards and all First-Class Mail International items marked “PRIORITY” are returned to origin by air. All parcels and other items are returned by surface. Any “AIRMAIL” or “PAR AVION” endorsements or label must be obliterated on undeliverable items returned by surface.

772.15 Abandoned Parcel

If the sender of a parcel has given instructions on the wrapper or dispatch note that the parcel is to be abandoned if undeliverable, endorse the parcel “ABANDONED” (see 772.32c).

772.2 Dutiable Mail

Detach both copies of U.S. Customs and Border Protection (CBP) Form 3419ALT (see 713.11) and treat them in accordance with 713.33 and 713.52.

772.3 Disposal

772.31 General Procedure

Dispatch undeliverable letters and postcards bearing a return address to the appropriate exchange office as if they were originating mail. Dispatch all other undeliverable items to the appropriate exchange office as if they were originating mail.

772.32 Exceptions

The following exceptions apply:

a. Postcards that do not bear the sender's request for return and postcards with no return address are disposed of in accordance with DMM 507.

b. Ordinary (unregistered) printed matter, other than books, which does not bear the sender's request for return, is disposed of in accordance with DMM 507. Books and registered prints must always be returned to origin.

c. Parcels with no return address or endorsed "ABANDONED" (see 772.15) must be sent to the Mail Recovery Center. If the parcel was assessed duty, detach CBP Form 3419ALT (see 713.11) and report it as an uncollected item (see 713.52) before forwarding it to the Mail Recovery Center.

d. Canadian Periodicals Mail publications are treated in accordance with DMM 507.

e. Canadian originating mail of all classifications not covered by *a* and *b* above and not bearing the sender's name and address must be sent to the following address:

UNDELIVERABLE MAIL OFFICE
CANADA POST CORPORATION
1860 MIDLAND AVE UNIT 1
SCARBOROUGH ON M1P 2M0
CANADA

780 Items Mailed Abroad by or on Behalf of Senders in the United States

781 Payment Required

781.1 Postage Payment Required

Payment of U.S. postage is required to secure delivery of mail when the mailing is by or on behalf of a person or firm that is a resident of the United States and the foreign postage price applied to such items is lower than the comparable U.S. domestic rate.

781.2 Handling Charges

Undeliverable-as-addressed mail returned to the sender for which outbound postage was not paid to the U.S. Postal Service is subject to the payment of handling charges. On delivery to the sender, the sender is charged the applicable First-Class Mail International or First-Class Package International Service price for the weight and shape of the returned piece.

782 Definition of Terms

782.1 Resident

A resident of the United States includes any firm that has a place of business in the United States or is incorporated or otherwise organized in the United States, its territories, or its possessions.

782.2 By or on Behalf

A mailing is made by or on behalf of a person or firm that is a resident of the United States if such a resident seeks or expects to derive economic benefit or advantage from that mailing.

782.3 Place of Business

A place of business in the United States is any location in the United States, its territories, or its possessions where a firm's employees or agents regularly have personal contact with other individuals for conducting the firm's business. For the purposes of this section, a firm whose employees or agents have personal contact with others for conducting the firm's business in different places in the United States for short periods (for example, at hotels in different cities for 1 or 2 days at a time) is considered to have a place of business in the United States if the aggregate amount of time spent in the United States is 180 days or more within 12 consecutive months.

782.4 Agent

The use of a nonexclusive agent in the United States for the sole purpose of accepting orders and remissions for transmission to a firm in another country or for the sole purpose of distributing merchandise manufactured in another country and shipped to the United States in bulk does not by itself establish a place of business in the United States.

783 Advance Payment Required

783.1 Sample Mailpiece

A sender affected by the provisions in 781 must submit a sample mailpiece (envelope and contents) from the proposed mailing; a statement about the number of items to be mailed, the date of mailing, and the place of mailing; and a check, made payable to the U.S. Postal Service, to cover the amount of the applicable U.S. postage. The sample mailpiece, statement, and check must be sent to the following address:

MANAGER OF INTERNATIONAL PRODUCTS
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 5726
WASHINGTON DC 20260-5726

783.2 Headquarters Notification

Headquarters provides notification of postage acceptance and approval of the mailing to the sender and to the receiving U.S. exchange office. This notification permits the items in the mailing to go forward to the addressees without delay when the items reach the United States.

784 Advance Payment Not Made

784.1 Return or Disposal of Items

Items may be returned to origin or disposed of in accordance with Postal Service regulations if U.S. postage is not paid.

784.2 Mailings Without Advance Payment

A mailing subject to the provisions in 781 received without advance payment of U.S. domestic postage is held at the receiving U.S. exchange office. The exchange office reports the mailing to the executive director of International Postal Affairs, Postal Service Headquarters. (The International Postal Affairs office will advise the exchange office to release the mail when the foreign mailer has paid the applicable postage.) The report must contain the following information:

a. Title and/or nature of the items.

b. Identity of the sender.

c. Number of items detained.

d. Weight of a single item.

e. Foreign postage paid per item.

f. Country of mailing.

785 Report of Mailings

The receiving U.S. exchange office must report any mail appearing to be subject to the provisions of this subchapter to the following address:

EXECUTIVE DIRECTOR OF INTERNATIONAL POSTAL AFFAIRS
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 1P-906
WASHINGTON DC 20260-4017