

Return Receipt - Webinar

Start Time: 11:00 AM ET

United States Postal Service

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To listen/view a recording of this presentation: [Click here](#)

Tuesday, September 8, 2015

Overview



Return Receipt – Hard Copy & Electronic



Resources



Questions



Description

Return Receipt service provides a delivery record, including the recipient's signature and the date of delivery, along with information about the delivery address, if different from the address on the mailpiece.

ELIGIBLE MAIL CLASSES

- Priority Mail Express
- Priority Mail
- First-Class Mail (including parcels)
- First-Class Package Service
- Standard Mail (parcels only)
- Parcel Select
- Parcel Select Lightweight
- Standard Post



CERTIFIED MAIL

3333 0000 3333 0000 3333

PRIORITY MAIL

DATE OF DELIVERY SPECIFIED*
USPS TRACKING™ INCLUDED*
INSURANCE INCLUDED*
PICKUP AVAILABLE*

FROM: John Doe
123 Main St
New York, NY 10017

RETURN RECEIPT REQUESTED

TO: Susie Doe
345 Blank St
Clark, NJ
08816

SENDER: COMPLETE THIS SECTION

1. Complete items 1, 2, and 3.
2. Print your name and address on the reverse so that we can return the card to you.
3. Attach this card to the back of the mailpiece, or on the front if space permits.

Article Addressed to:

9500 9403 0000 5375 0000 32

Article Number (Transfer from service label)

PS Form 3811, July 2015 PSN 7530-02-000-0053 Domestic Return Receipt

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X
B. Received by (Printed Name)
C. Date of Delivery
D. Is delivery address different from item 1? Yes/No
If YES, enter delivery address below:

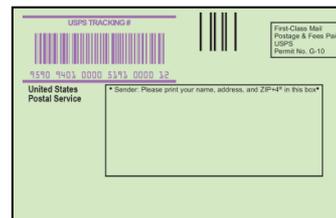
Service Type
 Adult Signature
 Adult Signature Restricted Delivery
 Certified Mail
 Certified Mail Restricted Delivery
 Collect on Delivery
 Collect on Delivery Restricted Delivery
 Insured Mail
 Insured Mail Restricted Delivery (over \$500)

Priority Mail Express®
 Registered Mail™
 Return Receipt for Merchandise
 Signature Confirmation™
 Signature Confirmation Restricted Delivery

950001001921

VISIT US AT USPS.COM®
ORDER FREE SUPPLIES ONLINE

UNITED STATES POSTAL SERVICE



USPS TRACKING#

9500 9403 0000 5375 0000 32

United States Postal Service

Sender: Please print your name, address, and ZIP+4® in this box

PS Form 3811-Front

New PS Form 3811

PS Form 3811-Back

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY																
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 	<p>A. Signature <input checked="" type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (<i>Printed Name</i>) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p>																
<p>1. Article Addressed to:</p> <p>9590 9401 0000 5191 0000 12</p> <p>2. Article Number (transfer from service label)</p>	<p>3. Service Type</p> <table border="0"> <tr> <td><input type="checkbox"/> Adult Signature</td> <td><input type="checkbox"/> Priority Mail Express®</td> </tr> <tr> <td><input type="checkbox"/> Adult Signature Restricted Delivery</td> <td><input type="checkbox"/> Registered Mail™</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail®</td> <td><input type="checkbox"/> Registered Mail Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail Restricted Delivery</td> <td><input type="checkbox"/> Return Receipt for Merchandise</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery</td> <td><input type="checkbox"/> Signature Confirmation™</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery Restricted Delivery</td> <td><input type="checkbox"/> Signature Confirmation™ Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Insured Mail</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)</td> <td></td> </tr> </table>	<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®	<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™	<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery	<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise	<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™	<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation™ Restricted Delivery	<input type="checkbox"/> Insured Mail		<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)	
<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®																
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™																
<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery																
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise																
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™																
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation™ Restricted Delivery																
<input type="checkbox"/> Insured Mail																	
<input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)																	
PS Form 3811, July 2015 PSN 7530-02-000-9053	Domestic Return Receipt																

**Additional
Service Type
options**

IMpb

USPS TRACKING #	
 9590 9401 0000 5191 0000 12	
United States Postal Service	First-Class Mail Postage & Fees Paid USPS Permit No. G-10
<p>• Sender: Please print your name, address, and ZIP+4® in this box*</p>	

PS Form 3811-Front

What's New?

- Relocating the Intelligent Mail barcode on the Sender's address side (front) of the Return Receipt.
- Barcodes still must be scanned upon acceptance and delivery.

Link Host Extra Service to Barcode Service at Retail

1. The host extra service barcode is scanned or manually entered from the label number, and “Accept” is chosen.



2. The PS Form 3811, Domestic Return Receipt, barcode is scanned or the number is manually entered, and clerk touches retail system check button to proceed.

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<p>Complete items 1, 2, and 3.</p> <p>Print your name and address on the reverse so that we can return the card to you.</p> <p>Attach this card to the back of the mailpiece, or on the front if space permits.</p> <p>Article addressed to:</p> <p>9590 9401 0000 5347</p> <p>Article Number (Transfer from service)</p> <p>PS Form 3811, July 2015 PSN 7530-01-000-9000</p>	<p>A. Signature <input type="checkbox"/> Agent</p> <p><input checked="" type="checkbox"/> X <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) <input type="checkbox"/> C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If YES, enter delivery address below: <input type="checkbox"/> No</p>
	<p>E. Service Type</p> <p><input type="checkbox"/> Add Signature Restricted Delivery</p> <p><input type="checkbox"/> Certified Mail</p> <p><input type="checkbox"/> Certified Mail Restricted Delivery</p> <p><input type="checkbox"/> Collect on Delivery</p> <p><input type="checkbox"/> Collect on Delivery Restricted Delivery</p> <p><input type="checkbox"/> Insured Mail</p> <p><input type="checkbox"/> Insured Mail Restricted Delivery</p> <p><input type="checkbox"/> Priority Mail Express</p> <p><input type="checkbox"/> Registered Mail</p> <p><input type="checkbox"/> Registered Mail Restricted Delivery</p> <p><input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Signature Confirmation</p> <p><input type="checkbox"/> Signature Confirmation Restricted Delivery</p>



Commercial or Online customers not purchasing the extra services at Retail use a separate Linking Process:

Return Receipt barcodes will use Service Type Code (STC) 909 and must be linked in the Shipping Service File (SSF) to their companion mailpiece by:

1. Placing the Return Receipt barcode in the Original Tracking Number field of the SSF along with the Over label Indicator field set to “02.” SSF version 1.7 or greater will be required for Return Receipt.

For more information see Publication 199: [***Bulk Proof of Delivery \(BPOD\) Supplement***](#) available at:

https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf

Description

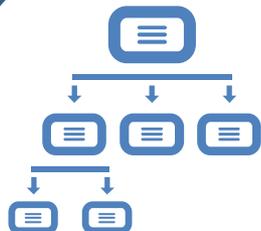
PS Form 3811-A provides delivery information for a hardcopy return receipt (PS Form 3811) that was not received by the customer or is missing. Obtain form online at <http://about.usps.com/forms-publications/welcome.htm>.

UNITED STATES POSTAL SERVICE®		Request for Delivery Information/ Return Receipt	
<p><small>Note: This PS Form 3811-A series 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.</small></p> <p>Instructions for Use</p> <p>Accepting Office:</p> <p>1. Intranet 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.</p> <p>2. Select ONE of the following two options:</p> <p>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:</p> <p><input type="checkbox"/> If your office has intranet access, use the intranet 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.</p> <p><input type="checkbox"/> If your office does not have intranet access, send this entire 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 intranet 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 this form to the customer.</p> <p>B. If the item was mailed to an office using manual record management (refer to Postal Operations Manual, Section 616 for full listing), send this entire form, with Sections 1 and 2 completed, to the delivery office.</p> <p>Delivery Office - Use Only for Manually Filed Delivery Record Inquiries (2B checked above)</p> <p>1. If the form is not postmarked to show that the fee was paid at the time of the mailing, return this form to the accepting office.</p> <p>2. Complete the items in Section 3 below. Enter the delivery information or indicate the reason for no information.</p> <p>3. After completion, detach and insert the bottom portion of this document in an envelope addressed to the customer and deposit it in the mailstream. Discard the remaining portion.</p>			
SECTION 1	<p>Accepting Office: Add a postmark to this PS Form 3811-A if the customer meets the following requirements:</p> <ul style="list-style-type: none"> Provides a receipt showing that the Return Receipt fee was paid at the time of mailing. Submits this request within 90 days from the date on the mailing receipt. 	Postmark	
	<p>Accepting Office City/State/ZIP Code™:</p>		
<p><small>Acceptance/Delivery Office/Manual Inquiries: Detach at dotted line and return bottom portion to customer when the inquiry is resolved. Discard remainder of form.</small></p>		<p><small>Electronic Inquiries: Generate request from intranet and discard this entire form if records found.</small></p>	
SECTION 2	<p>A. TYPE OF SERVICE</p> <p><input type="checkbox"/> Certified Mail™ <input type="checkbox"/> Priority Mail Express®</p> <p><input type="checkbox"/> Collect on Delivery <input type="checkbox"/> Registered Mail™</p>		<p>C. ARTICLE INFORMATION</p> <p>Article Tracking Number</p> <p>Mailing date (month/day)</p>
	<p>B. ARTICLE ADDRESSED TO</p> <p>Address Name</p> <p>Address Address</p> <p>(No. street, apt./box no.)</p> <p>City, state, ZIP Code</p>		<p>D. CUSTOMER</p> <p>Customer Name</p> <p>Customer Address</p> <p>(No. street, apt./box no.)</p> <p>City, state, ZIP Code</p> <p>Print address (Complete ONLY if an electronic inquiry)</p>
	<p>SECTION 3</p> <p><small>For Accepting or Delivery Office Use Only</small></p> <p>Postal Service™ records show no delivery information because:</p> <p><input type="checkbox"/> Record not found</p> <p><input type="checkbox"/> Forwarded (date _____)</p> <p><input type="checkbox"/> Returned (date _____)</p>		<p>Delivered to the following individual, company or organization</p> <p>Delivery Address (if different from address in section 2B)</p> <p>Delivery date</p>
	<p>Delivery Office Postmark</p>		

PS Form 3811-A, April 2010 PSN 7330-02-000-8554

How to process:

- Customer completes Section 2 of this form.
- USPS employee compares it to the customer's receipt-request must be within 90 days from the date on the mailing receipt.
- Form is postmarked to show that the fee was paid at the time of the mailing.
- USPS employee validates delivery record and the delivery information is either emailed to the customer or provided on the form.



SERVICE OPTIONS

- **Return Receipt** - PS Form 3811 (for Domestic Mail only)

ADDITIONAL EXTRA SERVICES

- **Signature Confirmation**
- **Signature Confirmation Restricted Delivery**
- **Special Handling-Fragile**
- **Adult Signature Required** (Form 3811 only, not available at retail)
- **Adult Signature Restricted Delivery** (Form 3811 only, not available at retail)



TOP INDUSTRIES

1. **Computer Peripheral Equipment Manufacturing**
2. **Information Technology Services**
3. **Federal Government**

Description

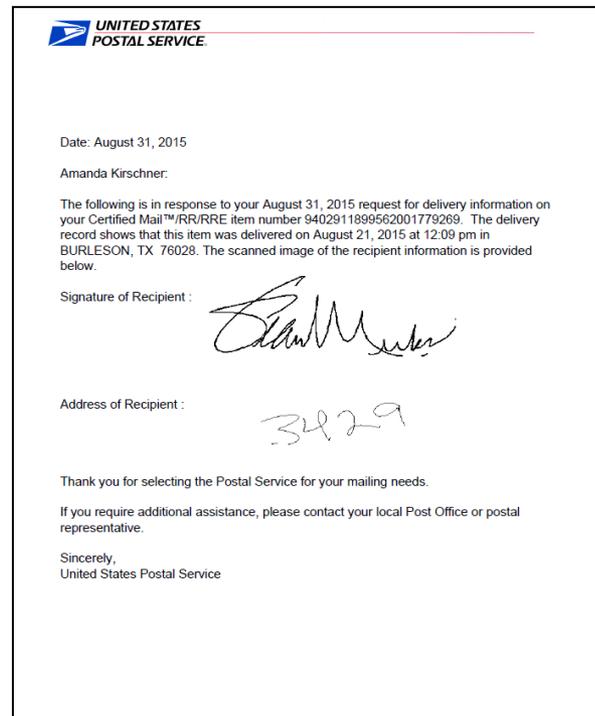
Electronic Return Receipt service provides a delivery record, including the recipient's signature and the date of delivery, along with information about the delivery address, if different from the address on the mailpiece. Receipt is delivered electronically to the sender.

It has the dual advantages of:

1. Reduced price over hardcopy.
2. Eliminates the need to manually retain a hardcopy return receipt.

ELIGIBLE MAIL CLASSES

- Priority Mail
- First-Class Mail (including parcels)
- First-Class Package Service
- Standard Mail (parcels only)
- Parcel Select
- Parcel Select Lightweight
- Standard Post



**UNITED STATES
POSTAL SERVICE**

Date: August 31, 2015

Amanda Kirschner:

The following is in response to your August 31, 2015 request for delivery information on your Certified Mail™/RR/RRE item number 9402911899562001779269. The delivery record shows that this item was delivered on August 21, 2015 at 12:09 pm in BURLESON, TX 76028. The scanned image of the recipient information is provided below.

Signature of Recipient : 

Address of Recipient : 

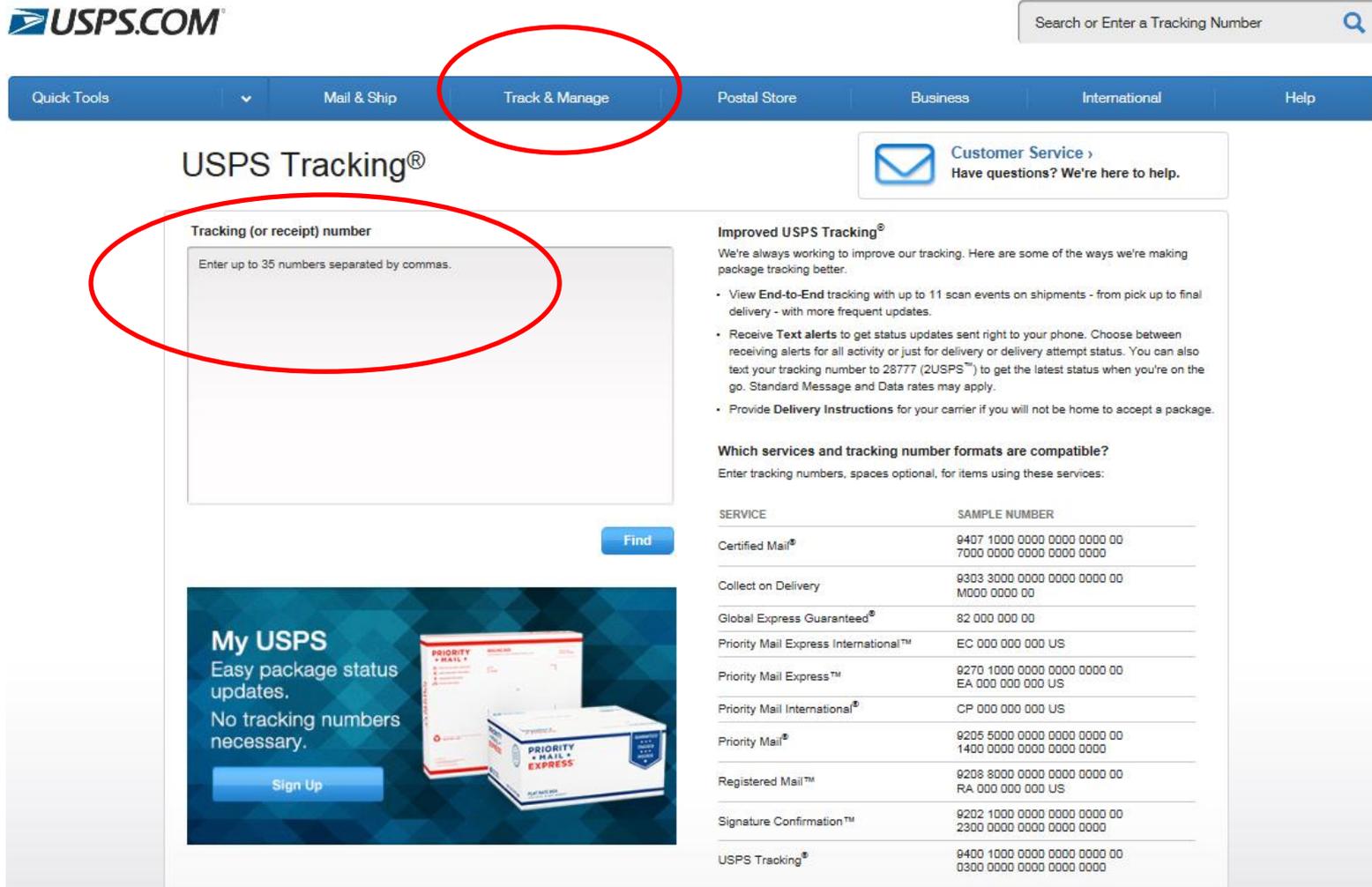
Thank you for selecting the Postal Service for your mailing needs.

If you require additional assistance, please contact your local Post Office or postal representative.

Sincerely,
United States Postal Service

Return Receipt Electronic-Delivery Record

1. Use your browser to navigate to <http://usps.com>.
2. From the tool bar menu select “Track and Manage”
3. Under the drop down menu select “Tracking”



The screenshot shows the USPS.com homepage. The 'Track & Manage' menu item is circled in red. Below it, the 'Tracking (or receipt) number' input field is also circled in red. The input field contains the text 'Enter up to 35 numbers separated by commas.' and a 'Find' button is located below it. To the right, there is a 'Customer Service' link with an envelope icon and the text 'Have questions? We're here to help.' Below that, there is a section titled 'Improved USPS Tracking®' with a list of features and a table of compatible services and tracking number formats.

USPS.COM Search or Enter a Tracking Number

Quick Tools Mail & Ship **Track & Manage** Postal Store Business International Help

USPS Tracking® Customer Service › Have questions? We're here to help.

Tracking (or receipt) number
Enter up to 35 numbers separated by commas.

Find

Improved USPS Tracking®
We're always working to improve our tracking. Here are some of the ways we're making package tracking better.

- View **End-to-End** tracking with up to 11 scan events on shipments - from pick up to final delivery - with more frequent updates.
- Receive **Text alerts** to get status updates sent right to your phone. Choose between receiving alerts for all activity or just for delivery or delivery attempt status. You can also text your tracking number to 28777 (2USPS™) to get the latest status when you're on the go. Standard Message and Data rates may apply.
- Provide **Delivery Instructions** for your carrier if you will not be home to accept a package.

Which services and tracking number formats are compatible?
Enter tracking numbers, spaces optional, for items using these services:

SERVICE	SAMPLE NUMBER
Certified Mail®	9407 1000 0000 0000 0000 00 7000 0000 0000 0000 0000
Collect on Delivery	9303 3000 0000 0000 0000 00 M000 0000 00
Global Express Guaranteed®	82 000 000 00
Priority Mail Express International™	EC 000 000 000 US
Priority Mail Express™	9270 1000 0000 0000 0000 00 EA 000 000 000 US
Priority Mail International®	CP 000 000 000 US
Priority Mail®	9205 5000 0000 0000 0000 00 1400 0000 0000 0000 0000
Registered Mail™	9208 8000 0000 0000 0000 00 RA 000 000 000 US
Signature Confirmation™	9202 1000 0000 0000 0000 00 2300 0000 0000 0000 0000
USPS Tracking®	9400 1000 0000 0000 0000 00 0300 0000 0000 0000 0000

My USPS
Easy package status updates.
No tracking numbers necessary.
Sign Up

Description

Electronic return receipts requested at the time of mailing also are available in bulk to mailers using privately printed Certified Mail, Registered Mail, insured mail (> than \$500.00), or COD labels. Bulk delivery information is provided electronically in a signature extract file.

UNITED STATES POSTAL SERVICE®				Bulk Proof of Delivery Application	
A. Program Information					
Bulk proof of delivery provides mailers the opportunity to receive proof of delivery (delivery record) information in bulk. Participation is limited to mailers who use a Mailer ID in their labels or in an electronic file. Mailers previously registered with the Postal Service™ may use their existing Mailer ID. Customers not previously registered with the Postal Service™ must complete a certification process and/or authorization process to participate. See Pub 80, Bulk Proof of Delivery Program, for general program details. See Pub 91, Confirmation Services Technical Guide, for certification details. The company/mail owner (not a third-party designee) must complete this form. See Page 2 for instructions on completion. Please print or type when completing this form.					
B. Mailer Information (Please print or type)					
1. Company Name		7. Today's Date			
2. Mailer ID		8. Company Point of Contact			
3. Street Address (Number, street, suite/slot, etc.)		9. E-mail Address of Company Point of Contact			
4. City		10. Phone Number and Extension of Company Point of Contact			
5. State		11. Fax Number/Vendor Software or Shipping System			
6. ZIP+4®					
C. Delivery Preferences and Methods					
12. Delivery Preference (select one)					
<input type="checkbox"/> Send Records to Third-Party Designee <input type="checkbox"/> Send Records to Mailer <input type="checkbox"/> Yes, by Mailer <input type="checkbox"/> Yes, by Third-Party Designee <input type="checkbox"/> No					
13. Electronic File Submission (select one)					
<input type="checkbox"/> Yes, by Mailer <input type="checkbox"/> Yes, by Third-Party Designee <input type="checkbox"/> No					
14. Are you currently certified to print your own labels or to send and/or receive files electronically with the Postal Service? (If applicable, if you selected option 14b or the third-party designee option in item 12, provide the information for your third-party designee below.)					
<input type="checkbox"/> a. Yes, I am certified to print my own labels and/or send my own electronic files (if applicable).		*This number must be different than your Mailer ID which will be listed in Section B, above.			
<input type="checkbox"/> b. No, a third-party designee prints my labels and/or sends my electronic files (if applicable). If you selected option 14b or the third-party designee option in item 12, provide the information for your third-party designee below.					
(Third-party Designee Name)		(Third-party Designee Fax Number)		(Third-party Designee Mailer ID)	
(Third-party Contact Name)		(Third-party Phone Number)			
15. Mailers with more than one Mailer ID, or mailing location, may wish to consolidate all proof of delivery records into one signature extract file or CD-ROM. If you are interested in this feature, please complete this section. Use an extra form/attachment if necessary.					
<input type="checkbox"/> I want records for the Mailer ID(s) listed below consolidated into the Mailer ID listed in item 2 above.					
16a. Method of Record Delivery (ED is not available at this time.)					
<input type="checkbox"/> CD-ROM <input type="checkbox"/> Signature Extract file (via File Transfer Protocol (FTP))					
16b. Record Grouping <input type="checkbox"/> Individual Records <input type="checkbox"/> Combined Records (default)					
17. Express Mail and/or Special Services (**These services have an additional fee per record. See Pub 80 for details.)					
<input type="checkbox"/> Express Mail® (insured mailers only) <input type="checkbox"/> "Certified Mail"™ <input type="checkbox"/> Insured Mail					
<input type="checkbox"/> Signature Confirmation™ Service <input type="checkbox"/> "COD Mail" <input type="checkbox"/> Registered Mail™					
<input type="checkbox"/> Adult Signature Required <input type="checkbox"/> Adult Signature Restricted Delivery					
18. Payment Methods (Select payment method a or b. For additional information, see instructions for item 18 on Page 2 of this form.)					
<input type="checkbox"/> a. Pay at Mailing (select one): <input type="checkbox"/> Meter <input type="checkbox"/> PC Postage					
<input type="checkbox"/> b. Pay as Collected, by Credit Card (Must complete PS Form 5054, BPOD Payment Authorization.)					
D. Applicant Information					
19. Mail file, or email complete form to: CONFIRMATION SERVICES SUPPORT NATIONAL CUSTOMER SUPPORT CENTER US POSTAL SERVICE 225 N HUMBREYS BLVD STE 501 MEMPHIS TN 38188-1001 Fax Number: 901-421-6244 DELIVERY.CONFIRMATION@USPS.GOV					
20. Notes/Comments (Use an attachment if necessary.)					
21. Requestor's Signature					
22. Name and Title					
23. Phone Number and Extension					
24. Area and District					
PS Form 5053, April 2013 (Page 1 of 2) Privacy Notice: See our Privacy Policy on usps.com®					

Features

- Large volumes of electronic Return Receipt can be requested at one time.
- Sender/MAILER can retain the signature extract files for longer periods.

...onding proof of delivery records. That company (such as a consolidator or vendor) cannot

...ll).
...usps.com and select the Business Customer must log on as an existing user or register for a new user and request the Mailer ID service. Once the user link to obtain a MID.

MID* for Maryland.

...contact for this program.

...re or shipping system name as appropriate.

...ing electronic files, certification issues, method is instructed to avoid delays in processing your

...y designee. If you select a third-party designee, you are eligible to receive proof of delivery information

...proof of delivery records, this form serves as your very records to this third-party.

...in a regular basis. You are required to submit signature confirmation service for mailing (item 17), and

...third-party designee to print your labels and/or send company name, fax number, Mailer ID, contact files, your third-party designee must place your file for the Postal Service to compile and provide

...ile into one file. This can be used if you are certified as a third-party to print your labels and/or send your

...following options: CD-ROM (compiled the 1st and the lose the signature extract file option, you must use Confirmation Services Technical Guide, for information on

...rds combined into a single PDF file (with up to 1000 files). The individual records option does not include "non-tax" if your company uses different, existing batch service and existing Mailer ID.

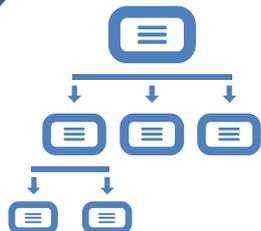
...tick each box for which you will require records. If you select a separate PS Form 5053 for each service and use the electronic file submission process use

... (Pay at Mailing) with postage meters or PC Postage. For the Signature Confirmation Service, for the credit card, you must complete PS Form 5054, Bulk Signature Confirmation service, a payment method is not

Item 21: The point of contact listed in Item 8 must sign the form here.

Items 22-24 are reserved for use by the Postal Service.

PS Form 5053, April 2013 (Page 2 of 2)



SERVICE OPTIONS

- Return Receipt - Electronic

ADDITIONAL EXTRA SERVICES

- Signature Confirmation Restricted Delivery
- Signature Confirmation
- Special Handling - Fragile



TOP INDUSTRIES

1. Information Technology Services
2. Banking
3. Shipping Services

Return Receipt Hardcopy
and
Return Receipt Electronic
Scanning Processes

Barcoded Return Receipt Delivery Process

Package Delivered to customer

Recipient fills out return receipt

Return Receipt is returned to the destination post office and entered into the mailstream

Return Receipt out for delivery at Sender's residence or business, and receives a delivered scan

Sender receives return receipt



SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. <p>1. Article Addressed to:</p> <p>9590 9401 0000 5193 0000 12</p> <p>2. Article Number (Transfer from service label)</p> <p>9590 9401 0000 5193 0000 12</p> <p>PS Form 3811, July 2015 PSN 7530-02-000-9053</p>	<p>A. Signature <input type="checkbox"/> Agent <input checked="" type="checkbox"/> Addressed</p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, enter delivery address below:</p> <p>USPS TRACKING#</p> <p>9590 9401 0000 5193 0000 12</p> <p>First-Class Mail Postage & Fees Paid USPS Permit No. G-10</p> <p>United States Postal Service</p> <p>* Sender: Please print your name, address, and ZIP+4® in this box*</p>

Form 3811 Front/Back

Process for scanning PS Form 3811, Domestic Return Receipt, at delivery.

- Once the Return Receipt, is completed and has been returned to the **sender's address** for delivery, the carrier scans the USPS Tracking barcode above the sender's address block as 'Delivered' prior to placing PS Form 3811 in the sender's mail receptacle or P.O. Box.



The diagram shows the back of a PS Form 3811. A red oval highlights the USPS Tracking barcode area, which includes the text "USPS TRACKING#" above the barcode and the tracking number "9590 9401 0000 5191 0000 12" below it. To the right of the barcode is a vertical barcode and a box containing the text "First-Class Mail Postage & Fees Paid USPS Permit No. G-10". Below the tracking number is the text "United States Postal Service" and a large rectangular box with the instruction "• Sender: Please print your name, address, and ZIP+4® in this box•".

**New PS Form 3811,
Domestic Return Receipt**

Return Receipt Electronic Delivery Process

Package Delivered to customer

Recipient fills out Delivery Notice Receipt (PS Form 3849)

Recipients signature is scanned and captured

Image is uploaded to RIMMS/Mainframe

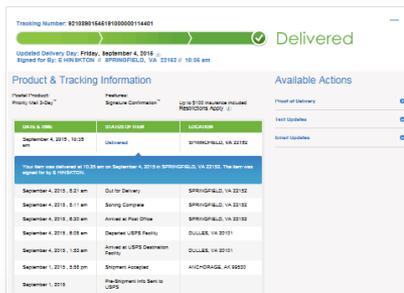
NIM (National Intelligent Mail) will hold the scanned data



NIM

PTR stores the signature image and tracking number for 45 days

Sender receives the electronic return receipt via email

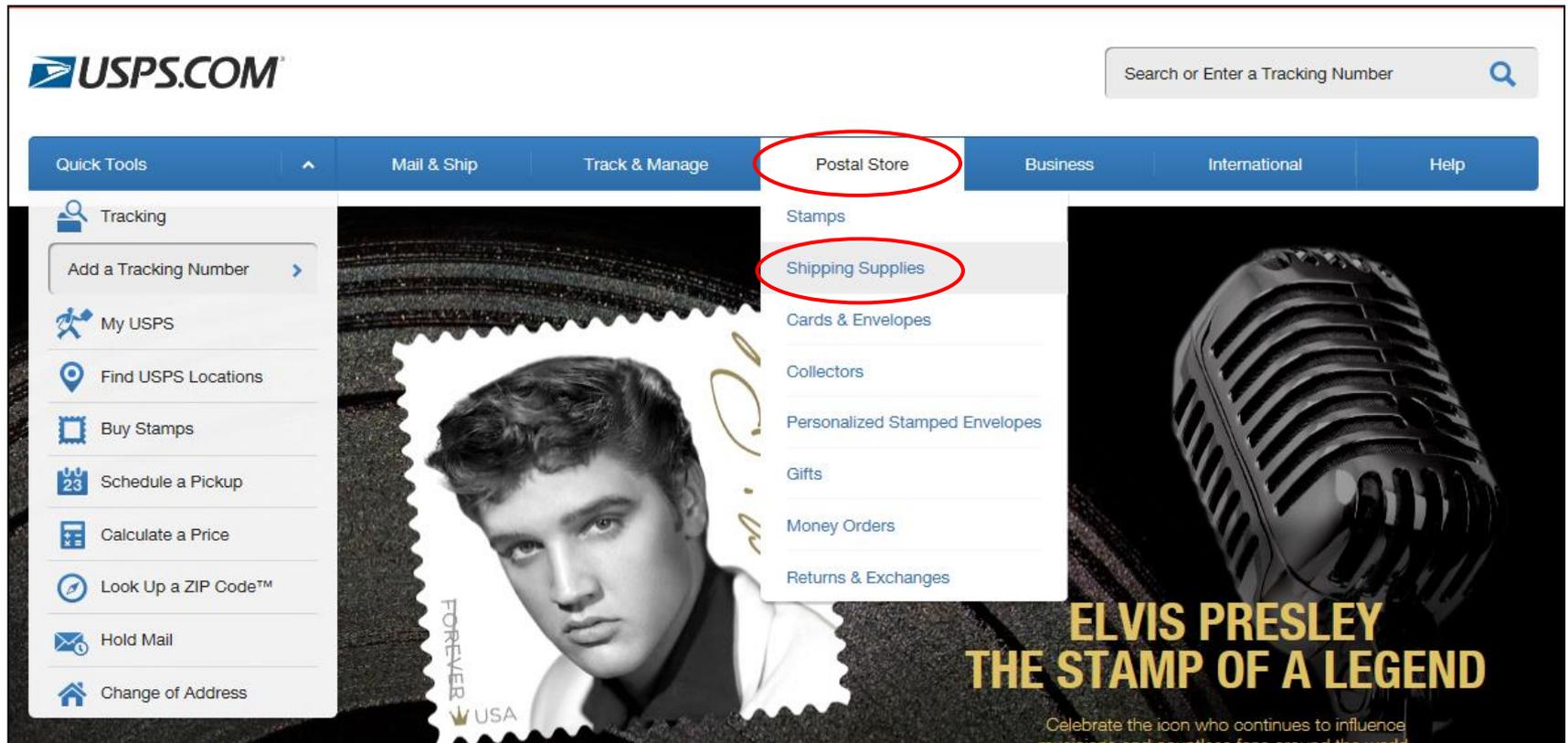


Competitor	Service Description	Options	Price
	<p>Return Receipt – Provides the mailer with evidence of delivery (to whom the mail was delivered and date of delivery), along with information about the recipient’s actual delivery address.</p>	<p>Return Receipt Hard Copy Return Receipt Electronic</p>	<p>\$2.80 \$1.40</p>
	<p>UPS Delivery Confirmation– UPS will obtain the recipient’s signature or other electronic acknowledgement of receipt from the recipient when this option is selected and provide the customer with a printed copy. They may also view the recipient’s signature or electronic acknowledgement of receipt online.</p>	<p>Signature Required Direct Delivery Only</p>	<p>\$4.00 \$2.00</p>
	<p>FedEx Signature Proof of Delivery– FedEx will obtain a signature from someone at the delivery address. An image of the recipient’s signature is available through an electronic format. If requested, FedEx will send to the shipper, recipient or third party a copy of the Signature Proof of Delivery via fax, or via FedEx Standard Overnight Envelope for additional fee.</p>	<p>Indirect Signature Required Direct Signature Required</p>	<p>\$3.50 \$4.00</p>

Note: USPS prices effect as of May 31, 2015

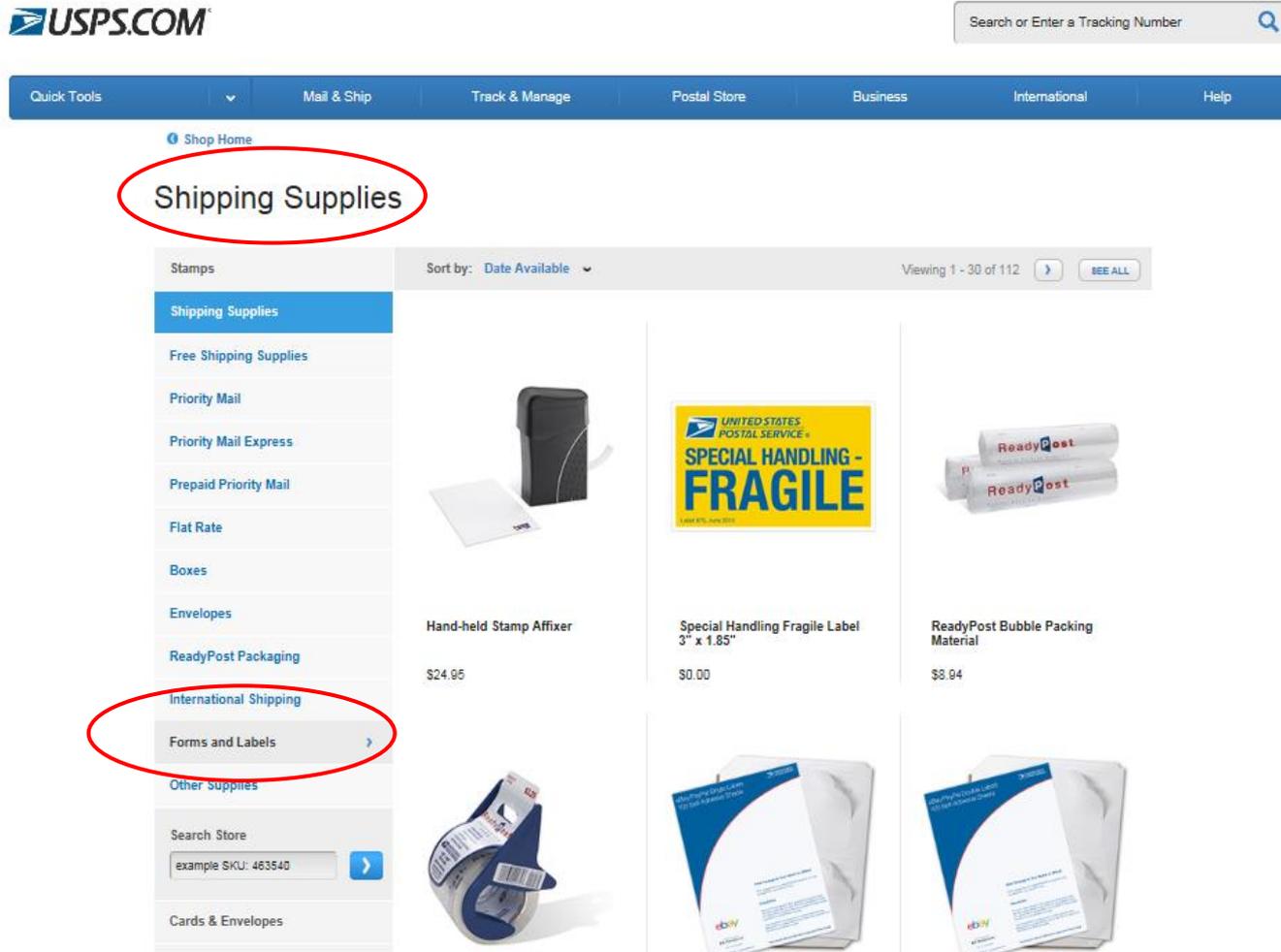
Ordering PS Form 3811 Domestic Return Receipt

1. Use your browser to navigate to <http://usps.com>.
2. From the tool bar menu select “Postal Store”
3. Under the drop down menu select “Shipping Supplies”



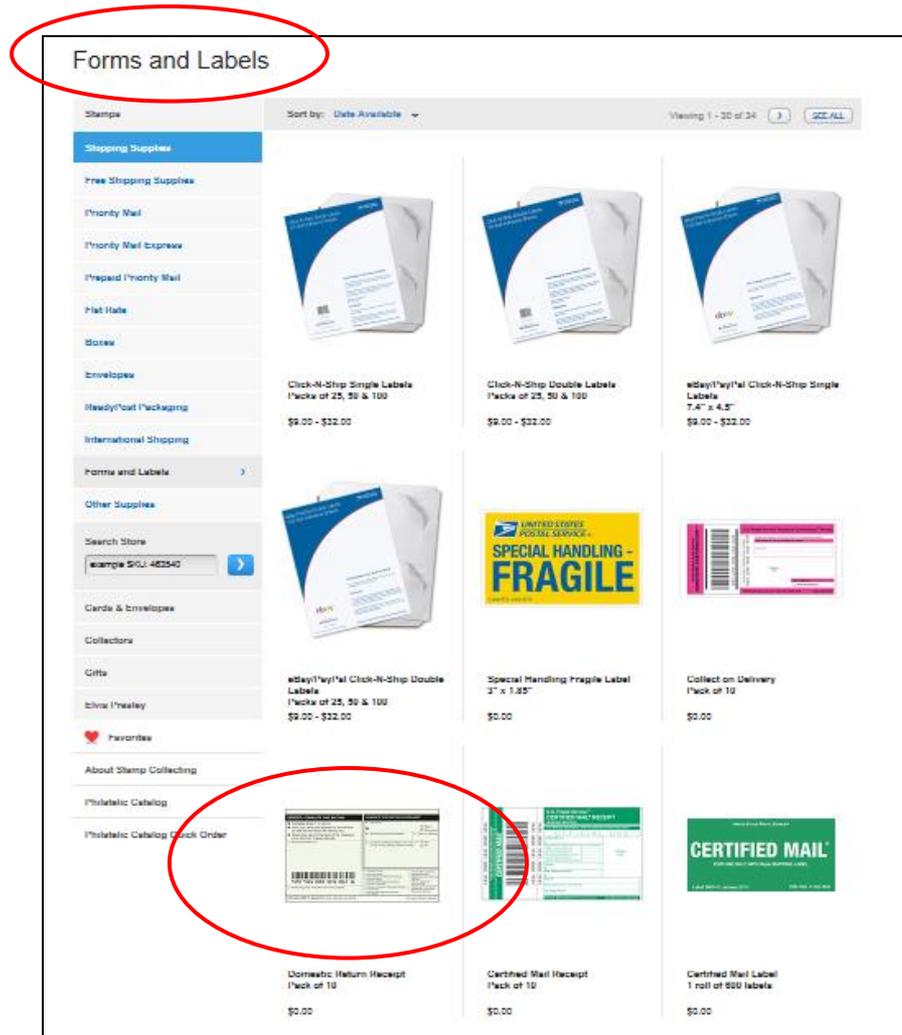
The screenshot shows the USPS.com website interface. At the top left is the USPS.COM logo. To the right is a search bar with the placeholder text "Search or Enter a Tracking Number" and a magnifying glass icon. Below the search bar is a horizontal navigation menu with several tabs: "Quick Tools", "Mail & Ship", "Track & Manage", "Postal Store", "Business", "International", and "Help". The "Postal Store" tab is circled in red. A dropdown menu is open under "Postal Store", listing several categories: "Stamps", "Shipping Supplies", "Cards & Envelopes", "Collectors", "Personalized Stamped Envelopes", "Gifts", "Money Orders", and "Returns & Exchanges". The "Shipping Supplies" option is also circled in red. The background of the page features a large image of an Elvis Presley postage stamp and a vintage microphone. The text "ELVIS PRESLEY THE STAMP OF A LEGEND" is visible in large yellow letters at the bottom right of the image.

4. Now you are in the “Shipping Supplies” section
5. The select the “Forms and Labels” tab



The screenshot shows the USPS.COM website interface. At the top, there is a search bar with the text "Search or Enter a Tracking Number" and a magnifying glass icon. Below the search bar is a navigation menu with the following items: Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, and Help. The "Shipping Supplies" link is circled in red. Below the navigation menu, there is a sidebar with a list of categories: Stamps, Shipping Supplies, Free Shipping Supplies, Priority Mail, Priority Mail Express, Prepaid Priority Mail, Flat Rate, Boxes, Envelopes, ReadyPost Packaging, International Shipping, Forms and Labels, and Other Supplies. The "Forms and Labels" category is circled in red. The main content area displays a grid of shipping supplies. The first row includes a Hand-held Stamp Affixer (\$24.95), a Special Handling Fragile Label 3" x 1.85" (\$0.00), and ReadyPost Bubble Packing Material (\$8.94). The second row shows three different boxes of shipping supplies, including one with an eBay logo.

6. In the Forms and Labels section you can now select the Domestic Return Receipt



The screenshot displays the USPS Forms and Labels ordering interface. The left sidebar has a menu with 'Forms and Labels' selected and circled in red. The main content area shows a grid of products. The 'Domestic Return Receipt' product is circled in red.

Product Name	Price
Click-N-Ship Single Labels (Pack of 25, 50 & 100)	\$9.00 - \$32.00
Click-N-Ship Double Labels (Pack of 25, 50 & 100)	\$9.00 - \$32.00
eBay/1st/1st Click-N-Ship Single Labels (7.4" x 4.5")	\$9.00 - \$32.00
eBay/1st/1st Click-N-Ship Double Labels (Pack of 25, 50 & 100)	\$9.00 - \$32.00
Special Handling Fragile Label (3" x 1.85")	\$0.00
Collect on Delivery (Pack of 10)	\$0.00
Domestic Return Receipt (Pack of 10)	\$0.00
Certified Mail Receipt (Pack of 10)	\$0.00
Certified Mail Label (1 roll of 500 labels)	\$0.00

7. Then choose your quantity and add to the cart for purchase.



- Quick Tools
- Mail & Ship
- Track & Manage
- Postal Store
- Business
- International

[Continue Shopping](#)



Domestic Return Receipt

Pack of 10

Please Note: This product is only available in packages of ten (10). An order of 1 equals 10 forms.

This domestic Return Receipt provides mailers with evidence of delivery (to whom the mail was delivered and date of delivery), along with information about the recipient's delivery address. USPS Tracking updates are also provided when the detached receipt travels back to the sender.

For more shipping information, please visit: [USPS Ship a Package](#).

[Read More](#)

Issue Date:
Art Director/Designer:
SKU: FORM 3811

Quantity:

Availability: In Stock
[Shipping Info](#)

\$0.00

[Add to Cart](#)

[Save to Favorites](#)

Share this item:    

Customer Resources

Name	Location	Customer
Postal Explorer	http://pe.usps.gov/	Internal/External
Domestic Mail Manual	http://pe/text/dmm300/dmm300_landing.htm	Internal/External
DMM Advisory	Special email update. Subscribe via e-mail: dmmadvisory@usps.com	Internal/External
Price List (Notice 123)	http://pe.usps.gov/text/dmm300/Notice123.htm	Internal/External
Postal Bulletin	http://about.usps.com/postal-bulletin/welcome.htm	Internal/External
RIBBS	http://www.ribbs.usps.gov/	Internal/External
PUB 199 (IMpb Implementation Guide and BPOD Supplement)	https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf	Internal/External
Extra Service forms related to Return Receipts can be printed at: or, ordered online at:	http://about.usps.com/forms-publications/welcome.htm (PS Forms 3806, 3811-A, and 3877) https://store.usps.com/store/ (PS Forms 153, 3800, 3811, 3813-P, and 3816)	External

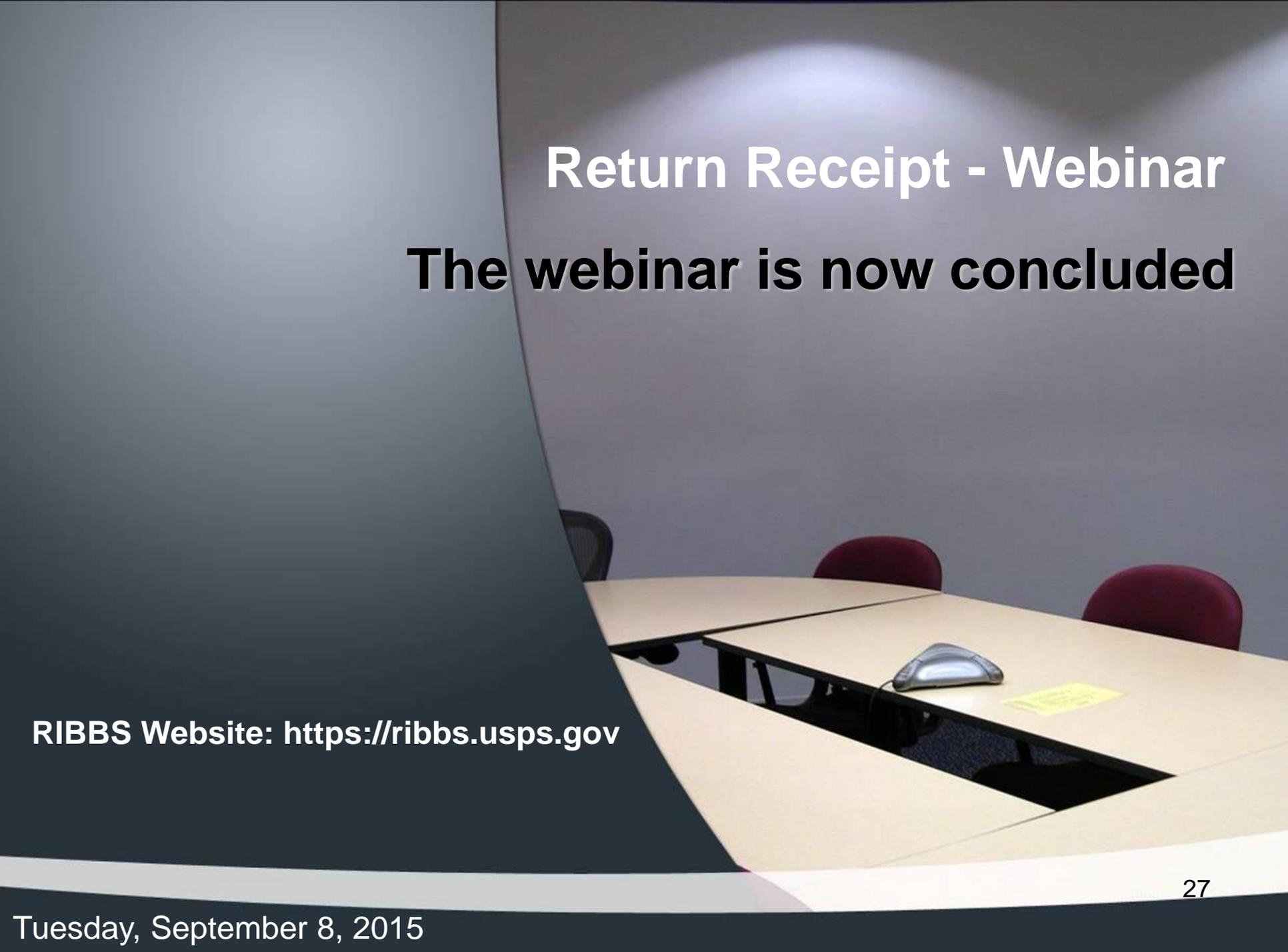
For more information email:
ShippingServices@usps.gov

**Contact your local
USPS Sales Specialist**

Return Receipt - Webinar Question and Answer Session

United States Postal Service

Alia McPhail
Product Development Specialist
Shipping Products and Services



Return Receipt - Webinar

The webinar is now concluded

RIBBS Website: <https://ribbs.usps.gov>