

**Overview** Extra services are enhancements that, for a fee in addition to postage, provide greater security and accountability for mail, convenience to the sender, or improved handling. Extra services are not available with Periodicals. Not all extra services are available for all classes of mail and only certain services may be combined for the same mailpiece.

**Adult Signature Services (503.8.0)** Adult Signature service provides a method for customers to obtain a signature at delivery from an adult recipient who is 21 years of age or older.

Available for commercial and online customers who send via: Priority Mail Express, Priority Mail (including Critical Mail), and Parcel Select Nonpresort.

Return receipt (hardcopy PS Form 3811) may be used with Adult Signature shipments paid for as Priority Mail Express and Priority Mail. Adult Signature service may also be combined with: Certified Mail (if Priority Mail but not Critical Mail), Insured Mail and Hold For Pickup (only for commercial Priority Mail Express, Priority Mail (excluding Critical Mail) and Parcel Select Nonpresort pieces).

Two options available:

- **Adult Signature Required**—requires the signature of someone who is 21 years of age or older at the recipient's address.
- **Adult Signature Restricted Delivery**—requires the signature of a specific addressee (or authorized agent), who must be 21 years of age or older.

**Certificate of Mailing (503.5.0)** Provides evidence of mailing only. Certificate of mailing does not provide a record of delivery.

Available for: First-Class Mail, Priority Mail (excluding Critical Mail), Parcel Return Service, Standard Post, or Package Services mailpiece.

May be combined with: parcel airlift (PAL), special handling.

Use [PS Form 3817](#) for single pieces. Fee is affixed to form or paid with permit imprint (when presenting three or more pieces at one time using PS Form 3877).

Use PS Form 3877 (or facsimile) when mailing three or more pieces. PS Form 3877 facsimile is a USPS-approved, customer-generated itemized list and must contain the same information as the USPS form.

Use [PS Form 3606](#) for bulk mailings of identical weight pieces. This certificate states only the total number of pieces mailed and must not be used as an itemized list. Fee is affixed to form or, for mailers using Form 3606 with a permit imprint mailing, also may pay certificate of mailing fees, at the time of mailing, by the same permit imprint.

PS Form 3606 is available for mailings of identical weight pieces of: First-Class Mail, First-Class Package Service, Priority Mail (excluding Critical Mail), Package Services, Standard Mail (except Customized MarketMail), and Parcel Select.

Deposit: may not be placed in a Post Office maildrop or in a street letterbox.

**Certified Mail (503.3.0)** Provides sender with mailing receipt. Delivery record is maintained by USPS. No insurance provided.

Available for: First-Class Mail, First-Class Package Service and Priority Mail (except Critical Mail).

May be combined with: restricted delivery, return receipt, and adult signature services (only for Priority Mail, but not Critical Mail).

Use [PS Form 3800](#).

**Collect on Delivery (COD) (503.12.0)** USPS collects from recipient the postage and price of an item that was not prepaid and provides the amount collected to the mailer. Amount collected from recipient may not exceed \$1,000. Delivery record is maintained by USPS. A record of mailing is maintained at the mailing post office.

Available for: Priority Mail Express (except Priority Mail Express Military Service), First-Class Mail, Priority Mail (excluding Critical Mail), Standard Post, Package Services, or Parcel Select (except Parcel Select Lightweight).

Registered COD Mail is available for items sent as First-Class Mail (including Priority Mail).

May be combined with: USPS Tracking, Registered Mail, restricted delivery, return receipt, Signature Confirmation, special handling. USPS Tracking and restricted delivery are not available with Priority Mail Express COD.

Deposit: may not be placed in a Post Office maildrop or in a street letterbox.

Use [PS Form 3816](#).

- USPS Tracking**  
(503.10.0) Provides the date and time of delivery or attempted delivery. USPS Tracking may be purchased at the time of mailing only. This service may be obtained in two forms: (1) an electronic option for mailers who apply identifying barcodes to each piece, provide an electronic file, and retrieve delivery status information electronically; and (2) a retail option for mailers who retrieve delivery status on the Internet at [www.usps.com](http://www.usps.com) or by calling 1-800-222-1811. No record is kept at the office of mailing.
- Available for: First-Class Mail parcels, First-Class Package Service parcels (electronic option only), Priority Mail, Standard Mail parcels (electronic option only), Standard Post, Package Services parcels, and Parcel Select. USPS Tracking is provided at no additional charge for: Priority Mail, First-Class Package Service, and Standard Post mailpieces and for First-Class Mail parcels and Parcel Select mailpieces when using the electronic option.
- Not available for: restricted APO/FPO destinations, U.S. territories, possessions, and freely associated states in [608.2.0](#) (except for Puerto Rico, U.S. Virgin Islands, and ZIP Codes listed in [503.9.2](#)), and mail paid with precanceled stamps.
- May be combined with: COD, insured mail, Registered Mail, return receipt for merchandise, and special handling. Restricted delivery and return receipt is available if purchased with insurance for over \$200, COD, or Registered Mail service.
- Present at a USPS Retail service counter, or use Label 400 (electronic).
- Priority Mail Express Insurance**  
(503.4.1) Provides automatic indemnity coverage of Priority Mail Express up to \$100 at no extra charge for items that are lost, rifled, or damaged. Additional insurance may be purchased up to a maximum liability of \$5,000. For negotiable items, currency, or bullion, the maximum liability is \$15.
- May be combined with: return receipt, COD (except Priority Mail Express Military Service).
- Insured Mail**  
(503.4.0) Provides indemnity coverage of up to \$5,000 for lost, damaged, or missing contents. A mailing receipt is provided with all pieces. For mail insured for \$200 or less, the USPS maintains delivery information (not including a signature). For mail insured for more than \$200, the USPS maintains a delivery record (including recipient's signature). Insurance may only be purchased at one source for each mailpiece. Combining postal insurance from multiple sources is not permitted.
- Available for: Standard Mail or Parcel Select Lightweight parcels (bulk insurance only), Standard Post, Package Services, Parcel Select and for First-Class Mail or Priority Mail if it contains matter that is eligible to be mailed at Standard Mail, Standard Post or Package Services prices.
- May be combined with: USPS Tracking, parcel airlift service (PAL), Signature Confirmation, special handling, and merchandise return service, and with Adult Signature services with Insured Priority Mail Express, Priority Mail and Parcel Select Nonpresort.
- Return receipt and restricted delivery available for items insured for more than \$200. Return receipt for merchandise available for items insured for \$200 or less.
- Use PS Form 3813 for items insured for \$200 or less, use [PS Form 3813-P](#) for items insured for more than \$200.
- Registered Mail**  
(503.2.0) Provides the most secure service offered by USPS. Provides sender with mailing receipt and a delivery record is maintained by the USPS. A record of mailing is maintained at the mailing Post Office.
- Available for: First-Class Mail, First-Class Package Service and Priority Mail (except Critical Mail).
- Insurance is not available for items with no value. Insurance is provided and included in the Registered Mail fee for items valued up to a maximum liability of \$25,000. Handling charges apply for articles valued over \$25,000.
- May be combined with: COD, USPS Tracking, restricted delivery, return receipt, Signature Confirmation.
- Deposit: must be presented to a retail employee at a Post Office or a rural carrier.
- Use PS Form 3806 and Label 200.
- Restricted Delivery**  
(503.7.0) Directs delivery only to addressee or addressee's authorized agent.
- Available for: First-Class Mail, First-Class Package Service, and Priority Mail (excluding Critical Mail), when purchased at the time of mailing with Certified Mail, COD, insured mail for more than \$200, or Registered Mail service. Standard Mail parcels or Parcel Select Lightweight Parcels when bulk insurance for more than \$200 is purchased at the time of mailing. Standard Post, Package Services or Parcel Select when purchased at the time of mailing with COD or insured mail for more than \$200.

May be combined with: USPS Tracking, parcel airlift (PAL), return receipt, Signature Confirmation, special handling.

Use PS Form 3811.

**Return Receipt  
(503.6.0)**

Provides sender with evidence of delivery (to whom the mail was delivered and date of delivery). May be requested at the time of mailing or after mailing. A return receipt requested at the time of mailing also supplies the recipient's actual delivery address if different from the address used by sender. When purchased at the time of mailing, the mailer may choose to receive the return receipt by mail and/or electronically.

Available for:

- Priority Mail Express (receive by mail (PS Form 3811) option only).
- First-Class Mail, First-Class Package Service, and Priority Mail (excluding Critical Mail) when purchased at the time of mailing with Certified Mail, COD, insured mail (for more than \$200.00), or Registered Mail service.
- Standard Mail parcels or Parcel Select Lightweight parcels when bulk insurance (for more than \$200.00) is purchased at the time of mailing.
- Standard Post or Package Services when purchased at the time of mailing with COD or insured mail (for more than \$200.00).

Return receipt may be combined with: USPS Tracking (First-Class Mail parcels, Priority Mail, Standard Post, Package Services, and Parcel Select parcels), parcel airlift (PAL) (Priority Mail, Standard Post and Package Services), restricted delivery, Signature Confirmation (Priority Mail, Standard Post, Package Services, and Parcel Select parcels), and special handling.

Return receipt may be used with Adult Signature shipments paid for as Priority Mail Express and Priority Mail.

Use PS Form 3811 or request electronic Return Receipt at the time of mailing, use PS Form 3811-A after mailing.

**Return Receipt  
for Merchandise  
(503.9.0)**

Provides sender with a mailing receipt (PS Form 3804) and a return receipt (PS Form 3811). Return receipt supplies the recipient's actual address if different from the address used by the sender. A delivery record is maintained by the USPS.

Available for: merchandise sent as Priority Mail (excluding Critical Mail), Standard Mail parcels, Standard Post, Package Services, or Parcel Select.

May be combined with: USPS Tracking, insurance (for up to \$200), parcel airlift, special handling.

Use [PS Form 3804](#) and PS Form 3811.

**Signature  
Confirmation  
(503.11.0)**

Provides the date and time of delivery or attempted delivery. May be purchased at the time of mailing only. This service may be obtained in two ways: (1) an electronic option for mailers who apply identifying barcodes to each piece, provide an electronic file, and retrieve delivery status information electronically; and (2) a retail option for mailers who retrieve delivery information on the Internet at [www.usps.com](http://www.usps.com) or by calling 1-800-222-1811. A delivery record, including the recipient's signature is maintained by the USPS and is available, via fax or mail, upon request. No acceptance record is kept at the office of mailing.

Available for: First-Class Mail parcels, First-Class Package Services, Priority Mail, Standard Post, Package Services parcels, and Parcel Select. Not available for: APO/FPO/DPO destinations, U.S. territories, possessions, and freely associated states in 608.2.0 (except for Puerto Rico and U.S. Virgin Islands, to which service is available), mail paid with precanceled stamps.

May be combined with: COD, insured mail, Registered Mail, or special handling. May also be combined with return receipt (PS Form 3811) or restricted delivery, if purchased with COD, Registered Mail service, or insurance for more than \$200.00.

Use [PS Form 153](#) (retail) or Label 315 (electronic).

**Special  
Handling  
(503.13.0)**

Provides preferential handling, but not preferential delivery, to extent practicable in dispatch and transportation.

Available for: First-Class Mail, Priority Mail (excluding Critical Mail), Standard Post, Package Services and Parcel Select (except Parcel Select Lightweight). Required for parcels containing honeybees and day-old poultry, unless sent at First-Class Mail, First-Class Package Service, or Priority Mail prices.

May be combined with: COD, USPS Tracking, insured mail, parcel airlift (PAL) (for Package Services only), return receipt for merchandise, Signature Confirmation.

**503**

Quick Service  
Guide

**Additional Services**  
Extra and Additional Services

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