

# Shipping Products and Services: January and April 2015 Initiatives



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**February 18, 2015**



Confidential – Do Not Distribute

# Topics

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- **Postal Rate Commission (PRC) Filings**
  - Shipping Products
  - Product Simplification: Returns
  - Product Simplification: Extra Services
  - Value Added Initiatives
  - Resources
  - Questions

# Postal Rate Commission Filings (PRC)

## Transferring First-Class Mail Parcels to the Competitive Product List (Docket No# MC2015-7)

- Filed PRC: November 11, 2014
- Request:
  1. Remove First-Class Mail parcels from the market-dominant product list.
  2. Have an identical service added to the competitive product list as a retail subcategory of the existing First-Class Package Service product.
- Approval will include IMpb and name change.

	FY 14	SPLY	% CHG
<b>Volume<sup>1</sup></b>	234,475,890	247,384,279	▼ 5%

#	Channel	%
1	Online	59%
2	Retail	29%
3	Commercial	12%

#	Industry <sup>1</sup>
1	Electrical, Plumbing and Hardware Wholesaler
2	Internet and Mail Order Retail
3	Information Collection and Delivery

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# First-Class Package Service

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PRC approval will allow for three categories:

Mail Class	Weight	Sealed/ Not Sealed
Retail	1 to 13 ounces	Sealed
Commercial Base Pricing	1 to 13 ounces	Not Sealed
Commercial Plus Pricing	3.5 to 15.999 ounces	Sealed

# Market-Dominant

USPS dominates the market for these products. They fall within letter monopoly OR No legal monopoly, but USPS “owns” the market.

Premise: No competitive market to regulate USPS prices and service, so there is more of a need for regulation to protect customers from monopoly abuses.

## Monopoly

- First-Class Mail
- First-Class Mail and Inbound Letter Post
- Standard Mail

## Non-Monopoly

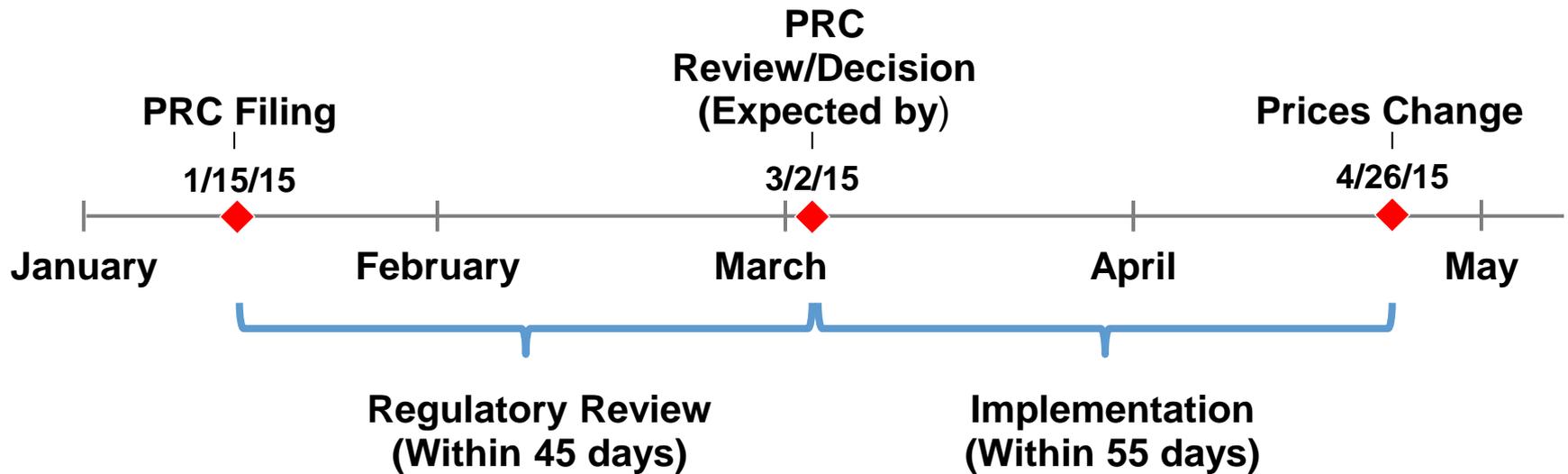
- Periodicals
- Media Mail
- Bound Printed Matter
- Library Mail
- Special Services
- Outbound Single-Piece Int'l Letters/Flats

# Postal Rate Commission Filings (PRC)

## Filed Market Dominant Price Change (Docket No# R2015-4)

- Filed PRC: January 15, 2015
- Proposes an additional \$0.9 Billion in Annualized Contributions.
- If the PRC approves the filing, implementation of the prices will improve the FY 2015 financial outlook by \$0.4 billion in contribution.
- The key elements of the CPI case include the following for **Shipping Products and Service initiatives:**
  1. Above average price increases to address PRC concerns about underwater products.
  2. Special Services simplification to reduce redundancy and improve customer ease of use.
- **USPS proposed effective date:** April 26, 2015
- **All Prices and % Changes are Pending PRC Approval.**

# Price Change Timeline: Market Dominant



# 2015 Percent of Change by Mail Class

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## Market Dominant

Mail Class	Percent Change (Average)
First-Class Mail	1.949
Standard Mail	1.886
Periodicals	1.965
Package Services	1.964
Special Services	0.234

# 2015 First-Class Mail Price Change

## Market Dominant

Product	Percent Change (Average)
Single-Piece Letters/Postcards	0.623
Presort Letters/Postcards	2.417
Flats	2.438
Parcels	10.180
FCM International	2.762

# 2015 Standard Mail Price Change

## Market Dominant

Product	Percent Change (Average)
Letters	1.835
Flats	2.466
Parcels	9.794
High Density/Saturation Letters	2.027
High Density/Saturation Flats/Parcels	1.557
Carrier Route	1.415
Every Door Direct Mail	4.761
Overall	1.886

# 2015 Package Services Price Change

## Market Dominant

Product	Percent Change (Average)
Alaska Bypass Service	2.294
Bound Printed Matter Flats	0.425
Bound Printed Matter Parcels	2.640
Media Mail/Library Mail	2.313
Overall	1.964

# Competitive

Substantial competition exists for these products. No legal monopoly exists AND vigorous competition is present.

Premise: Competitive market regulates USPS product value (price vs. service), so less regulation is needed to protect customer.

## Domestic Shipping Products

- Priority Mail Express
- Priority Mail
- Parcel Select
- First-Class Package Service
- Select Special Services

## International Shipping Products

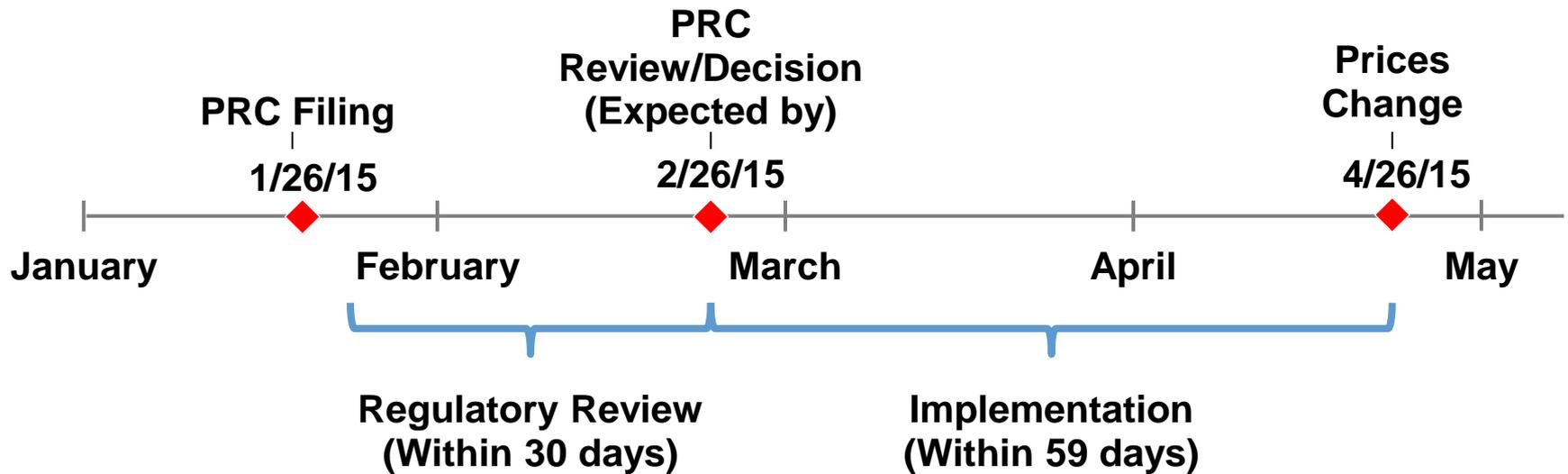
- International Mail
- GXG
- PMEI/EMS
- PMI/Inbound Air & Surface Parcels
- FCPIS
- IPA/ISAL/Customized Agreements
- International Ancillary Services

# Postal Rate Commission Filings (PRC)

## Filed Competitive Price Change (Docket No# CP 2015-33)

- Filed PRC: January 27, 2015
- No Price Increase expected for Priority Mail Express and Priority Mail.
- Moderate price increases are proposed for the majority of the competitive products, the key elements of price change filing for **Shipping Products and Service initiatives:**
  1. No price change for Priority Mail Express, Priority Mail, or Pickup on Demand.
  2. Eliminating Parcel Return Service – Full Network price category.
  3. Combining insurance tables for Priority Mail Express International and for PMI to simplify pricing.
- **USPS proposed effective date:** April 26, 2015
- **All Prices and % Changes are Pending PRC Approval.**

# Price Change Timeline: Competitive



# 2015 Domestic Products Price Change

## Competitive - Outbound

Product	Percent Change (Average)
Priority Mail Express	0.00
Priority Mail	0.00
Parcel Select (Overall)	8.0
Parcel Select (Destination Entered)	7.3
Parcel Select (Non-Destination Entered)	8.7
Parcel Select Lightweight	9.8
First-Class Package Service	5.1
First-Class Package Service (Retail)*	22.0
Standard Post	11.4

\* If the transfer is approved.

# 2015 Domestic Products Price Change

## Competitive - Returns

Product	Percent Change (Average)
Parcel Return Service (Overall)	4.8
Parcel Return Service (RNDC)	5.7
Parcel Return Service (RSCF)	5.0
Parcel Return Service (RDU)	4.7

# Topics

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- Postal Rate Commission (PRC) Filings
- **Shipping Products**
- Product Simplification: Returns
- Product Simplification: Extra Services
- Value Added Initiatives
- Resources
- Questions

# Shipping Products

## Description

USPS currently offers Sunday Delivery, Same Day, Next Day and Extended Coverage for Negotiated Service Agreements meeting IMpb requirements for Parcel Select and Parcel Select Lightweight (ride along).

## Changes

- Expanding Sunday Delivery, Same Day, Next Day and Extended Coverage services for:
  - Priority Mail (excludes Critical Mail and MetroPost)
  - First-Class Package Service
- **USPS proposed effective date:**  
April 26, 2015



## Requirements

- Negotiated Service Agreement (NSA)
- Electronic Verification System (eVS) Shipper
- Service Type Codes/ Rate Indicators / Extra Services Codes
- Intelligent Mail Container Barcode (IMcb) on Pallet Label
- Nesting of Contents
- Facility Access and Shipment Tracking (FAST) Appointments

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Standard Mail Marketing Parcels

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## Description

Designed for mailers to send items or samples to potential customers.

## Changes

- Proposed Federal Register Rule was published by the Postal Service on January 14, 2015.
  - Comment period ended February 13, 2015.
- Available at: <http://pe.usps.gov/FederalRegisterNotices.asp>
- Attempting to keep this product a viable promotional and cost-effective vehicle, adding additional language to DMM:
  - basic eligibility
  - address format standards

## New Proposed Rules

1. Regular and Nonprofit must bear an alternate addressing format and cannot be used for “fulfillment purposes.
2. Alternate address format must be on the:
  - same line as the address’s name
  - or on the address line directly above or below the addressee’s name

# Topics

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- Postal Rate Commission (PRC) Filings
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# Domestic Returns

USPS offers a variety of flexible Returns solutions for businesses of all sizes and for all respective needs.

## USPS Return Services

Annual volume requirement 10,000. Offers scan-based charging of postage and flexible return label options including:

- Priority Mail Return Service
- First-Class Package Return Service
- Ground Return Service

## Return On Your Own (ROYO)

Offers Merchants a solution to allow their respective customers to return packages at their own expense through the Postal Service with reporting available to the merchant.

## Parcel Return Service

Offers a dedicated return service for shippers with high volume returns. Merchants are charged after the manifest verification process through a reverse-logistics process. Pickups occur at RDU, RSCF or RNDC.

## Merchandise Return Service

Offers a convenient way for businesses that process fewer than 10,000 returns a year to track their inventory. Usually the customers are provided a prepaid return shipping label that can be provided to USPS through a carrier, at a post office or collection box.

# 2015 Domestic Returns: Changes

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## January

1. First-Class Package Return Flat-Rate Service up to 1 lb. (NSA)
2. Click-N-Ship Business Pro
3. Print and Deliver Label Service (Returns)

## April

1. Introduce Return Services Permit
2. Eliminate Fees for Bulk Parcel Return Service
3. Eliminate Upfront Fees for Returns Customers
4. Streamline Merchandise Return Service (MRS)
5. Retire Parcel Return Service Full-Network

# 2015 Return Price Change

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Ancillary Services	Annual Fee
Return Services Account Maintenance Fee	\$700.00
Return Services Permit Fee	\$225.00

Ancillary Services	Per Piece Fee
Forwarding and Returns for Parcel Select*	\$3.00

\* No change in the per piece fee.

# First-Class Package Return Flat-Rate Service Up to 1 lb.

## Description

- Flat-rate up to 1 lb. for First-Class Package Return Service (FCPRS).
- Targeting merchants that exclusively ship high-value / light-weight products. (i.e. consumer electronics)

## Changes

- Not sealed against inspection.
- New rate indicator.
- NSA only.
- Packaging will not be provided.
- **Implemented:** January 26, 2015



# Click-N-Ship Business Pro

## Description

- Click-N-Ship Business Pro is downloadable software available from USPS that allows small and medium business mailers to generate shipping labels with IMpb and securely pay for postage via manifest files. Permit fee is waived on this application.
- Outbound Products available: Priority Mail Express, Priority Mail, First-Class Package Service (Single-Piece), and Parcel Select Non-Presort.

## Changes

- Add USPS Returns to application.
- Services available: USPS Returns: First-Class Package Returns, Priority Mail Returns and Ground Returns.
- Implemented:** January 26, 2015

## Top Industries For Outbound<sup>1</sup>

#	Industry <sup>1</sup>
1	Printing Services
2	Medicine, Vitamins, Botanicals
3	Signs and Custom Graphics

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

The screenshot displays the USPS Click-N-Ship Business Pro (CNS BPro) web interface. At the top, it shows the USPS logo and navigation links for 'USPS.COM | GATEWAY | HELP | SIGN OUT'. The main header includes 'Click-N-Ship | Business Pro™' and buttons for 'Program Settings' and 'Back to Enrollment Home'. The interface is divided into several sections:

- Program Summary:** Overview of Click-N-Ship Business Pro™ (CNS BPro), describing it as downloadable software for generating shipping labels and paying postage via manifest files.
- Additional Contact Information:** A section marked 'Complete' that provides details on label printing, electronic manifesting, secure postage payment, tracking, and reporting for various USPS services.
- Manage Shipping Locations:** A section marked 'Complete' with a sub-section for 'Enrollment Steps (6)'. The steps listed are:
  - [+] Additional Contact Information - Complete
  - [+] Manage Shipping Locations - Complete
  - [+] Manage Payment Accounts - Incomplete
  - [+] Download Client Application - Not Available
  - [+] Help Desk Approval - Not Available
  - [+] Returns Account - Optional
- Manage Payment Accounts:** A section marked 'Incomplete'.
- Returns Account:** A section marked 'Optional'.

# Print and Deliver Label Service (Returns)

## Description

- Cost of postage offer merchants three options to receive USPS return shipping labels:
  1. Home Delivery
  2. Pickup at Post Office
  3. Pickup at Self Service Kiosk
- Sign up for service through Business Customer Gateway.
- Implemented September 2014 for USPS Returns only.

## Changes

- Available for Parcel Return Service (PRS).
- Updated User Guide.
- **Implemented:** January 26, 2015



# Print and Deliver Label Service (Returns)

John Smith  
901 D ST SW STE 101  
WASHINGTON DC 20024-2198



NDC ZIP - 56999

NO POSTAGE  
NECESSARY IF  
MAILED IN THE  
UNITED STATES



**PARCEL RETURN SERVICE**  
ABC RETURNS INC PERMIT NO. 77999

USPS PARCEL RETURN SVC



9158 0268 3733 1000 0010 154

AGENT / CLIENT NAME  
PARCEL RETURN SERVICE  
56999

**X01**

**Carrier Instructions**  
SCAN DELIVERED TO CLOSE OUT REQUEST



94 7580869 932037987 9048

You may schedule a Package Pickup  
online, hand to your carrier, take to a  
Post Office™, or drop in a USPS  
Collection box.

USPS Tracking #9201994884299400582704

**Customer Instructions**

- 1) Each Return Label is unique. Labels are to be used only once. DO NOT PHOTOCOPY OR ALTER LABEL.
- 2) Place your Label so that it does not wrap around the edge of the package.
- 3) Adhere your label to the package. If tape or glue is used. DO NOT TAPE OVER THE BARCODE. Be Sure that all edges are secure

**Deliver To:**  
John Smith  
901 D St SW  
STE 101  
Washington, DC 20001

## Sample Shipping Label and Instructions

# Call Tag - Competitor Products

#	Competitor	Call Tag Fee + Postage (2015)
1		<p><b>Standard:</b></p> <ul style="list-style-type: none"> <li>▪ Print Return Label: \$0.50 per shipment + standard shipping fees.</li> <li>▪ Electronic Return Label: \$1 per shipment + standard shipping fees.</li> <li>▪ Print and Mail: \$2.25 per shipment + standard shipping fees.</li> </ul>
2		<p><b>FedEx Ground Call Tag:</b></p> <ul style="list-style-type: none"> <li>▪ \$7 per package (commercial pickup requested via electronic shipping solutions or fedex.com/pickup).</li> <li>▪ \$8 per package (commercial pickup requested via FedEx Customer Service).</li> <li>▪ \$8 per package (residential pickup).</li> </ul> <p><b>FedEx Print Return Label:</b></p> <ul style="list-style-type: none"> <li>▪ \$0.50 per shipment + standard shipping fees.</li> <li>▪ \$4 pickup fee if not dropped off at a FedEx location.</li> </ul>

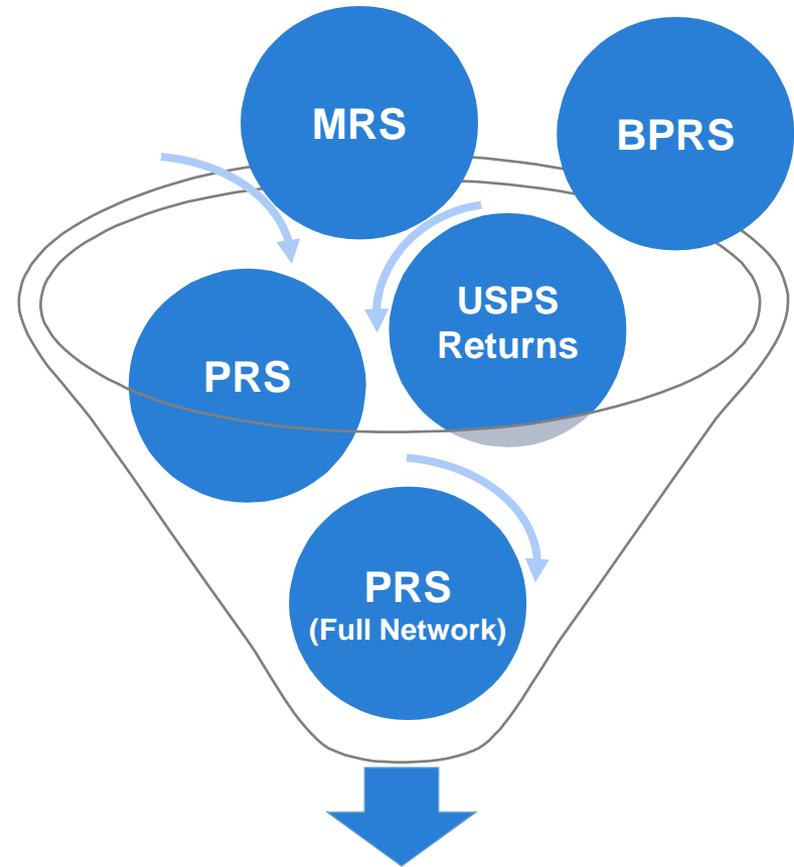
# Return Services Permit

## Create one permit for Return products

- USPS has three permits for Returns and each require a annual fee of \$225:
  1. Parcel Return Service (PRS)
  2. Merchandise Return Service (MRS)
  3. Bulk Parcel Return Service (BPRS)
- Business Reply Mail parcels are excluded from change.
- **USPS proposed effective date:** April 26, 2015

## Existing Returns Service Permits

1. Parcel Return Service (PRS)
2. Merchandise Return Service (MRS)
3. Bulk Parcel Return Service (BPRS)
4. USPS Returns – Scan based payment
5. Parcel Return Service (PRS) – Full Network (NSA Only)



**Simplify 5 Return Products into one Return Services Permit.**

# Merchandise Return Service

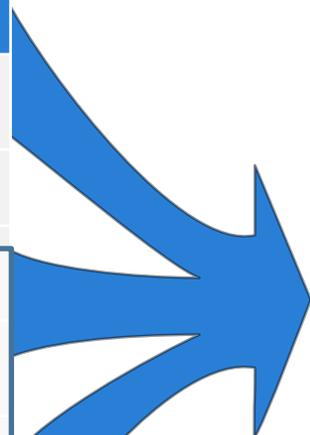
## Streamline MRS to three Services

- Align with products offered for USPS Returns.
- July 2014 Intelligent Mail package barcode was required. (Transition September 2015)
- PostalOne! Updates.
- **USPS proposed effective date:** April 26, 2015

	FY 14	SPLY	% CHG
<b>Volume<sup>1</sup> (Thousands)</b>	13,227	16,881	▼ 22%

Service	Volume
1. Priority Mail	2.25M
2. First-Class Mail	6.2M
3. Standard Post	1.55M
4. Bound Printed Matter Parcels	251k
5. Library Mail	87k
6. Media Mail	2.9M

Eliminate



Service
1. Priority Mail Returns
2. First-Class Package Returns Service
3. Ground Returns

FROM: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

POSTAGE DUE COMPUTED BY DELIVERY UNIT

POSTAGE \_\_\_\_\_ FIRST-CLASS MAIL

**MERCHANDISE RETURN LABEL**

PERMIT NO. 8 DAIRYLAND HANDPIECE EXPRESS PORTAGE WI 53901 PO BOX 119

**POSTAGE DUE UNIT**  
US POSTAL SERVICE  
PORTAGE WI 53901-9998

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

# Eliminate MRS STCs

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- Retire STCs for four Ground Products that will no longer qualify for MRS.
- Transition period for retired STCs:
  - 6 Months
  - Accepted in files without issuing warnings
  - Warnings issued after 6 months
  - Extract visibility suppressed after one year
  - Reclaimed and eligible for new identity after one year

# Bulk Parcel Return Service

## Eliminate annual permit and account maintenance fees

- Eliminate as a return product offering and establish as an endorsement.
- Products available for:
  - Standard Mail parcels
  - Parcel Select Lightweight
- Customer will be responsible for paying the **\$3.10** per piece charge.
  - Eliminating the **\$225** annual permit fee and **\$700** annual account maintenance fees.
  - Customer Annual Savings: **\$925**
- Require IMpb with USPS Tracking STC for Returns visibility.
- **USPS proposed effective date:** April 26, 2015

	FY 14	SPLY	% CHG
<b>Volume<sup>1</sup></b>	252,470	274,853	▼ 8%

## Top Industries<sup>1</sup>

#	Industry <sup>1</sup>
1	Food Service Contractors
2	Health Supplement Stores
3	Real Estate

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Return Services Fees

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## Eliminate Upfront Fees for Return Services

- Eliminate MRS, BPRS and PRS annual permit fee \$225 and annual account maintenance fee \$700 for customers using USPS for both outbound and return shipments if one outbound is shipped annually.
- Customer Annual Savings: **\$925**
- PostalOne! Updates.
- Validation is through MID and IMpb.
- Removes barrier to entry for customers to use USPS for returns.
- **USPS proposed effective date:** April 26, 2015



# Parcel Return Service (PRS) – Full Network

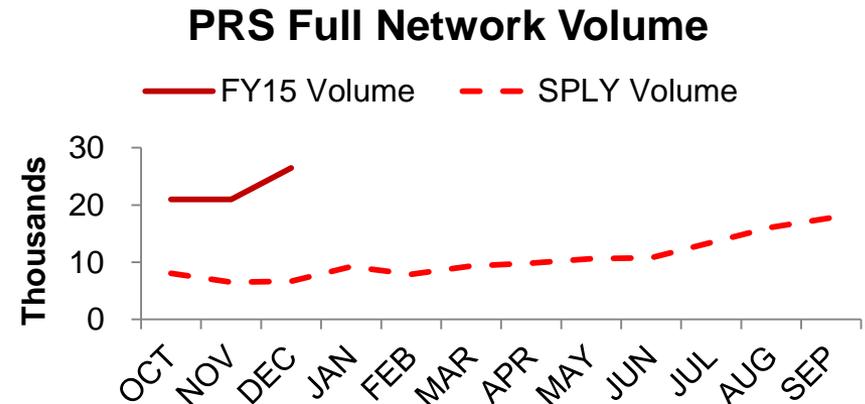
## Description

- PRS - Full Network, introduced January 2013 provided ended to processing and delivery bulk return parcels that weighed 1 to 70lbs to authorized permit holders or their agents.
- Payment for parcels returned under PRS was made via Scan Based Payment.

## Changes & Benefits

- Retire due to lackluster growth - currently only 5 customers.
- Service will be available for NSA customers only.
- Existing customers should contact their BSN or Operations Integration Specialist:
  - qualifying for NSA
  - transitioning to alternative return service:
    1. USPS Returns - Ground Returns
    2. MRS Ground Returns
    3. Parcel Select Non-Presort
- **USPS proposed effective date:** April 26, 2015

	FY 14	SPLY	% CHG
<b>Volume<sup>1</sup></b>	126,225	22,873	▲ 451%



<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Eliminate PRS - Full Network

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- Retire STCs and Extra Services Code for PRS - Full Network published rates.
- Transition period for retired STCs:
  - 6 Months
  - Accepted in files without issuing warnings
  - Warnings issued after 6 months
  - Extract visibility suppressed after one year
  - Reclaimed and eligible for new identity after one year

# USPS Returns Service - Competitor Products

Both UPS and FedEx do not require permits, and do not charge an annual fee for permits or account maintenance.

#	Competitor	Returns Service & Fee + Postage (2015)
1		<p><b><u>Standard:</u></b></p> <ul style="list-style-type: none"> <li>▪ Print Return Label - \$0.50 per shipment + standard shipping fees.</li> <li>▪ Electronic Return Label - \$1 per shipment + standard shipping fees.</li> <li>▪ Print and Mail - \$2.25 per shipment + standard shipping fees.</li> </ul> <p><b><u>Premium:</u></b> Minimum of \$10.30 per week.</p> <ul style="list-style-type: none"> <li>▪ Return Plus Service, 1 attempt - \$5.65 per shipment + standard shipping fees.</li> <li>▪ Return Plus Service, 3 attempt - \$7.70 per shipment + standard shipping fees.</li> </ul>
2		<p><b><u>FedEx Print Return Label:</u></b></p> <ul style="list-style-type: none"> <li>▪ \$0.50 per shipment + standard shipping fees.</li> <li>▪ \$4 pickup fee if not dropped off at a FedEx location.</li> </ul> <p><b><u>FedEx Smartpost:</u></b></p> <ul style="list-style-type: none"> <li>▪ No return Label fee other than standard postage.</li> </ul>

# Topics

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- Postal Rate Commission (PRC) Filings
- Shipping Products
- Product Simplification: Returns
- **Product Simplification: Extra Services**
- Resources
- Value Added Initiatives
- Questions

# 2015 Extra Services Mail Price Change

## Market Dominant

Services	Percent Change (Average)
Certified Mail	4.8
Certified Mail Restricted Delivery	3.1
Certificate of Bulk Mailing	2.1
Certificate of Mailing	(6.7)
Certificate of Mailing (Individual)	4.0
Certificate of Mailing - Firm Book	(20.0)
Collect on Delivery	5.4
Insurance	2.0
Registered Mail	2.6
Return Receipt	3.8
Special Handling	4.5
USPS Tracking	(100.0)

# Certificate of Bulk Mailing (Proposed)

## Description

- Provides a postmarked (round-dated) mailing receipt as evidence a mailer has presented a *specific set of identical mailpieces* to USPS on a given day and time, including recipient names and addresses.

UNITED STATES POSTAL SERVICE®		Certificate of Bulk Mailing — International	
<b>Fee for Certificate</b>		Use Current Price List (Notice 123)	Postage: Mailers must affix meter, PC Postage, or (uncanceled) postage stamps here in payment of total fee due.
Up to 1,000 pieces (1 certificate for total number)			
For each additional 1,000 pieces, or fraction thereof			
Duplicate Copy <input type="checkbox"/>		Acceptance employee must cancel postage affixed (by round-date) at the time of mailing.	
Number of Identical Weight Pieces	Class of Mail	Postage for Each Mailpiece Paid <input type="checkbox"/> Verified	Number of Pieces to the Pound
Total Number of Pounds	Total Postage Paid for Mailpieces	Fee Paid	If payment of total fee due is being paid by Permit Imprint, include the PostalOne! Transaction Number here: _____
Mailed For		Mailed By	
<b>Postmaster's Certification</b>			
It is hereby certified that the number of mailpieces presented and the associated postage and fee were verified. This certificate does not provide evidence that a piece was mailed to a particular address.			
_____ (Postmaster or Designee)			
PS Form 3606, April 2015 (Page 1)		See Reverse for Instructions	

## PS Form 3606: Certificate of Bulk Mailing (International)

## Changes & Benefits

- Commercial offering only.
- 50 pieces or 50 pounds accepted at Retail.
- Update PS Form 3606-D:
  - include IMpb on domestic form barcode
  - new Extra Services Code
  - domestic shipments only
- Link PS Form 3606-D barcode to IMpb, IMb or Extra Service barcode on the item.
- Certificate of Mailing cannot be combined with any extra service except Special Handling or Parcel Airlift (PAL).
- Use scan events from mail processing equipment to develop sampling solution.
- **Effective date:** July 26, 2015

# Certificate of Bulk Mailing - Domestic (PS Form 3606-D)

**UNITED STATES POSTAL SERVICE®**

**Certificate of Bulk Mailing — Domestic**

**Fee for Certificate**

Up to 1,000 pieces (1 certificate for total number)

For each additional 1,000 pieces, or fraction thereof

Duplicate Copy

Use Current Price List (Notice 123)

Postage: Mailers must affix meter, PC Postage, or (uncanceled) postage stamps here in payment of total fee due.

Acceptance employee must cancel postage affixed (by round-date) at the time of mailing.

If payment of total fee due is being paid by Permit Imprint, include the PostalOne! Transaction Number here: \_\_\_\_\_

Number of Identical Weight Pieces

Class of Mail

Postage for Each Mailpiece Paid

Number of Pieces to the Pound

Verified

Total Number of Pounds

Total Postage Paid for Mailpieces

Fee Paid

Mailed For

Mailed By

**Postmaster's Certification**

It is hereby certified that the number of mailpieces presented and the associated postage and fee were verified. This certificate does not provide evidence that a piece was mailed to a particular address.

\_\_\_\_\_  
(Postmaster or Designee)

PS Form 3606-D, April 2015 (Page 1)

See Reverse for Instructions

USPS SCAN AT ACCEPTANCE

SAMPLE

9175 0969 0017 2612 3456 77

Added barcode

Certificate of Bulk Mailing — Domestic service 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 available for domestic mailings of First-Class Mail® Letters and Flats, First-Class Package Service®, Priority Mail® (excluding Critical Mail®), Standard Post™, Package Services (Media Mail®, Library Mail, and Bound Printed Matter), Standard Mail® (except Customized MarketMail® and Marketing Parcels), and Parcel Select® items.

- Complete or print forms in ink.
- Link the barcode for each individual mailpiece with this form — for instructions, see the Intelligent Mail Package Barcode Implementation Guide at [https://ribbs.usps.gov/intelligentmail\\_package/documents/tech\\_guides/PUB199IMPBlmpGuide.pdf](https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBlmpGuide.pdf).
- Pay postage as appropriate — affix meter, PC Postage®, or (uncanceled) postage stamps in payment of total fee due in the postage box, or if paying fee by permit imprint, enter information in the postage area at the top right of the form.
- Present PS Form 3606-D (or PS Form 3665) at a retail Post Office™ location when presenting fewer than 50 pieces or less than 50 pounds of corresponding articles at one time, and at BMEUs or USPS-authorized DMUs when presenting at least 50 pieces or 50 pounds of corresponding articles at one time.

The Postal Service™ certifies, scans, and postmarks (round-dates) each PS Form 3606-D at the time of mailing and then returns it to the mailer as the mailer's receipt. Certificate of Bulk Mailing — Domestic service does not provide a record of delivery, and the Postal Service does not retain any copies of PS Form 3606-D. The mailer cannot use PS Form 3606-D as a certificate of mailing of individual mailpieces or itemized lists.

PS Form 3606-D, April 2015 (Reverse)

Instructions Updated: 'Present PS Form 3606-D 50 pieces or 50 pounds' at retail Post Offices

## PS Form 3606-D: Certificate of Bulk Mailing (Domestic)

# Instructions for Linking Barcodes (PS Form 3606-D)

1. Generate the Intelligent Mail Package Barcode (IMpb) representing the Electronic File Number (EFN) from the Header Record in the Shipping Service File (SSF).
2. PS Form 3606-D, Certificate of Bulk Mailing use Service Type Code (STC) '756' in the EFN for the SSF\*.
3. For customers generating their own form the "Print barcode here" section in the lower right-hand corner of PS Form 3606-D is designated as the location for the barcode. For information on barcode specification see: *Intelligent Mail Package Barcode Specification*:  
[https://ribbs.usps.gov/intelligentmail\\_package/documents/tech\\_guides/BarcodePackageIMSpec.pdf](https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/BarcodePackageIMSpec.pdf)
4. The IMpb must contain an EFN identifying the electronic manifest file with one of the following two-digit application identifiers "92" 6-Digit Mailer ID (MID) or "93" 9-Digit MID for commercial mailers or "94" for online/PC Postage/meter mailers.
5. The IMpb banner text must show text "USPS SCAN AT ACCEPTANCE" above the barcode. Bold identification bars must frame the barcode and appear above and below the barcode.
6. A PS Form 3606-D with an IMpb containing an EFN must accompany all mail pieces presented in a Certificate of Bulk Mailing for distribution at a postal facility.
7. Electronically link the individual items in the Certificate of Bulk Mailing to the PS Form 3606-D identified by the EFN. A record for each mail piece must be included in the SSF\* with all required fields populated. Include the Delivery Point Validated (DPV) 11-digit ZIP Code or the Destination Delivery Address.
8. PS Form 3606-D presented to the Postal Service will be scanned to acknowledge receipt of the shipment. An acceptance record will be applied to all pieces nested to the manifest EFN.
9. The IMpb must remain unique for **120** days from date of first use.
10. For additional information on the Intelligent Mail Package Barcode see Publication 199: Intelligent Mail Package Barcode (IMpb) Implementation Guide:  
[https://ribbs.usps.gov/intelligentmail\\_package/documents/tech\\_guides/PUB199IMPBImpGuide.pdf](https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf)
11. Transmission of PS Form 3606-D to the United States Postal Service (USPS) in the Shipping Services File serves as an electronic manifest. A transmission of a separate Shipping Services File electronic manifest is not required.

\*Shipping Service File (SSF) version 1.7 or 2.0 is preferred. SSF 1.6 is allowed.

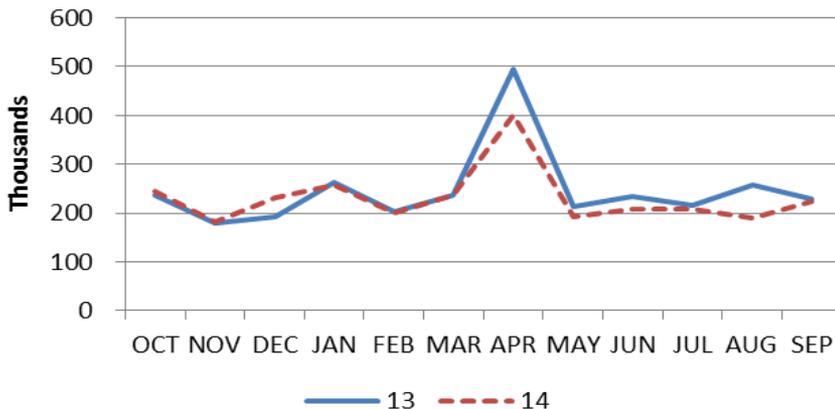
# Certificate of Mailing – Firm (Proposed)

## Description

- Provides a postmarked (round-dated) mailing receipt as evidence that a mailer has presented a *specific individual mailpiece* to USPS on a given day and time, including recipient name and address.

	FY 14	SPLY	% CHG
<b>Volume<sup>1</sup> (Thousands)</b>	2,767	2,954	▼ 6%

## Certificate of Mailing - Volume



## Changes & Benefits

- Commercial offering only.
- 50 pieces or 50 pounds accepted at Retail.
- Remove Certificate of Mailing from PS Form 3877 for Domestic shipments.
  - available for International.
- New PS Form 3665 for Certificate of Mailing - Firm (Domestic).
  - include IMpb on domestic form barcode
  - new Extra Services Codes
- Link new PS Form 3665, Certificate of Mailing - Firm barcode to the IMpb, IMb or Extra Service barcode on the item.
  - improve visibility and sampling process.
- Effective date:** July 26, 2015

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Certificate of Mailing - Firm: PS Form 3665

Change name to 'Certificate of Mailing'

Barcode at the top

**UNITED STATES POSTAL SERVICE**  
**Certificate of Mailing (Domestic Use Only)**

Name and Address of Sender: \_\_\_\_\_  
 MPO stamp: \_\_\_\_\_

COPIES NO. of Pieces Sent by Sender: \_\_\_\_\_  
 COPIES NO. of Pieces Received Post Office: \_\_\_\_\_  
 Postmaster, per (signature): \_\_\_\_\_

[Barcode -- required space is 3.75 wide by 1.63 high; this box is 3.25 x 1.75]

PS Form 3665, April 2015 PSN 9999-99-9999-9999	Address	Postage	Fee	Special Handling	Parcel AirMail
1					
2					
3					
4					
5					
6					

PS Form 3665, April 2015 PSN 9999-99-9999-9999 Complete by Ink or Ball Point Pen

Certificate of Mailing – Firm service is an Extra Service for Commercial products that provides evidence that the mailer has presented the mailing to the Postal Service™. The following instructions are for the preparation and use of PS Form 3665, *Certificate of Mailing – Firm*, for First-Class Mail® letters and flats, Bound Printed Matter flats, First-Class Package Service® items, and Priority Mail® items (excluding Critical Mail® items).

- Complete and print all forms in ink or ball point pen.
- Enter the name and address of the sender at the top of the form.
- Enter a complete return address on each article.
- Ensure the articles are properly packaged.
- In the appropriate column, enter the postage, fees, and special handling (only applicable if over \$50,000 in value).
- Insert a firm-specific identifier or account number if applicable. (This number is for the sender's use only, and the Postal Service will not use it for identification.)
- Link the barcode for each individual mailpiece with this form — for instructions, see the Intelligent Mail Package Barcode Implementation Guide at [https://fbbs.usps.gov/intelligentmail\\_package/documents/tech\\_guides/PUB1591MP2impGuide.pdf](https://fbbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB1591MP2impGuide.pdf).
- When describing and listing three or more individual pieces but not presenting the pieces in the order shown on the sheet, consecutively number each entry line on the sheet and number each piece to show both the corresponding sheet and line number.
- Enter the total number of articles in the proper space at the top of the form.
- Obliterate all unused portions of the "Address" column by drawing a diagonal line through the unused portion on the form.
- Present the completed PS Form 3665 to a Post Office™ facility at the time of mailing — if the mailing contains 50 or more items or weighs 50 or more pounds, the mailer must present the mailing and completed form to a Bulk Mail Entry Unit.

Postal insurance is included in the fee for articles with a value of at least \$0.01 up to a maximum insured value of \$50,000. Postal insurance is not available for articles with no value (\$0.00). The fees for articles valued over \$50,000 include insurance up to \$50,000, and increasingly higher fees for handling costs. The customer must declare the full value of the article at the time of mailing, as shown in Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) 503 (Certificate of Mailing), and must pay the corresponding fee.

The Postal Service allows mailers to use privately printed or computer-generated firm sheets that contain the same information and are nearly identical to the USPS-provided PS Form 3665 when the local postmaster or the manager of Business Mail Entry has provided approval of the form in writing for the locations where the mailings are presented. See DMM 503 (Certificate of Mailing).

The mailer must retain the original written approval by the local postmaster or the manager of Business Mail Entry as evidence that the privately prepared facsimile of PS Form 3665 has been approved by the Postal Service. The Postal Service does not hold documentation of the facsimile approval. A mailer using privately prepared forms must periodically verify them against the USPS-provided version and, if necessary, make routine updates and obtain approval of the updated facsimile form.

A mailer using an approved privately prepared form and wanting the form sheets postmarked by the Postal Service must present the forms with the articles to be mailed at a Post Office facility. The forms become the mailer's only receipt (the Postal Service does not retain a copy).

Instructions have been updated

## PS Form 3665: Certificate of Mailing (Domestic)

# Certificate of Mailing - Firm: PS Form 3877

Remove First-Class Mail  
as a mail type

**UNITED STATES POSTAL SERVICE®**  
Firm Mailing Book For Accountable Mail

Name and Address of Sender

Check type of mail or service  
 Adult Signature Required  
 Adult Signature Restricted Delivery  
 Certified Mail  
 Collect on Delivery (COD)  
 Insured Mail

Priority Mail  
 Priority Mail Express  
 Registered Mail  
 Signature Confirmation  
 Signature Confirmation Restricted Delivery

**Affix Stamp Here**  
(if issued as an international certificate of mailing or for additional copies of this receipt)  
Postmark with Date of Receipt.

USPS Tracking/Article Number	Address (Name, Street, City, State, & ZIP Code™)	Postage	Extra Service Fee	Handling Charge - If Registered and over \$50.00 in value	Actual Value If Registered	Insured Value	Due Sender if COD	ASR Fee	ASRO Fee	RD Fee	RR Fee	SC Fee	SCRO Fee	SH Fee
1.														
2.														
3.														
4.								Adult Signature Required						
5.								Adult Signature Restricted Delivery						
6.								Restricted Delivery						
7.								Return Receipt						
8.								Signature Confirmation						
								Restricted Delivery						
								Signature Confirmation Restricted Delivery						
								Special Handling						

Total Number of Pieces Listed by Sender: \_\_\_\_\_ Total Number of Pieces Received at Post Office: \_\_\_\_\_ Postmaster: Per (Name of receiving employee) \_\_\_\_\_

PS Form 3877, April 2015 (Page 1 of 2) Complete in Ink Privacy Notice: For more information on USPS privacy policies, visit [usps.com/privacypolicy](http://usps.com/privacypolicy).

**UNITED STATES POSTAL SERVICE®**  
Firm Mailing Book For Accountable Mail  
Guide To Firm Mailers

The following instructions are for the preparation and use of the firm mailing book for Adult Signature Required, Adult Signature Restricted Delivery, Certified Mail®, Collect on Delivery (COD), Insured Mail, Priority Mail Express®, Priority Mail® (bearing an Impb), Registered Mail™, Signature Confirmation™, Signature Confirmation Restricted Delivery, and First-Class Mail®.

1. Complete or print all forms in ink.
2. The name and address of the sender must appear at the top of each form.
3. A complete return address must appear on each article.
4. Make sure the articles are properly packaged.
5. Enter the postage, fees, and all other services in the appropriate columns on the forms.
6. These additional extra services may also be added when available by standards [see Mailing Standards of the U.S. Postal Service, Domestic Mail Manual (DMM) 503.0] and under the following conditions:
  - a. Return Receipt service — The "Return Receipt Requested" endorsement must be placed above the delivery address and to the right of the return address on the article. For a hantopy signature, you must fill in the return address and article number on the PS Form 3811 (green return receipt card) before attaching it to the article.
  - b. Restricted Delivery or Special Handling service — The applicable endorsement must be placed above the delivery address and to the right of the return address on the article.
7. When the mailer describes and lists three or more individual pieces on PS 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.
8. The total number of articles listed must be entered in the proper space at the bottom of the form.
9. Complete a duplicate form for COD, Priority Mail Express, and Registered Mail, articles. One copy serves as the mailer's receipt, the other as the acceptance Post Office™ copy. See DMM 215.3.0.
10. All unused portions of the "Address" column must be obliterated by drawing a diagonal line through the unused portion on each form.
11. Insured Articles:
  - a. Coverage — Postal insurance covers (1) the value to the contents at the time of mailing, if lost or damaged, or (2) the cost of repairs. It does not cover spoilage of perishable items. Coverage may not exceed the limit fixed for the insurance fee paid or the indemnity coverage if insurance is included in the product at no additional charge. The maximum indemnity payable for the reconstruction of nonnegotiable documents under Priority Mail Express document reconstruction insurance is \$100 per piece subject to additional limitations for multiple pieces lost or damaged in a single catastrophic occurrence. The maximum indemnity payable on Priority Mail Express merchandise is \$100 for domestic mail and \$200 for international mail, but optional Priority Mail Express merchandise insurance is available for up to \$5,000 domestically and to some, but not all countries. Consult either the DMM or the International Mail Manual (IMM) for details of insurance limits and coverage online at <http://pe.usps.com/>.
  - b. Filing Claims — Domestic indemnity claims must be filed within 60 days from the date the article was mailed. Visit [www.usps.com/domestic-claims](http://www.usps.com/domestic-claims). International indemnity claims for Registered Mail and Insured Mail may be filed after an inquiry has been completed. Visit [www.usps.com/international-claims](http://www.usps.com/international-claims). (Inquiry must be made within six (6) months from the date the article was mailed). APO/FPO: Indemnity claims for Priority Mail Express Military Service must be filed within 180 days from the date of mailing. Indemnity claims for all other classes of APO/FPO/DPO mail must be filed within one (1) year from the date of mailing. Retain the original mailing receipt as proof of insurance until the claim is resolved. Claims for complete or partial loss of contents or damage must be filed immediately. Retain the mailing container, including wrapping, packaging, and any contents received, and you must make them available to the Post Office for inspection, retention, and disposition until the claim is resolved. Submit sales slips, receipts, bills, or repair estimates to substantiate your claim.
  - c. Appeals — Appeals of Postal Service™ decisions on claims must be made within 30 days of the date of the original decision to Domestic Claims Appeals. Appeals should be submitted to the Accounting Service Center (see DMM 608.6.0).
  - d. Only customers filing online may appeal a decision online through [www.usps.com/insuranceclaims/online.htm](http://www.usps.com/insuranceclaims/online.htm).

PS Form 3877, April 2015 (Instructions page 1 of 2)

Instructions Updated

## PS Form 3877: Firm Mailing Book For Accountable Mail (International)



# 2015 Certificate of Mailing Price Change

Service	Fee
Original Certificate of Mailing, PS Form 3817, individual article presented at retail	\$1.35
Three or more prices individual listed on PS Form 3665 - Firm or USPS approved customer provided manifest (per piece listed)	\$0.38
Each additional copy of original Certificate of Mailing, or original mailing receipt (PS Form 3877) or Registered Mail, insured Mail, Certified Mail and COD.	\$1.35
Up to 1,000 identical-weight prices (one PS Form 3606 for total number)	\$7.95
Each additional 1,000 identical-weight pieces or fraction thereof	\$0.99
Each additional copy of the original PS Form 3606	\$1.35

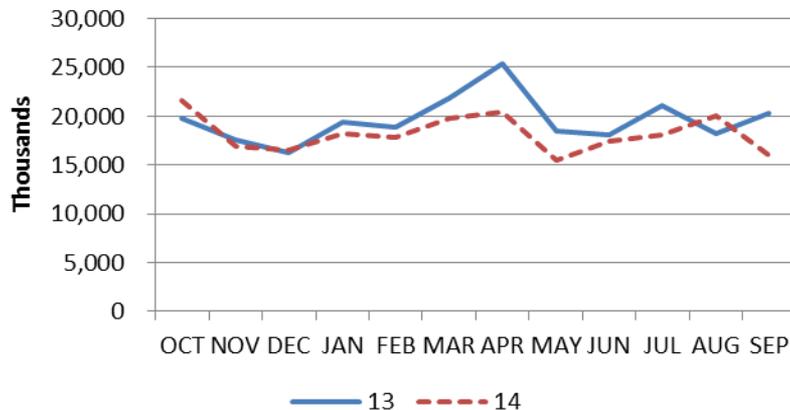
# Certified Mail

## Description

- Provides a postmarked (round-dated) mailing receipt, electronic delivery verification and requires a signature to be captured at delivery.
- The service provides the option to purchase a Return Receipt as electronic or physical evidence that the signature was obtained at delivery.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup> (Thousands)</b>	218,225	235,235	▼ 7%

**Certified Mail - Volume**



## Changes & Benefits

- Link Certified Mail barcode to new Return Receipt (PS Form 3811) IMpb.
- Include Adult Signature Services as an option for Certified Mail (Not available at Retail).
- Update PS Form 3800, Certified Mail Receipt.

## Top Industries<sup>1</sup>

#	Industry
1	Financial Services - Banking
2	Compliance
3	Federal – Tax and Audit

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Certified Mail: PS Form 3800

Link Barcode

**Certified Mail service provides the following benefits:**

- A receipt (this portion of the Certified Mail label).
- A unique identifier for your mailpiece.
- Electronic verification of delivery or attempted delivery.
- A record of delivery (including the recipient's signature) that is retained by the Postal Service™ for a specified period.

**Important Reminders:**

- You may purchase Certified Mail service with First-Class Mail®, First-Class Package Service®, or Priority Mail® service.
- Certified Mail service is not available for international mail.
- Insurance coverage is not available for purchase with Certified Mail service. However, the purchase of Certified Mail service does not change the insurance coverage automatically included with certain Priority Mail items.
- For an additional fee, you may request the following services:
  - Return receipt service, which provides a record of delivery (including the recipient's signature). You can request a hardcopy return receipt or an electronic version. For a hardcopy return receipt, complete PS Form 3811, Domestic Return Receipt; attach PS Form 3811 to your mailpiece; include applicable postage to cover the return receipt service fee; and address the mailpiece "Return Receipt Requested," or see a retail associate for assistance. For an electronic return receipt, see a retail associate for assistance. To receive a duplicate return receipt for an additional fee, present this USPS-postmarked Certified Mail receipt to the retail associate.
  - Restricted delivery service, which provides delivery to the addressee specified by name, or to the addressee's authorized agent. Include applicable postage to cover the restricted delivery fee and address the mailpiece "Restricted Delivery," or see a retail associate for assistance.
  - Adult signature service, which requires the signee to be at least 21 years of age (not available at retail).

• To ensure that your Certified Mail receipt is accepted as legal proof of mailing, it should bear a USPS postmark. If you would like a postmark on this Certified Mail receipt, please present your Certified Mail item at a Post Office™ for postmarking. If you don't need a postmark on this Certified Mail receipt, detach the barcoded portion of this label, affix it to the mailpiece, apply appropriate postage, and deposit the mailpiece.

**IMPORTANT:** Save this receipt for your records.

PS Form 3800, April 2015 (Revised) PSN 7530-02-000-9047

Add line Adult Signature Required to list

Add line for fees

## PS Form 3800: USPS Certified Mail Receipt

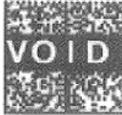
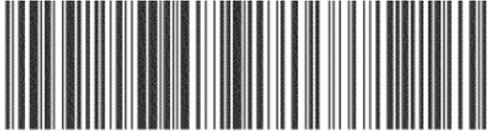
# Certified Mail: Label 3800-N

## Certified Non-barcoded Label 3800-N



**Dimensions:**  
3 1/2" x 1 5/8"

- Available for:
  - PC Postage
  - Privately Printed
- Use with 4x6 IMpb label
- Available:
  - Postal Store (rolls 600)
  - Postal Office

<b>P</b>	 U.S. POSTAGE \$94.95 PM 3-DAY 02115 0004 Date of issue 08/29/13 06 2523 45678908 ASC
<b>PRIORITY MAIL 1-DAY™</b>	
INTERNET SALES DEPT FAST & EFFICIENT SUPPLY CO 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999	Expected Delivery Day 12/18/13 DIM WT: 21lb. 20" x 20" x 10" ACTUAL WT: 5 lb. 0.80 oz.
<b>C000</b>	
RONALD RECEIVER INTERNET PURCHASING BIG & GROWING BUSINESS CO 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
USPS CERTIFIED MAIL #  9402 6102 0079 3599 2042 66	

# USPS Certified Mail Offerings

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#	Extra Service	Commercial	Online	Retail
1	Certified Mail	<b>x</b>	<b>x</b>	<b>x</b>
2	Certified Mail Restricted Delivery	<b>x</b>	<b>x</b>	<b>x</b>
3	Certified Mail Adult Signature Required	<b>x</b>	<b>x</b>	
4	Certified Mail Adult Signature Restricted Delivery	<b>x</b>	<b>x</b>	

# 2015 Certified Mail Price Change

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Service	Fee
Certified Mail	\$3.45
Certified Mail with Restricted Delivery and/or Adult Signature	\$8.60

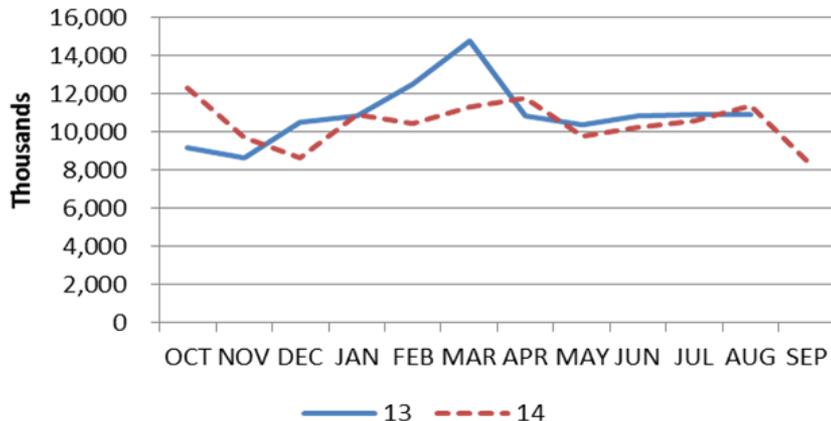
# Return Receipt (Hard Copy)

## Description

- Provides evidence of delivery, including the recipient's signature and the recipient's actual delivery address.

	FY 14	SPLY	% CHG
<b>Volume<sup>1</sup> (Thousands)</b>	125,458	131,371	▼ 5%

Return Receipt (Hard Copy) - Volume



## Changes & Benefits

- Adding barcode to PS Form 3811, Domestic Return Receipt and linkage to any Extra Service. (i.e. Certified Mail)
- Increase visibility by placing barcode on form.
- Service not available: Hold For Pickup

## Top Industries<sup>1</sup>

#	Industry
1	Manufacturing
2	Regulatory Compliance
3	Government – Tax and Audit

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Return Receipt (Hard Copy): PS Form 3811

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"><li>Complete Items 1, 2, and 3.</li><li>Print your name and address on the reverse so that we can return the card to you.</li><li>Attach this card to the back of the mailpiece, or on the front if space permits.</li></ul>	A. Signature <b>X</b> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee
1. Article Addressed to:	B. Received by ( <i>Printed Name</i> ) C. Date of Delivery
2. Article Number ( <i>Transfer from service label</i> )	D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No
3. Service Type <input type="checkbox"/> Adult Signature <input type="checkbox"/> Adult Signature Restricted Delivery <input type="checkbox"/> Certified Mail® <input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Collect on Delivery <input type="checkbox"/> Collect on Delivery Restricted Delivery <input type="checkbox"/> Insured Mail <input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)	<input type="checkbox"/> Priority Mail Express® <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Registered Mail Restricted Delivery <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Signature Confirmation™ <input type="checkbox"/> Signature Confirmation Restricted Delivery
9114 9010 5555 1234 5678 90	
PS Form 3811, April 2015 PSN 7530-02-000-9053	Domestic Return Receipt

IMpb

Additional Service Type options

UNITED STATES POSTAL SERVICE		First-Class Mail Postage & Fees Paid USPS Permit No. G-10
• Sender: Please print your name, address, and ZIP+4® in this box•		
USPS TRACKING #		
		
9114 9010 5555 1234 5678 90		

IMpb

## PS Form 3811: USPS Domestic Return Receipt

# 2015 Return Receipt Price Change

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Service	Fee
Original signature (Hardcopy)	\$2.80
Copy of signature (Electronic)	\$1.40

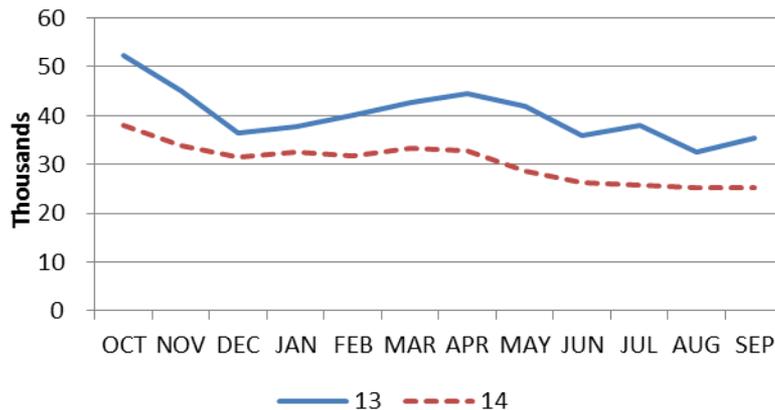
# Collect On Delivery (COD)

## Description

- Allows merchants to require customer to pay for merchandise and shipping upon delivery. (Can be applied to all products)
- Included is insurance coverage up to \$1,000 based on amount to be collected or amount of insurance coverage desired, whichever is higher.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup> (Thousands)</b>	482	364	▲ 32%

## Collect on Delivery - Volume



## Changes & Benefits

- Introduce Electronic Funds Transfer (EFT) process.
- Allow Hold For Pickup online & commercial shippers.
- Audio and Visual Alerts during distribution and delivery to alert clerks and carriers.
- Updated PS Form 3816.
- Privately Printed customers are required to use same IMpb on Form 3816/4x6 label.

## Top Industries<sup>1</sup>

#	Industry
1	Electrical, Plumbing & Hardware Wholesale
2	Internet and Mail Order Retail
3	Wholesale Sector

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# COD Electronic Funds Transfer (EFT) Enrollment

EFT is an option for customers instead of receiving a check or money order.

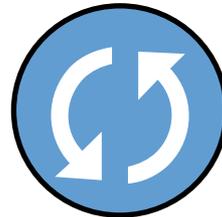
1. Customer contacts National Customer Service Support (NCSC) to complete Form 3881X.

2. NCSC submits EFT Form to USPS Accounts Payable Supplier Maintenance Group.

3. Form is processed. (3-5 business days)

4. Customer Receives Product.

5. Money Routed Electronically to Merchant Account. (2 business days)



**NCSC is available for assistance at 800-238-3150.**

# Collect On Delivery (COD): PS Form 3816

**DELIVERY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery**  
Write firmly to make all copies legible.

Collect the amount shown below, if customer pays by CHECK OR MONEY ORDER (MO) made payable to the mailer.

Collect the amount shown below, if customer pays by CASH (includes MO fee or late).

Check/MO Amount \$ Cash Amount \$

Registered Mail® Service     Priority Mail Express® Service  
 Hold For Pickup (Priority Mail Express Only)  
 Street Delivery

Date of Mailing \_\_\_\_\_ USPSA No. \_\_\_\_\_  
 From: \_\_\_\_\_ To: \_\_\_\_\_

Delivered By \_\_\_\_\_ Date Delivered \_\_\_\_\_ Check Number \_\_\_\_\_  
 Date Payment Sent to Mailer \_\_\_\_\_ MO Number(s) \_\_\_\_\_

PS Form 3816, April 2015 PSN 7530-02-000-9062      Copy 1 - Delivery Unit

1. DO NOT allow the recipient (addressee or agent) to examine the contents before payment.    3. If payment is by check, enter check number above.  
 2. DO NOT deliver this article until payment is collected.    4. Have customer sign PS Form 3846.  
 Follow proper scanning procedures for COD delivery and clearance.

**SAVE THIS RECEIPT**  
See reverse side for claims information.

Check/MO Amount \$ Cash Amount \$

Registered Mail® Service     Priority Mail Express® Service  
 Hold For Pickup (Priority Mail Express Only)  
 Street Delivery

Date of Mailing \_\_\_\_\_ USPSA No. \_\_\_\_\_  
 From: \_\_\_\_\_ To: \_\_\_\_\_

Check (payable to)     Signature Confirmation Restricted Delivery  
 Return Receipt (hardcopy)     Adult Signature Required  
 Signature Confirmation™     Adult Signature Restricted Delivery  
 Special Handling (over size)     Hazardous Materials     Live Animals  
 Fragile     Nonreturnable

COD Fee \_\_\_\_\_ Extra Service Fee \_\_\_\_\_ Postmark \_\_\_\_\_  
 Postage \_\_\_\_\_ Total Postage & Fees \_\_\_\_\_

PS Form 3816, April 2015 PSN 7530-02-000-9062      Copy 3 - Mailer

Update to types of services offered



**Collect on Delivery (COD) Service**  
The fees for COD service include the following:

- Insurance against loss, damage, or missing contents. (Coverage may not exceed the limit for the insurance fee paid.)
- Collection of COD payment by cash, postal money order(s), or the recipient's check or money order. (Some limitations may apply — see DMM® 503 at <http://pe.usps.gov>.)
- Services offered with COD are Priority Mail Express®, Priority Mail®, First-Class Mail®, First-Class Package Service®, Standard Post™, Parcel Select®, Bound Printed Matter, Media Mail®, and Library Mail.

**NOTES:**

- Checks and money orders must be made payable to the mailer.
- Postmasters will not participate in disputes regarding the recipient's check or money order.
- Hold For Pickup service is available at the time of mailing and allows a designated Post Office location to hold mailpieces for pickup by a specified addressee or designee.

PS Form 3816, April 2015 PSN 7530-02-000-9062

■ Either the mailer or the addressee may file a claim.  
 ■ File a domestic claim online at [www.usps.com/domestic-claims](http://www.usps.com/domestic-claims). If you are unable to file online, call toll free 800-275-8777 for additional information.  
 The following items must accompany each claim:  
 ■ Proof of value.  
 ■ Evidence of insurance (original mailing receipt).

**Filing a Claim**

- Claim for loss: File a claim no sooner than 15 days but no later than 60 days from the mailing date. Retain the original mailing receipt and proof of value.
- Claim for damage or missing contents: File a claim immediately but no later than 60 days from the mailing date. Retain the original mailing receipt and proof of value, and also retain the article and mailing container.

Please file your domestic claim online at [www.usps.com/domestic-claims](http://www.usps.com/domestic-claims). If you are unable to file online, call toll free 800-275-8777 for additional information.  
 For more information on claims, see Publication 122, Customer Guide to Filing Domestic Insurance Claims or Registered Mail Inquiries, at <http://about.usps.com/publications/pub122.pdf>.

Reverse of Copy 3 - Mailer

## PS Form 3816: Collect on Delivery

# Collect on Delivery - Competitor Products

#	Competitor	Collect On Delivery Service & Fee + Postage (2015)
1		<ul style="list-style-type: none"><li>UPS Collect On Delivery (UPS C.O.D) - \$12.50/package</li></ul>
2		<ul style="list-style-type: none"><li>FedEx Priority Overnight, FedEx Standard Overnight, FedEx 2Day A.M., FedEx 2Day, FedEx Express Saver - \$12.50/package</li><li>FedEx 1Day Freight, FedEx 2Day Freight, FedEx 3Day Freight - \$68/shipment</li></ul>

# 2015 COD Price Change

Amount collected or insurance coverage desired, whichever is higher.

(\$)	to	(\$)	Fee
0.01	to	50.00	\$7.25
50.01	to	100.00	\$9.09
100.01	to	200.00	\$10.85
200.01	to	300.00	\$12.65
300.01	to	400.00	\$14.45
400.01	to	500.00	\$16.25
500.01	to	600.00	\$18.05
600.01	to	700.00	\$19.85
700.01	to	800.00	\$21.65
800.01	to	900.00	\$23.45
900.01	to	1,000.00	\$25.25

- COD Restricted Delivery \$5.15

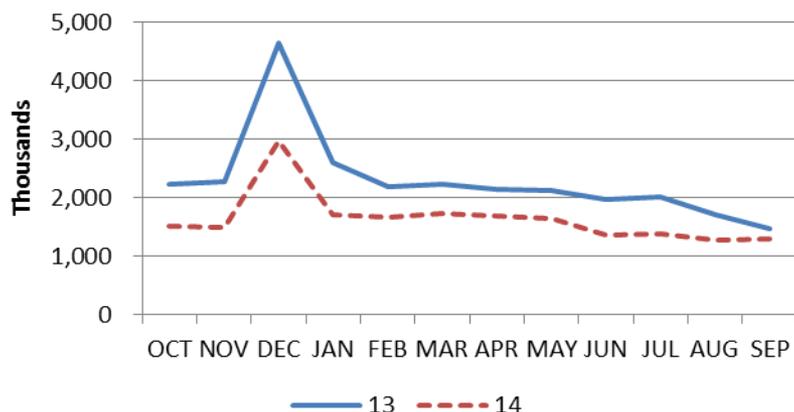
# USPS Insurance

## Description

- Provides indemnity coverage in the event of loss, damage or missing contents, based on the declared value of an item up to \$5,000.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup> (Thousands)</b>	125,458	131,371	▼ 4%

Insurance - Volume



## Changes & Benefits

- Simplify by combining domestic insurance services into one table and international insurance services into two tables.
- Increase \$200 threshold to \$500 and will include signature service.
- Retiring STCs for Insurance >\$200 with Signature Confirmation and Return Receipt.
- Align Returns with Outbound insurance.
- Update forms 3813 and PS Form 3813-P.

## Top Industries<sup>1</sup>

#	Industry
1	Retail
2	Manufacturing
3	Advertising - Marketing

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# USPS Insurance: Form 3813

1307 0590 0000 0001 2633  
United States Postal Service®  
**INSURED MAIL - DOMESTIC ONLY**

1307 0590 0000 0001 2633  
1307 0590 0000 0650 20ET  
NOTE: To file a claim for damage or loss of contents, the article, container, and packaging must be presented.

U.S. Postal Service®  
**INSURED MAIL RECEIPT**

**DOMESTIC ONLY**  
**\$500 and under**

OFFICIAL USE

Special Handling, No Fee (check box)		Special Handling, With Fee (check box)	
<input type="checkbox"/> Perishable	<input type="checkbox"/> Hazardous Material	<input type="checkbox"/> Fragile \$	<input type="checkbox"/> Live Animal \$
Insurance Fee	Insurance Coverage	Postmark Here	
\$			
Signature Confirmation™ Fee			
\$			
Signature Confirmation™ Restricted Delivery Fee		Postmark Here	
\$			
Postage			
\$		Postmark Here	
Total Postage and Fees			
\$		Postmark Here	
Sent To			
Street and Apt. No., or PO Box No.			
City, State, ZIP+4®			

PS Form 3813, April 2015 See Reverse for Instructions

Limit has been raised to \$500

Special Handling Fees

**PS Form 3813:  
Insured Mail, \$500 and under**

# USPS Insurance: Form 3813P

**INSURANCE RECEIPT (\$500.01 AND OVER)**  
**SAVE THIS RECEIPT UNTIL THE PACKAGE IS ACCOUNTED FOR**

Return Receipt service is available only in hard copy (PS Form 3811). When using PS Form 3811, address the recipient's "Return Receipt Requested" above the delivery address and to the right of the return address.

**INSURANCE COVERAGE:** Insurance is provided only in accordance with postal regulations in the Domestic Mail Manual (DMM). The DMM sets forth the specific types of coverage, terms of insurance and conditions of payment. The DMM is available online at <http://www.usps.gov>. Limitations on coverage include, but are not limited to the following:

- Coverage extends to the lesser of: actual (depreciated) value of the contents at the time of mailing, cost of repairs, or the limit listed for the insurance coverage selected.
- No coverage is provided for articles improperly packaged or too fragile to withstand normal handling, concealed damage, spillage of perishable items, prohibited articles, consequential losses or delay.
- Signature Service is included at no additional fee. Service provides a copy of the recipient's full signature and the date of delivery.
- Insurance Restricted Delivery and Special Handling are available. See the DMM for details.

Other limitations are set forth in the DMM. Coverage, terms and conditions are subject to change.

**Filing a Claim:**  
 Claims for loss: File a claim no sooner than 15 days but no later than 60 days from the mailing date — for an APO/FPO/DPO item, file no sooner than 45 days and no later than 1 year from the mailing date. Retain the original mailing receipt and proof of value.  
 Claims for damage or missing contents: File a claim immediately but no later than 60 days from the mailing date. Retain the original mailing receipt and proof of value, and also retain the article and mailing container.  
 Please file your domestic claim online at [www.usps.com/domestic-claims](http://www.usps.com/domestic-claims). If you are unable to file online, call toll free 800-275-6777 for additional information.

**Important:** Save this receipt and present it when making a claim.  
 PS Form 3813-P, April 2015 (Reverse) (7530-02-000-9057)

VA 269 650 195 US

United States Postal Service®

**INSURED MAIL - DOMESTIC ONLY**



VA 269 650 195 US

NOTE: To file a claim for damage or loss of contents, show date, contents, weight, and packaging used by the insured.

VA 269 650 195 US

**DOMESTIC ONLY**

**U.S. Postal Service®**  
**INSURED MAIL RECEIPT**

**Over \$500**

---

OFFICIAL USE

<input type="checkbox"/> Special Handling, No Fee <i>(see box)</i>	<input type="checkbox"/> Special Handling, With Fee <i>(see box)</i>
<input type="checkbox"/> Perishable	<input type="checkbox"/> Fragile \$
<input type="checkbox"/> Hazardous Material Transportation	<input type="checkbox"/> Live Animal Transportation \$
Insurance Fee	Insurance Coverage
\$	\$
Insurance Restricted Delivery Fee <i>(see reverse)</i>	
\$	
Return Receipt Fee <i>(see reverse)</i>	
\$	
Postage	
\$	
Total Postage and Fees	
\$	
Sent To	
Street and Apt. No., or PO Box No.	
City, State, ZIP+4®	

Postmark Here

PS Form 3813-P, April 2015 See Reverse for Instructions

Return receipt available only in hard copy if requested

Limit has been raised to \$500

Requires Full Signature

## PS Form 3818-P: USPS Insured Mail Receipt – Over \$500 w/ Signature Service



**UNITED STATES  
POSTAL SERVICE®**

Confidential – Do Not Distribute

61

# Insurance - Competitor Products

	Competitor	Insurance Service & Fee + Postage (2015)
1		<ul style="list-style-type: none"> <li>▪ Declared Value For Carriage: \$2.70 + \$0.90 per \$100 of declared value over \$100 (Maximum of \$50,000)</li> </ul>
2		<ul style="list-style-type: none"> <li>▪ FedEx Declared Value (Domestic): \$2.70 + \$0.90 per \$100 of declared value over \$100 (Maximum of \$50,000)</li> <li>▪ FedEx Declared Value(International): \$2.90 + \$0.95 per \$100 of declared value (over \$100) or \$9.05/lb (Whichever is greater) (Maximum of \$50,000)</li> </ul>

# 2015 USPS Insurance Price Change

## Merchandise Coverage

(\$)	to	(\$)	Fee
0.01	to	50.00	\$2.20
50.01	to	100.00	\$2.75
100.01	to	200.00	\$3.50
200.01	to	300.00	\$4.60
300.01	to	400.00	\$5.80
400.01	to	500.00	\$7.00
500.01	to	600.00	\$9.45
600.01	to	5,000.00	\$9.45 plus \$1.30 for each \$100 or fraction thereof over \$600

- \$100 included for Priority Mail Express
- \$50 or \$100 included for Priority Mail
- Insurance Restricted Delivery \$5.15

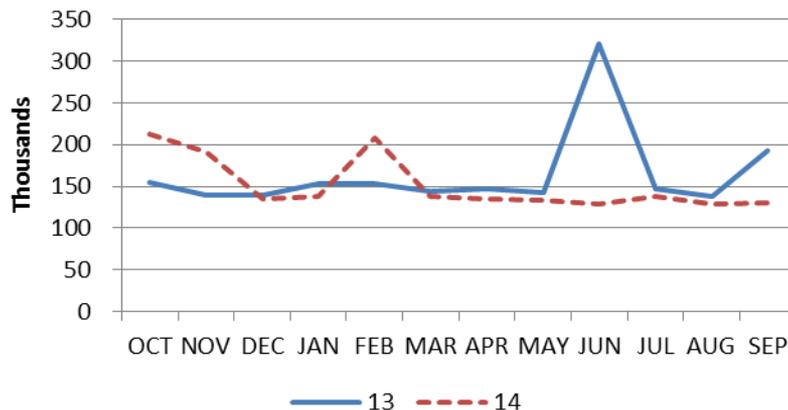
# Registered Mail

## Description

- Provides the highest level of security afforded by USPS, including a special chain of custody.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup> (Thousands)</b>	1,819	1,973	▼ 8%

## Registered Mail - Volume



## Changes & Benefits

- Increase indemnity to \$50K.
- IMpb required privately printed forms and 4x6 label that are the same.
- Sunset legacy Delivery Confirmation Receipt System (DCRS).
- Improve customer experience, visibility and reduce the work hours needed to process paperwork.
- Update PS Form 3806, Receipt for Registered Mail.

## Top Industries<sup>1</sup>

#	Industry
1	Electrical, Plumbing & Hardware Wholesale
2	Financial Services
3	Banking

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Registered Mail: PS Form 3806

Add Restricted Delivery Option and Fees

8710015959 PROOF 1

1A  +

1A  +

(PERF) Registered No. (PERF) Date Stamp

To Be Completed By Post Office

Postage \$	Extra Services & Fees (part)
Extra Services & Fees	<input type="checkbox"/> Sig. Confirmation \$
<input type="checkbox"/> Registered \$	<input type="checkbox"/> Sig. Confirmation Restricted Delivery \$
<input type="checkbox"/> Return Receipt (hardcopy) \$	Special Handling & Fee
<input type="checkbox"/> Return Receipt (electronic) \$	<input type="checkbox"/> Fragile \$
<input type="checkbox"/> Restricted Delivery \$	Hazardous Material (no fee)
	Total Postage & Fees \$

Customer Must Declare Full Value \$

Received by

Domestic Insurance up to \$50,000 is included based upon the declared value. International Indemnity is limited. (See Reverse).

OFFICIAL USE

DRAFT

FROM

TO

PS Form 3806, Registered Mail Receipt April 2015 (7530-02-000-9051) Copy 1 - Customer (See information on Reverse) For domestic delivery information, visit our website at www.usps.com

FACE 1; SCREEN 30%

Domestic insurance can be purchased

8710015959

B1A  +

B1A  +

(PERF) (PERF)

RETAIN THIS RECEIPT IN CASE OF LOSS OR DAMAGE TO THE MAIL ITEM

Declaration of Value: You must declare the full value of each Registered Mail™ article at the time of mailing.

Insurance Coverage:

Domestic: Insurance up to \$50,000 is included in the Registered Mail fee. Indemnity is limited to the amount of declared value. Insurance is provided only in accordance with Postal Service™ regulations in the Domestic Mail Manual (DMM) which sets forth the specific types of coverage, terms of insurance, and conditions of payment. The DMM is available online at <http://ps.usps.com>. Limitations on coverage include, but are not limited to, the following:

Coverage extends to the least of (1) the actual (depreciated) value of the contents at the time of mailing, (2) the cost of repairs, or (3) the limit fixed for the insurance coverage obtained.

No coverage is provided for articles improperly packaged or too fragile to withstand normal handling, concealed damage, spoilage of perishable items, prohibited articles, consequential losses, or delay.

Other limitations are set forth in the DMM. Coverage terms and limitations are subject to change.

International: Indemnity coverage for International Registered Mail is limited to the maximum set by the Convention of the Universal Postal Union. See the International Mail Manual (IMM) and Individual Country Listings online at <http://ps.usps.com> for limitations of coverage, prohibitions, and restrictions. The sender receives payment for an international claim for a lost article or for damaged and/or missing contents, unless the sender waives the right to payment, in writing, in favor of the addressee.

Filing a Domestic Claim

Claim for loss: File a claim no sooner than 15 days but no later than 60 days from the mailing date — for an APO/FPO/DPO item, file no later than 1 year from the mailing date. Retain the original mailing receipt and proof of value.

Claim for damage or missing contents: File a claim immediately but no later than 60 days from the mailing date. Retain the original mailing receipt and proof of value, and also retain the article and mailing container. Please file your domestic claim online at [www.usps.com/domestic-claims](http://www.usps.com/domestic-claims). If you are unable to file online, call toll free 800-275-8777 for additional information.

Filing an International Claim

Before initiating an inquiry on an item mailed to a foreign country, allow sufficient time for delivery of the mailpiece in the foreign country.

To report the loss, damage, or missing contents of an item sent to a foreign country, please call our International Research Group at 800-222-1811. You will be asked to provide the relevant information regarding the item, including but not limited to the following: 1) item number appearing under the barcode; 2) names, addresses, and telephone numbers of the mailer and addressee; and 3) date of mailing. The International Research Group will correspond with the respective post in the foreign country. Upon determination that a claim for the item should be initiated, we will provide you with a claim packet, which includes instructions on how to complete and submit the claim.

Inquiries and claims for loss of an international registered item must be filed within 6 months of the date of the mailing. Inquiries for damage and complete or partial loss of contents should be filed immediately.

PS Form 3806, April 2015 (Customer Copy - Reverse)

REGULAR BACKER PART 1

Remove Special Handling Services Refs

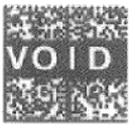
# Registered Mail: Label 200-N

## Registered Mail Non-barcoded Label 200-N



**Dimensions:**  
3 1/2" x 1 5/8"

- Available for:
  - ❑ PC Postage
  - ❑ Privately Printed
- Use with 4x6 IMpb label
- Available:
  - ❑ Postal Store (rolls 600)
  - ❑ Post Offices

<b>P</b>	 U.S. POSTAGE \$94.95 PH 3-DAY 02115 0004 Date of sale 08/29/13 08 2523 4567890S AUC
	<b>PRIORITY MAIL 2-DAY™</b>
INTERNET SALES DEPT FAST & EFFICIENT SUPPLY CO 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999	Expected Delivery Day 08/31/13 DIM WT: 21 lb. 20" x 20" x 10" ACTUAL WT: 5 lb. 0.80 oz.
	<b>C000</b>
RONALD RECEIVER INTERNET PURCHASING BIG & GROWING BUSINESS CO 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
<b>USPS REGISTERED MAIL #</b>	
	
9408 8102 0079 3599 2042 66	

# Registered Mail - Competitor Products

	Competitor	Registered Mail Service & Fee + Postage (2015)
1		<p><b>UPS Insurance</b></p> <ul style="list-style-type: none"> <li>▪ Declared Value For Carriage: \$2.70 + \$0.90 per \$100 of declared value over \$100 + Postage (Maximum of \$50,000).</li> </ul> <p><b>UPS Express Critical Secure</b></p> <ul style="list-style-type: none"> <li>▪ Customizable solution, thus prices vary.</li> </ul>
2		<p><b>FedEx Insurance</b></p> <ul style="list-style-type: none"> <li>▪ <b>FedEx Declared Value</b> (Domestic): \$2.70 + \$0.90 per \$100 of declared value over \$100 + Postage (Maximum of \$50,000).</li> <li>▪ <b>FedEx Declared Value</b> (International): \$2.90 + \$0.95 per \$100 of declared value (over \$100) or \$9.05/lb (Whichever is greater) + Postage (Maximum of \$50,000).</li> </ul> <p><b>FedEx Custom Critical</b></p> <ul style="list-style-type: none"> <li>▪ Customizable solution, thus prices vary.</li> </ul>

# 2015 Registered Mail Price Change

## Declared Value

(\$)	to	(\$)	Fee
0.00	to		\$12.20
0.01	to	100.00	\$13.00
100.01	to	500.00	\$15.15
500.01	to	1,000.00	\$16.75
1,000.01	to	2,000.00	\$18.35
2,000.01	to	3,000.00	\$19.95
3,000.01	to	4,000.00	\$21.55
4,000.01	to	5,000.00	\$23.15
5,000.01	to	15,000,000.00	\$23.15 plus \$1.60 for each \$1,000.00 or fraction thereof > \$5,000.00
Greater than		15,000,000.00	\$24,016.75 plus amount determined by the Postal Service based on wt, space and value

- Registered Mail Restricted Delivery \$5.15
- Registered Mail COD \$5.90

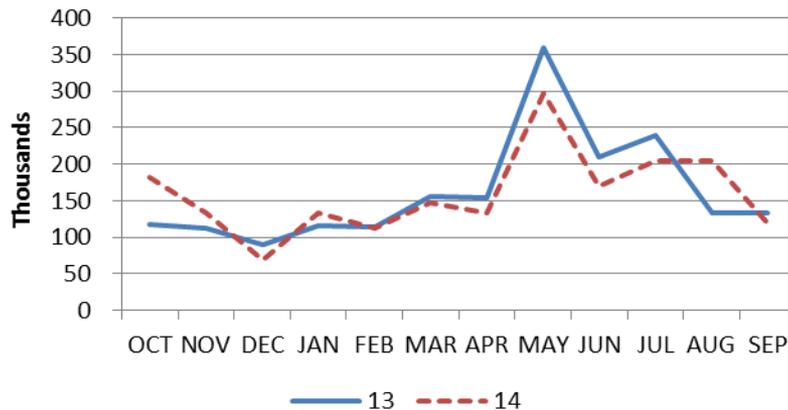
# Restricted Delivery

## Description

- Requires that mail is only delivered to the addressee by name or an authorized agent.
- The service can be requested at the time of, or after mailing.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup> (Thousands)</b>	1,906	1,937	▼ 1%

## Restricted Delivery - Volume



## Changes & Benefits

- Retire as a stand-alone product fee offering.
- Only available for “USPS Signature” services options.
- Signature will include electronic text representation of customer’s full name.
- Adding new Extra Services Codes combined with signature options.

## Top Industries<sup>1</sup>

#	Industry
1	Regulatory – Compliance
2	Legal - Tax
3	Wholesaler – Computers and equipment

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Restricted Delivery Options

#	Extra Services Code	Commercial	Online	Retail
1	Signature Confirmation Restricted Delivery <b>(924)</b>	x	x	x
2	Adult Signature Restricted Delivery <b>(923)</b>	x	x	
3	Certified Mail Restricted Delivery <b>(911)</b>	x	x	x
4	Certified Mail Adult Signature Restricted Delivery <b>(913)</b>	x	x	
5	Registered Mail Restricted Delivery <b>(941)</b>	x	x	x
6	Insured Restricted Delivery <b>(934)</b>	x	x	x
7	COD Restricted Delivery <b>(917)</b>	x	x	x

# Return Receipt After Mailing

## Description

- A unique form of return receipt for retail and commercial customers shipping merchandise and provides physical evidence of the date of delivery and a signature.
- Unlike a typical Return Receipt, it is available after the customer has mailed the package.

## Changes

- Available for both commercial and retail customers.
- Form is used when the PS Form 3811, Return Receipt is not received.

**UNITED STATES POSTAL SERVICE®** Request for Delivery Information/Return Receipt

**Note:** This PS Form 3811-A serves to provide delivery information for a hardcopy return receipt (PS Form 3811) that was not received by the customer. It is not for use with items sent with Signature Confirmation™, Restricted Delivery, Adult Signature, or insurance for more than \$500.

**Instructions for Use**

**Accepting Office**

1. Internal Use Only. Help the customer complete Section 2 of this form and carefully compare it to the customer's receipt. Ensure that the date on the customer's receipt is not more than 90 days old – the Postal Service can process this request only if the customer submits it within 90 days from the date on the mailing receipt. If the customer meets these requirements, complete the shaded portions in Section 1.

2. Select **ONE** of the following two options:

**A.** If the item was mailed to an office using a product tracking system (all offices in the U.S., including Alaska, Puerto Rico, and the Virgin Islands), choose one of the following two options:

- If your office has internet access, use the internet to generate the request via e-mail. If e-mail is not provided in Section 2, item D., manually complete Section 3 and mail to the customer.
- If your office does not have internet access, send this written form, with Sections 1 and 2 completed, to a designated inquiry location.

If the electronic record is available, the office (either the accepting office with internet access, or the designated inquiry location) requests the record electronically and discards this form. If the electronic record is not found, the office manually completes Section 3 and mails the bottom portion of the form to the customer.

**B.** If the item was mailed to an office using manual record management (refer to Postal Operations Manual, Section 618 for full listing), send this same form, with Sections 1 and 2 completed, to the delivery office.

**Delivery Office - Use Only for Manually Filed Delivery Record Inquiries (B1 checked above)**

3. If the form is not postmarked to show that the fee was paid at the time of mailing, return this form to the accepting office.

4. Complete the items in Section 3 below. Enter the delivery information or indicate the reason for no information.

5. After completion, detach and insert the bottom portion of this document in an envelope addressed to the customer and deposit it in the mailbox. Discard the remaining portion.

**SECTION 1**

Accepting Office: Add a postmark to the PS Form 3811-A if the customer needs the following requirements:

- Provide a receipt showing that the Return Receipt fee was paid at the time of mailing.
- Submit this request within 90 days from the date on the mailing receipt.

Postmark

Accepting Office City/State/ZIP Code™

**Acceptance/Delivery Office/Manual Inquiries:** Detach at dotted line and return bottom portion to customer when the inquiry is resolved. Discard remaining portion.

**Electronic Inquiries:** Generate request from internet and deposit the entire form in a locked mailbox.

A. TYPE OF SERVICE		C. ARTICLE INFORMATION	
<input type="checkbox"/> Certified Mail™	<input type="checkbox"/> Priority Mail Express®	Title (mailing procedure)	
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Registered Mail™		

B. ARTICLE ADDRESSED TO		D. CUSTOMER	
Address Address		Customer Address	
(St., street, apt./box, no.)		(St., street, apt./box, no.)	
City, state, ZIP Code		City, state, ZIP Code	
		Mail address (complete only if an electronic inquiry)	

**SECTION 3**

**For Accepting or Delivery Office Use Only**

Postal Service™ records show no delivery information because:

- Decard not found
- Forwarded (state \_\_\_\_\_)
- Returned (date \_\_\_\_\_)

Submitted to the following individual, company or organization: \_\_\_\_\_ Delivery Office Postmark: \_\_\_\_\_

Delivery Address (if different from address in section 2): \_\_\_\_\_

Security Date: \_\_\_\_\_

PS Form 3811-A, April 2016 PSN 750-02-000-9004

## PS Form 3811-A: USPS Return for Delivery Information / Return Receipt

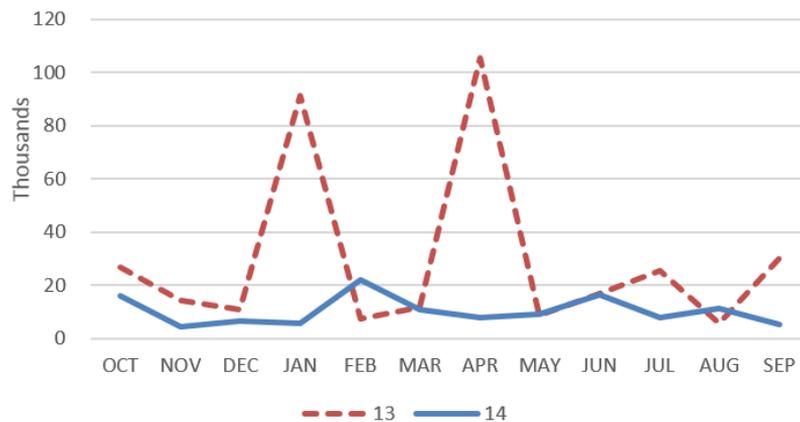
# Return Receipt for Merchandise

## Description

- A unique form of return receipt for retail and commercial customers shipping merchandise and provides physical evidence of the date of mailing with a delivery record and a signature.
- Unlike a Return Receipt, it does not require additional services and is only available at the time of mailing.
- No change to service.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup></b>	122,766	354,079	▼ 65%

Return Receipt for Merchandise - Volume



<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

**RETURN RECEIPT FOR MERCHANDISE**

U.S. Postal Service  
RETURN RECEIPT FOR MERCHANDISE  
(Domestic Mail Only; No Insurance Coverage Provided)

OFFICIAL USE

Postage \$ \_\_\_\_\_  
Return Receipt for Merchandise Fee (Endorsement Required) \_\_\_\_\_  
Special Handling Fragile Fee \_\_\_\_\_  
Total Postage & Fees \$ \_\_\_\_\_  
Waiver of Signature  YES  NO

Send To  
Street, Apt. No., or PO Box No. \_\_\_\_\_  
City, State, ZIP+4 \_\_\_\_\_

PS Form 3804, April 2015 PSH 7530-02-000-9031 See Reverse for Instructions

**Return Receipt for Merchandise**

Return Receipt for Merchandise service is a form of Return Receipt service that provides the sender with a mailing receipt and a return receipt. A delivery record is kept by the Postal Service for a specified period, but a record is not kept at the office of mailing. **THIS SERVICE DOES NOT INCLUDE INSURANCE COVERAGE.**

Return Receipt for Merchandise is available for merchandise sent:

- Priority Mail (excluding Critical Mail)
- Standard Mail machinable and irregular parcels
- Standard Post
- Bound Printed Matter
- Media Mail
- Library Mail

PS Form 3804, April 2015 (Reverse) PSH 7530-02-000-9031

## PS Form 3804: Return Receipt for Merchandise

# 2015 Return Receipt for Merchandise Price Change

Service	Fee
Per Piece (Requesting at time of mailing)	\$4.40

# USPS Signature Services



## Signature Confirmation Service

### Benefits

- Capture Date/Time

## Signature Confirmation Restricted Delivery

### Benefits

- Capture Date/Time
- Delivery Restriction

## Adult Signature Required

### Benefits

- Capture Date/Time
- Age Restriction

## Adult Signature Restricted Delivery

### Benefits

- Capture Date/Time
- Age Restriction
- Delivery Restriction

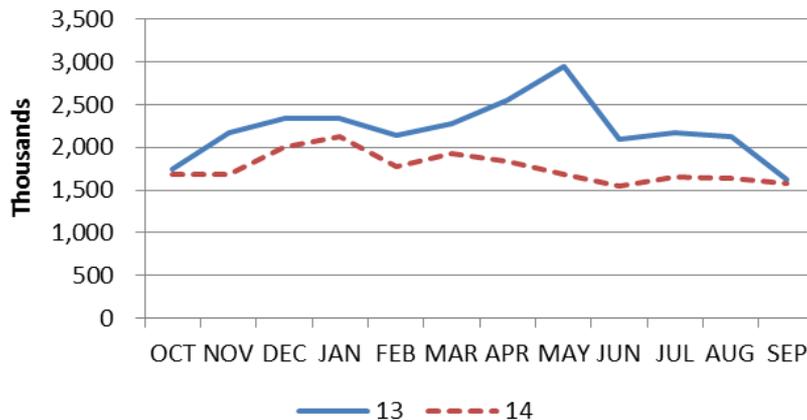
# Signature Confirmation

## Description

- Provides evidence of delivery and requires a signature to be captured at delivery.
- The recipient's electronic signature is then made available via fax, mail, email or bulk electronic file transfer.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup> (Thousands)</b>	26,490	21,127	▲ 25%

## Signature Confirmation - Volume



## Changes & Benefits

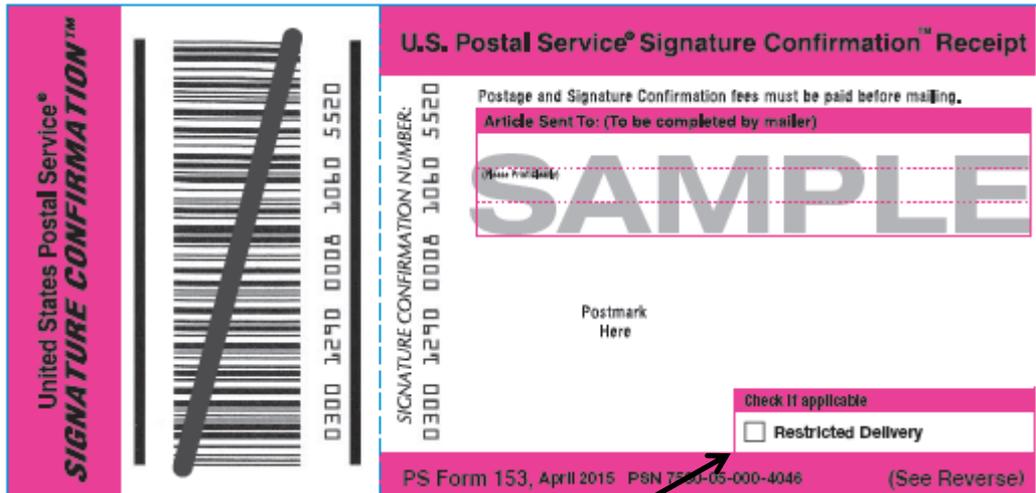
- Expand Signature Confirmation offering to combined with any parcel and with any other Extra Service. (except for Adult Signature services)
- New Extra Service Code 924 for Restricted Delivery option.
- Signature will include electronic text representation of customer's full name.
- Updates to PS Form 153.

## Top Industries<sup>1</sup>

#	Industry
1	Manufacturing
2	eCommerce – Advertising
3	Retail – Office Products

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Signature Confirmation: PS Form 153



United States Postal Service®  
**SIGNATURE CONFIRMATION™**

U.S. Postal Service® Signature Confirmation™ Receipt

Postage and Signature Confirmation fees must be paid before mailing.

Article Sent To: (To be completed by mailer)

(Area for Signature)

Postmark Here

Check if applicable

Restricted Delivery

PS Form 153, April 2015 PSN 7530-05-000-4046 (See Reverse)

SIGNATURE CONFIRMATION NUMBER:  
0300 1290 0006 1060 5520

Changes to description,  
allowing Signature Confirmation  
to be added to additional  
services

Provide Restricted Delivery  
option for additional fee

## U.S. Postal Service Signature Confirmation

This service:

- Provides date and time of delivery and/or attempted delivery upon inquiry.
- Provides copy of recipient signature via email upon request.
- Is available only with Priority Mail, First-Class Package Service, Standard Post, and Package Services (Bound Printed Matter, Media Mail®, and Library Mail).
- Provides Signature Confirmation Restricted Delivery to a specific person for an additional fee. When used, endorse mailpiece "Restricted Delivery" above the delivery address and to the right of the return address, or see a retail associate for assistance.

A parcel is a box OR an item that is more than 3/4" thick at its thickest point. The face must be large enough for return and delivery addresses, special service label, markings or endorsements, and postage.

No insurance coverage is provided. If indemnity coverage is desired, consider Insurance, Registered Mail™, or another extra service that provides coverage. Contact your local postmaster for information concerning available options and limitations on coverage.

POSTAL CUSTOMER: Keep this receipt. For inquiries, access Internet web site at [www.usps.com](http://www.usps.com)® or call 1-800-222-1811.

### HOW TO USE:



1. COMPLETE IN  
INK OR BALL  
POINT PEN.



2. ATTACH LABEL TO  
THE LEFT OF  
DELIVERY ADDRESS.

PS Form 153, April 2015 PSN 7530-05-000-4046

## PS Form 153: Signature Confirmation Receipt

# Adult Signature Services

## Description

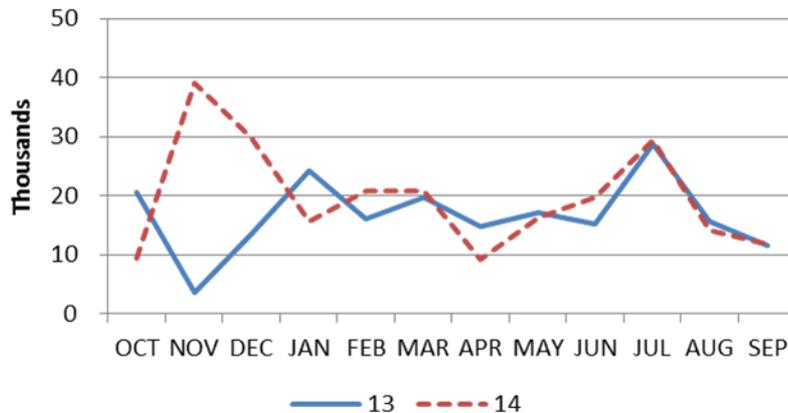
- Provides evidence of delivery to a recipient 21 years of age or older.
- The service is only available to customers producing qualified shipping labels with IMpb.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup></b>	235,568	200,649	▲ 17%

## Changes & Benefits

- Expand Service to other product: First-Class Mail, First-Class Package Service, Parcel Select and Parcel Select Lightweight.
- New Service Type Codes.
- Signature will include electronic text representation of customer's full name.
- Add Adult Signature Services as an option for Certified Mail.

## Adult Sig. Required - Volume



## Top Industries<sup>1</sup>

#	Industry
1	Education – Testing Services
2	Firearms Dealers
3	Shipping Services – Postage Products

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# USPS Signature Services

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#	Extra Service	Commercial	Online	Retail
1	Signature Confirmation	<b>x</b>	<b>x</b>	<b>x</b>
2	Signature Confirmation Restricted Delivery	<b>x</b>	<b>x</b>	<b>x</b>
3	Adult Signature Required	<b>x</b>	<b>x</b>	
4	Adult Signature Restricted Delivery	<b>x</b>	<b>x</b>	

# Signature Service - Competitor Products

#	Competitor	Signature Service & Fee + Postage (2015)
1		<ul style="list-style-type: none"><li>▪ Signature Required - \$4.00/package</li><li>▪ Adult Signature Required - \$5.00/package</li></ul>
2		<ul style="list-style-type: none"><li>▪ Indirect Signature Required - \$3.50/package</li><li>▪ Direct Signature Required - \$4.00/package</li><li>▪ Adult Signature Required - \$5.00/package</li></ul>

# 2015 USPS Signature Services Price Change

Service	Fee
Signature Confirmation (Electronic)	\$2.45
Signature Confirmation (Retail)	\$3.00
Signature Confirmation Restricted Delivery	\$5.15
Adult Signature Required	\$5.50
Adult Signature Restricted Delivery	\$5.75

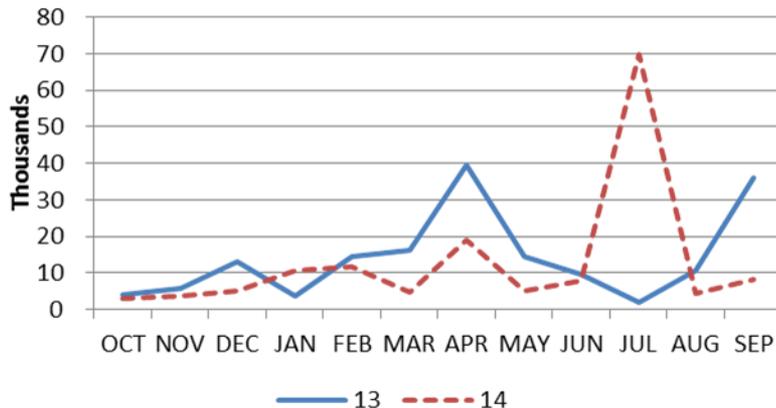
# Special Handling

## Description

- Provides preferential handling for materials that require extra care in handling, transportation or delivery.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup> (Thousands)</b>	152,800	169,046	▼ 9%

Special Handling - Volume



## Changes & Benefits

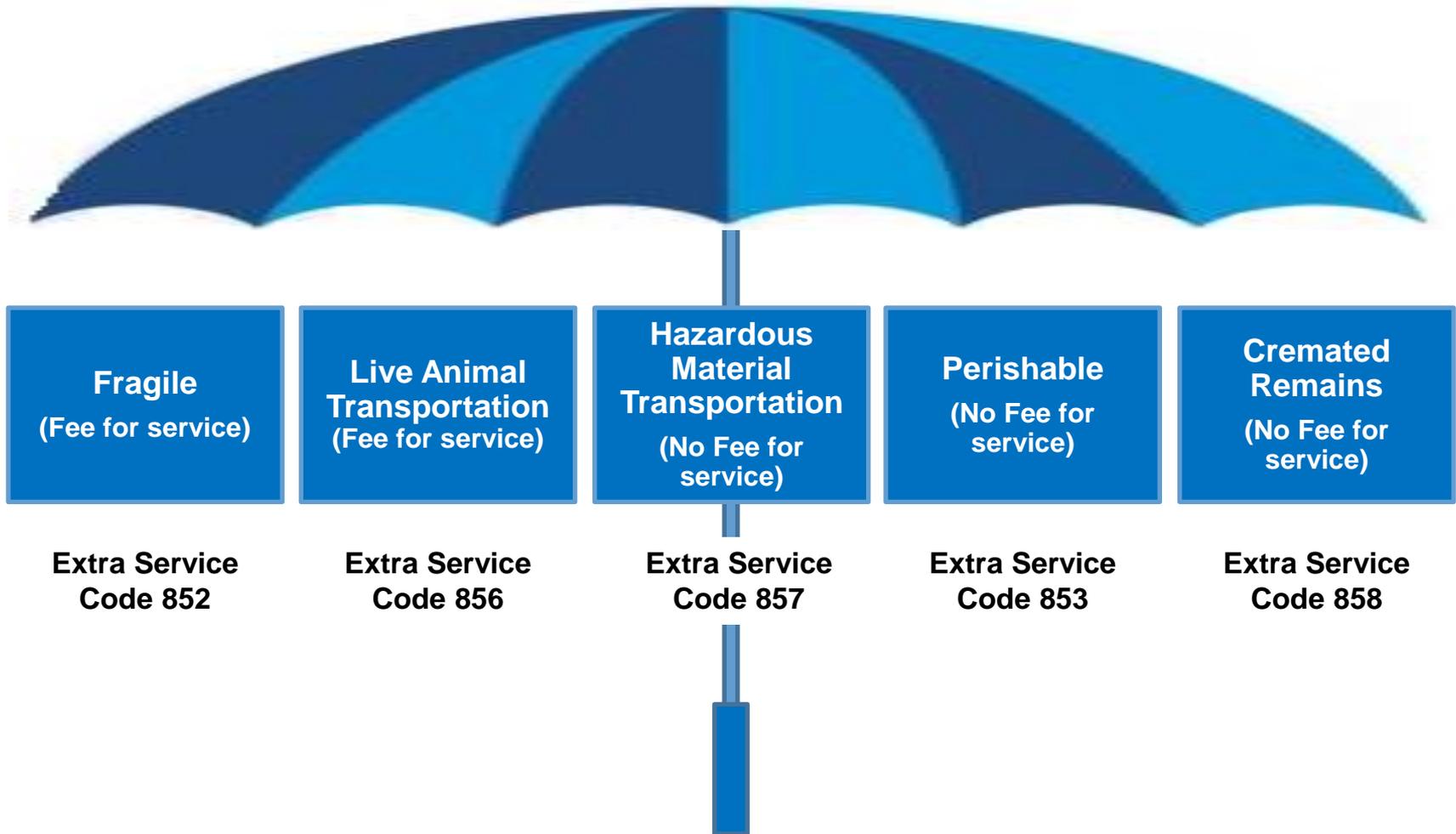
- Eliminated weight threshold.
- No form for Special Handling. (Marking on shipment is still required.)
- Fragile now available for Priority Mail Express.
- New Extra Service Codes.
- Retire Special Handling STCs.
- 5 new categories for Special Handling:
  1. Fragile
  2. Live Animals
  3. Hazmat
  4. Perishable
  5. Cremated Remains

## Top Industries<sup>1</sup>

#	Industry
1	Personal Shipping – Individual Consumer
2	Retail – Office Products
3	Retail – Perishable Goods

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Special Handling Options



# Special Handling - Competitor Products

#	Competitor	Special Handling Service & Fee + Postage (2015)
1		<ul style="list-style-type: none"> <li>▪ <b>Additional Handling:</b> \$9.00/shipment</li> <li>▪ <b>Live Animals:</b> Refer to UPS live animal shipping policy. (No Fee)</li> <li>▪ <b>Hazardous Material:</b> Standard limitations on transportation of hazardous material. (No Fee)</li> <li>▪ <b>Perishable:</b> Not liable for improperly stored cargo unless outside of delivery time promised. (No Fee)</li> <li>▪ <b>Cremated Remains:</b> None</li> </ul>
2		<ul style="list-style-type: none"> <li>▪ <b>Additional Handling:</b> \$8.50/shipment</li> <li>▪ <b>Live Animals:</b> Will <u>NOT</u> ship live animals</li> <li>▪ <b>Hazardous Material:</b> <b>FedEx Custom Critical</b> Standard limitations on transportation of hazardous material. (No Fee)</li> <li>▪ <b>Perishable:</b> <b>FedEx Custom Critical</b> Not liable for improperly stored cargo is more than 24 hours late. (No Fee)</li> <li>▪ <b>Cremated Remains:</b> None</li> </ul>

# 2015 Special Handling Price Change

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Service	Fee
Fragile	\$10.35
Live Animals (PME and PM)	20 cents per lb.

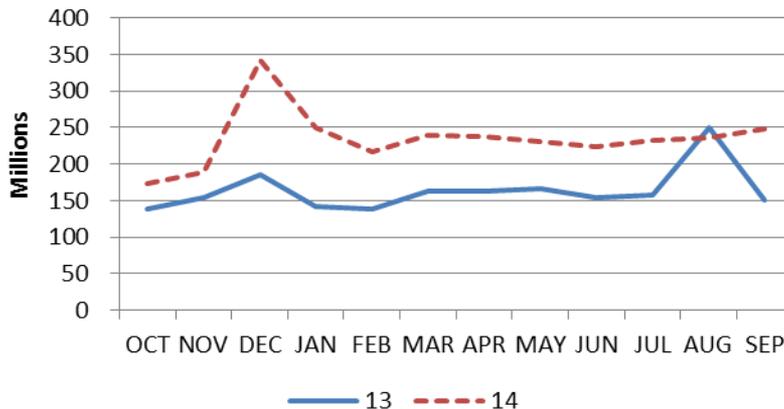
# USPS Tracking

## Description

- Provides tracking updates as an item travels to its destination.
- Customers can obtain tracking updates, including the date and time of delivery or attempted delivery thru usps.com or extract file.

	FY14	SPLY	%CHG
<b>Volume<sup>1</sup> (Millions)</b>	2,816	1,960	▲ 44%

## USPS Tracking - Volume



## Changes & Benefits

- Include USPS Tracking for four domestic products: **First-Class Mail parcels**, Library Mail, Media Mail and Bound Printed Matter parcels.
- Customers will continue to pay for the fee for USPS Tracking for Marketing Parcel (Standard Mail parcels).
- Eliminate Package ID # (PID #) at Retail.
- Eliminate STCs for USPS Tracking.

## Top Industries<sup>1</sup>

#	Industry
1	eCommerce
2	Education – Testing Services
3	Retail – Office Products

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Eliminate USPS Tracking STCs

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- Retire Product Only STCs.
- Transition period for retired STCs:
  - 6 Months
  - Accepted in files without issuing warnings
  - Warnings issued after 6 months
  - Extract visibility suppressed after one year
  - Reclaimed and eligible for new identity after one year

# 2015 USPS Tracking Price Change

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Service	Fee
Standard Mail Parcels (Electronic)	\$0.36

# Distribution: Extra Service Forms

#	Extra Service PS Form #	Extra Service Form Name	Change Status	Push Distribution to Field
1	153	Signature Confirmation Receipt	Updated	X
2	3606	Certificate of Bulk Mailing (International)	Updated	
<b>3</b>	<b>3606-D</b>	<b>Certificate of Bulk Mailing (Domestic)</b>	<b>New Form</b>	
<b>4</b>	<b>3665</b>	<b>Certificate of Mailing – Firm (Domestic)</b>	<b>New Form</b>	
5	3800	Certified Mail Receipt	Updated	X
6	3804	Return Receipt for Merchandise	Updated	
7	3806	Receipt for Registered Mail	Updated	X
8	3811	Domestic Return Receipt	Updated	X
9	3811-A	Request for Delivery Information / Return Receipt	Updated	
10	3813	Insured Mail Receipt \$500 and Under	Updated	X
11	3813-P	Insured Mail Receipt Over \$500	Updated	X
12	3816	Collect on Delivery	Updated	X
13	3877	Firm Mailing Book for Accountable Mail	Updated	

- Quantity of Extra Service forms shipped to each USPS Retail Office is based on past ordering history

# Distribution Timeline: Extra Service



- **March 30:**
  - ❑ Mail Memo to USPS Field Offices.
- **April 13:**
  - ❑ Mail Extra Service Forms (7), poster and “yellow” container reminder “**DO NOT USE UNTIL APRIL 26**”.
- **April 15:**
  - ❑ Customers can place orders.
  - ❑ Post Offices can place additional orders.

# Topics

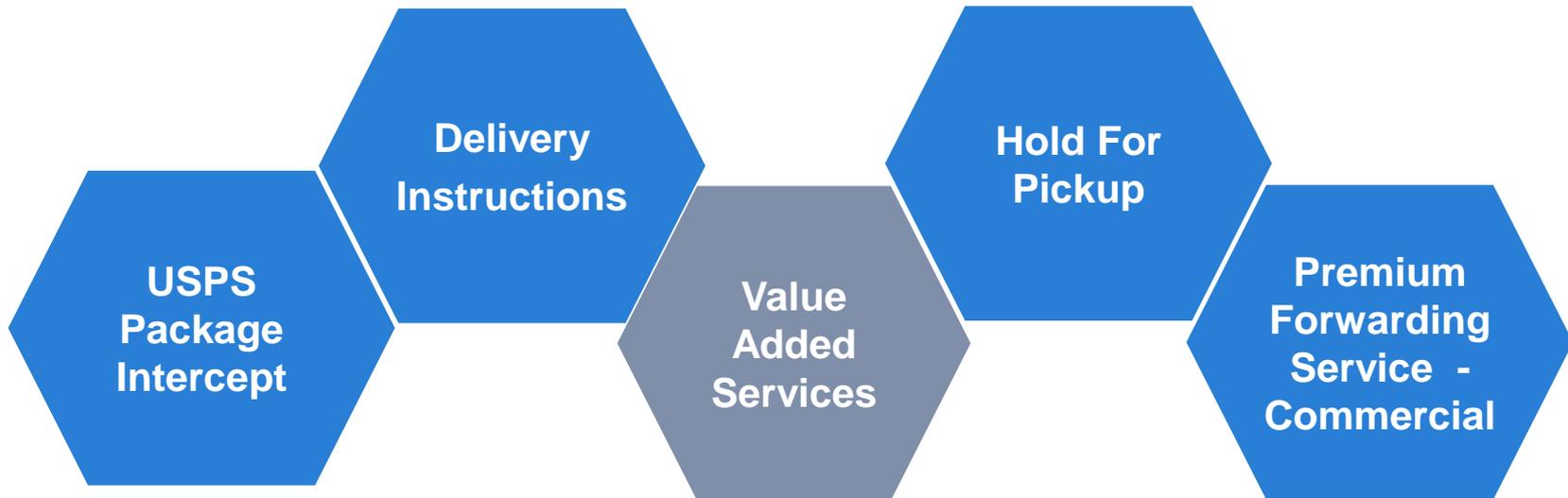
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- Postal Rate Commission (PRC) Filings
- Shipping Products
- Product Simplification: Returns
- Product Simplification: Extra Services
- **Value Added Initiatives**
- Resources
- Questions

# Value-Added Initiatives

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USPS continues to develop new value-added services that compliment USPS outbound and return package business.



# USPS Package Intercept

## Description

- Allows the customer to alter a package delivery address for a fee.
- Option to Hold For Pickup, Return to Sender, or Redirect to a new domestic address.

## Changes

- Cost model change for Commercial Request, align with Online option (Customer is only charged for postage / fee upon successful intercept).
- Changed scan event from “Recall” to “Intercept”.
- Creating WebTools Application Programming Interface (API). (Available April 26, 2015)
- Updated User Guide (Commercial Package Intercept).
- **Implemented:** January 26, 2015

	FY14	SPLY	%CHG
<b>Total Volume<sup>1</sup></b>	43,184	7,162	▲ 502%

## Top Industries<sup>1</sup>

#	Industry
1	Telecommunications
2	Prescription Benefits Management
3	Eyewear Manufacturing

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

<sup>1</sup>Source: Shipping Products and Services Products and Fee based Services FY14

# Intercept - Competitor's Products

#	Competitor	Package Intercept Service Fee + Postage (2015)
1		<p><b>UPS Delivery Intercept:</b></p> <ul style="list-style-type: none"> <li>▪ Web requests - \$12.50/package</li> <li>▪ Phone requests - \$18.00/package</li> </ul>
2		<p><b>Deliver to a New Address:</b></p> <ul style="list-style-type: none"> <li>▪ Less than 120 miles from new delivery address - \$5.00/package</li> <li>▪ More than 120 miles from new delivery address               <ul style="list-style-type: none"> <li>▫ \$13.00/package - Delivery 1 day after original scheduled delivery date.</li> <li>▫ \$20.00/package - Delivery 3 days after original scheduled delivery date.</li> <li>▫ \$30.00/package - Delivery via FedEx Ground or FedEx Home Delivery.</li> </ul> </li> </ul>

# 2015 USPS Package Intercept Price Change

Service	Fee
USPS Package Intercept Service	\$12.15

# Delivery Instructions

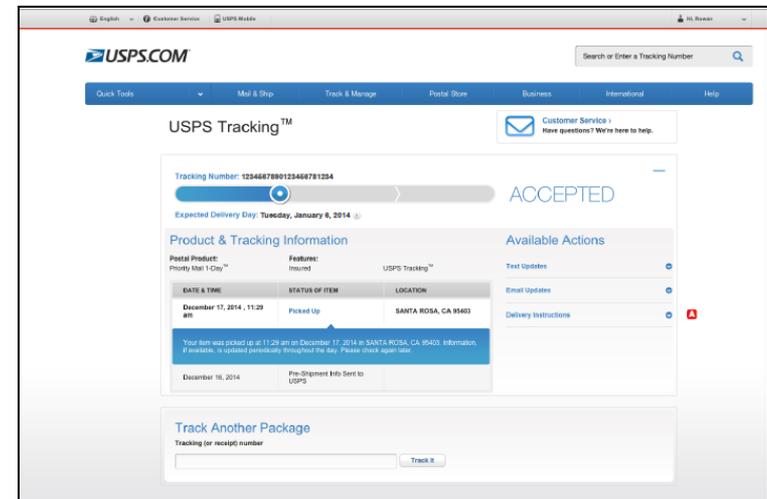
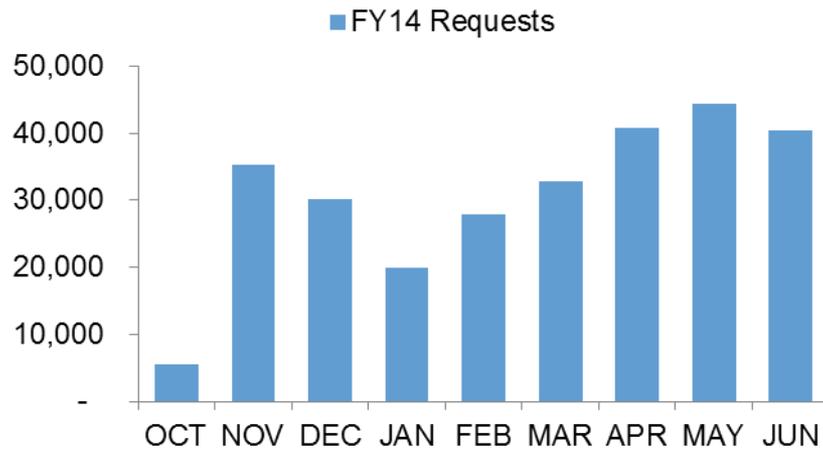
## Description

Allows the recipient of an item to electronically authorize USPS to leave a package at a specific location or reroute their package to a new domestic destination through USPS.com.

## Changes

- Adding ability to upgrade to Priority Mail Express or Priority Mail based on postage.
- Ability to add insurance.
- Updated the User Guide.
- **Effective date:** February 22, 2015

FY 14	Requests
<b>Volume<sup>1</sup></b>	277,070



<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Hold For Pickup

## Description

- Allows shippers the option to direct a package to one of 32k USPS facility for pickup, instead of delivering to a street address.

## Changes

- Expanded service to Parcel Select Lightweight and Bound Printed Matter Parcels.
- New Service Type Codes available.
- Audible and Visual alerts during distribution and delivery to alert clerks and carriers:
  - Intelligent Mail Device (IMD)
  - Passive Adaptive Scanning System (PASS)
  - Delivery Sortation System (DSS)
- Creating a WebTools API.
- Updated label design.
- Updated User Guide.

	FY14	SPLY	%CHG
Volume <sup>1</sup>	105,761	22,569	▲ 368%

## Top Industries<sup>1</sup>

#	Industry
1	Electrical, Plumbing and Hardware Wholesaler
2	Internet and Mail Order Retail
3	Jewelry

<sup>1</sup>Source: RPW Extract & Returns Report / PPR Query 1/20/15

# Hold For Pickup

## New Label Design

<b>P</b>	<table border="1"><tr><td data-bbox="1116 291 1315 415">PRIORITY MAIL U.S. POSTAGE PAID COMPANY NAME eVS</td></tr></table>	PRIORITY MAIL U.S. POSTAGE PAID COMPANY NAME eVS
PRIORITY MAIL U.S. POSTAGE PAID COMPANY NAME eVS		
<b>USPS PRIORITY MAIL ®</b>		
INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999		
<b>HOLD FOR PICKUP</b>		
HOLD FOR: RONALD RECEIVER C/O ABC POST OFFICE 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999		
<b>USPS ADULT SIGNATURE/HFP eVS</b>		
		
9277 2912 3456 7803 0249 04		

# Hold For Pickup - Competitor's Products

#	Service Provider	Hold For Pickup Service & Fee (2015)
1		<b>UPS Hold For Pickup:</b> <ul style="list-style-type: none"><li>▪ Delivered to a designated UPS customer center – <b>No Charge</b></li></ul>
2		<b>FedEx Hold at FedEx Location:</b> <ul style="list-style-type: none"><li>▪ Delivered to a designated FedEx Location - <b>No Charge</b></li></ul>
3		<b>USPS Hold For Pickup:</b> <ul style="list-style-type: none"><li>▪ Delivered to 1 of 32,000 designated USPS Post Offices – <b>No Charge</b></li></ul>

# Premium Forwarding Service (PFS) - Commercial

## Description

- Allows businesses to consolidate mail received from business PO Boxes or business street addresses into a container for delivery to a single address.
- Available for Priority Mail Express and Priority Mail.
- Shipments received in either: Half Tray, Full Tray, Flat Rate Envelope or Sack.



## Changes

- Activate service thru Business Customer Gateway.
- Added the ability to schedule edit or cancel through Premium Forwarding Service Commercial Application in Business Customer Gateway for Priority Mail.
- Updated User Guide.
- **Effective date:** February 22, 2015



# 2015 PFS Price Change

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Service	Fee
Online Enrollment (Commercial and Residential)	\$16.50
Retail Counter Enrollment (Residential Only)	\$18.00
Weekly Reshipment (Residential Only)	\$18.00

# Topics

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- Postal Rate Commission (PRC) Filings
- Shipping Products
- Product Simplification: Returns
- Product Simplification: Extra Services
- Value Added Initiatives
- **Resources**
- Questions

# Resources

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- **Postal Explorer**

- <http://pe.usps.gov/>

- **April 2015 Price Change Information**

- Shipping Services Prices - Excel - Proposed 01/30/15
- Shipping Services Prices - Csv - Proposed 01/30/15
- Mailing Services Prices - Excel - Proposed 01/30/15
- Mailing Services Prices - Csv - Proposed 01/30/15

- **DMM Advisory**

- Special email update. Subscribe via e-mail:  
dmmadvisory@usps.com

# Resources

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- **Domestic Mail Manual**

- [http://pe.usps.gov/text/dmm300/summary\\_of\\_changes.htm](http://pe.usps.gov/text/dmm300/summary_of_changes.htm)

- **Federal Register Notice**

- <http://pe.usps.gov/FederalRegisterNotices.asp>

- **Price List (Notice 123)**

- <http://pe.usps.gov/text/dmm300/Notice123.htm>

- **Postal Bulletin**

- <http://about.usps.com/postal-bulletin/welcome.htm>

- **Postal Rate Commission**

- <http://www.prc.gov/>

# Topics

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- Postal Rate Commission (PRC) Filings
- Shipping Products
- Product Simplification: Returns
- Product Simplification: Extra Services
- Value Added Initiatives
- Resources
- **Questions**

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# Questions

