

# Contents

## Summary of Changes

- Transmittal Letter . . . . . i**
  
- 1 International Mail Services . . . . . 1**

  - 110 General Information . . . . . 1

    - 111 Scope . . . . . 1
    - 112 Mailer Responsibility . . . . . 1
    - 113 Individual Country Listings . . . . . 2
    - 114 Availability . . . . . 2
    - 115 Official Correspondence . . . . . 2

      - 115.1 Communicating With Headquarters . . . . . 2

        - 115.11 Operations . . . . . 2
        - 115.12 Policy and Representation . . . . . 2
        - 115.13 Transportation and Distribution . . . . . 2
        - 115.14 Investigations . . . . . 3
        - 115.15 International Money Orders . . . . . 3

      - 115.2 Correspondence With Foreign Postal Authorities . . . . . 3

        - 115.21 Correspondence Permitted . . . . . 3
        - 115.22 Correspondence Not Permitted . . . . . 3

      - 115.3 Correspondence With Foreign Individuals . . . . . 3

        - 115.31 Correspondence Permitted . . . . . 3
        - 115.32 Customer’s Address . . . . . 4

  - 116 Trademarks of the USPS . . . . . 4

    - 116.1 USPS Trademarks in the IMM . . . . . 4
    - 116.2 Common Law Marks or USPS Marks with Pending Trademark Applications in the IMM . . . . . 5

- 120 Preparation for Mailing . . . . . 5

- 121 General Information for Mail Preparation . . . . . 5

  - 121.1 Packaging — Sender’s Responsibility . . . . . 5
  - 121.2 Use of Postal Service Equipment . . . . . 5

- 122 Addressing . . . . . 6

  - 122.1 Destination Address . . . . . 6
  - 122.2 Return Address . . . . . 7

    - 122.21 General . . . . . 7
    - 122.22 Elements of a Return Address . . . . . 7
    - 122.23 Required Use of Return Address . . . . . 8

123	Customs Forms and Online Shipping Labels . . . . .	8
123.1	Types of Customs Forms . . . . .	8
123.11	General . . . . .	8
123.12	Authorized Editions . . . . .	9
123.2	Availability . . . . .	9
123.3	Privately Printed Forms . . . . .	9
123.31	Authorization . . . . .	9
123.32	Required Electronic Transmission of Customs Declaration Information . . . . .	10
123.4	Nonpostal Forms . . . . .	10
123.41	Nonpostal Export Regulations . . . . .	10
123.42	Commercial Invoices . . . . .	10
123.5	Place of Mailing . . . . .	11
123.6	Required Usage . . . . .	11
123.61	Conditions . . . . .	11
123.62	Separation of Documents and Merchandise . . . . .	13
123.63	Additional Security Controls . . . . .	14
123.7	Completing Customs Forms . . . . .	14
123.71	Preparation and Acceptance of Electronically Generated Customs Forms . . . . .	14
123.72	Preparation and Acceptance of PS Form 2976-R . . . . .	16
123.73	PS Form 2976-E, Customs Declaration Envelope — CP 91, and PS Form 2976-ES, Small Customs Form Envelope . . . . .	18
130	Mailability . . . . .	18
131	General . . . . .	18
131.1	Domestic Limits . . . . .	18
131.2	International Limits . . . . .	18
131.3	Individual Country Prohibitions and Restrictions . . . . .	19
131.31	Information Available . . . . .	19
131.32	Prohibited and Restricted Articles . . . . .	19
131.33	Return or Seizure of Mail . . . . .	19
131.34	Foreign Customs Information . . . . .	19
131.4	Mailer Responsibility . . . . .	19
131.5	Preparation for Mailing . . . . .	19
131.51	General Packaging Requirements . . . . .	19
131.52	Special Packaging Requirements . . . . .	20
132	Written, Printed, and Graphic Matter . . . . .	20
132.1	Domestic Limits . . . . .	20
132.2	Reply Cards and Envelopes . . . . .	20
133	Improperly Addressed Mail . . . . .	21
134	Valuable Articles . . . . .	21
134.1	Service Options . . . . .	21
134.2	List of Articles . . . . .	21
134.3	Export of Rough Diamonds . . . . .	21
134.4	Prohibitions . . . . .	22

## Contents

135	Mailable Dangerous Goods . . . . .	22
135.1	Infectious Substances . . . . .	22
135.11	General Conditions . . . . .	22
135.12	Type of Mail . . . . .	23
135.13	Senders and Receivers . . . . .	23
135.2	Authorization . . . . .	23
135.21	Authorized Institutions . . . . .	23
135.22	Request for Authorization . . . . .	23
135.3	Packaging, Marking, Labeling . . . . .	23
135.31	Category B Infectious Substances . . . . .	23
135.32	Nonregulated Materials (Noninfectious Biological Substances) . . . . .	24
135.33	Exempt Human or Animal Specimens . . . . .	24
135.4	Handling and Dispatch of Infectious Substances . . . . .	24
135.41	Biological Substances . . . . .	24
135.42	Infectious Substances . . . . .	24
135.5	Radioactive Materials . . . . .	25
135.6	Batteries . . . . .	25
135.61	Availability — Mail Classes . . . . .	25
135.62	General . . . . .	25
135.63	Lithium Metal or Lithium Alloy (Non-Rechargeable) Cells and Batteries . . . . .	26
135.64	Lithium-ion or Lithium Polymer (Rechargeable) Cells and Batteries . . . . .	26
136	Nonmailable Goods . . . . .	27
136.1	Dangerous Goods . . . . .	27
136.2	Inert and Replica Explosive Devices . . . . .	27
136.3	Counterfeit and Pirated Items . . . . .	27
136.4	Cigarettes, Smokeless Tobacco, and Electronic Nicotine Delivery Systems . . . . .	28
137	Firearms, Knives, and Sharp Instruments . . . . .	28
138	Perishable Matter . . . . .	28
138.1	Animals . . . . .	28
138.2	Plants . . . . .	28
138.3	Eggs . . . . .	29
138.31	Restrictions . . . . .	29
138.32	Packaging . . . . .	29
138.4	Food and Other Perishable Articles . . . . .	29
139	Cremated Remains . . . . .	29
139.1	Eligibility . . . . .	29
139.2	Packaging . . . . .	29
139.3	Markings . . . . .	29
140	International Mail Categories . . . . .	30
141	Definitions . . . . .	30
141.1	General . . . . .	30
141.2	Global Express Guaranteed . . . . .	30
141.3	Priority Mail Express International . . . . .	30

141.4	Priority Mail International . . . . .	31
141.5	First-Class Mail International . . . . .	31
141.6	First-Class Package International Service . . . . .	31
142	Official Mail . . . . .	31
142.1	Mailings by Federal Agencies . . . . .	31
142.2	Postal Service Mailings . . . . .	32
142.3	Mail of a Former President and Surviving Spouse of a Former President . . . . .	32
142.4	General Secretariat of the Organization of American States (OAS) . . . . .	32
142.5	Pan American Sanitary Bureau Mail . . . . .	32
150	Postage . . . . .	33
151	Postage Prices . . . . .	33
152	Payment Methods . . . . .	33
152.1	Prepayment . . . . .	33
152.2	Computing Postage . . . . .	33
152.21	Determining Single-Piece Weight . . . . .	33
152.22	Rounding Numerical Values . . . . .	33
152.3	Stamps . . . . .	33
152.31	Types of Stamps . . . . .	33
152.32	Additional Postage for Nondenominated Postage Stamps, Forever Stamps, or Forever Print-on-Demand Indicias . . . . .	34
152.33	Precanceled Stamps . . . . .	34
152.4	Postage Meters, Postage Validation Imprints (PVI), Forever Print-on-Demand Indicia, and PC Postage . . . . .	34
152.5	Additional Standards for Forever Print-on-Demand Indicia Labels . . . . .	35
152.6	Permit Imprint . . . . .	35
152.61	Conditions of Use . . . . .	35
152.62	Place of Mailing . . . . .	35
152.63	Usage Criteria . . . . .	35
152.64	Required Format . . . . .	37
153	Placement of Postage . . . . .	40
154	Remailed Items . . . . .	40
<b>2</b>	<b>Conditions for Mailing . . . . .</b>	<b>41</b>
210	Global Express Guaranteed . . . . .	41
211	Description and Physical Characteristics . . . . .	41
211.1	General . . . . .	41
211.2	Physical Characteristics . . . . .	41
211.21	Weight Limits . . . . .	41
211.22	Dimensions . . . . .	41
212	Eligibility . . . . .	42
212.1	General — All Global Express Guaranteed Shipments . . . . .	42
212.2	Customs Forms Required . . . . .	42
212.3	Mail Sealed Against Inspection . . . . .	42

## Contents

212.4	Inquiries, Service Guarantees, Postage Refunds, and Indemnity . . . . .	42
212.41	Service Guarantee . . . . .	42
212.42	Transit Days for Shipments . . . . .	42
212.43	Inquiries . . . . .	43
212.44	Postage Refunds . . . . .	43
212.45	Global Express Guaranteed Insurance and Indemnity . . . . .	43
212.46	Indemnity Claims . . . . .	43
212.47	Liability for Lost or Damaged Contents . . . . .	44
212.5	Extra Services — Insurance. . . . .	44
213	Prices and Postage Payment Methods. . . . .	44
213.1	Availability and Price Application — General . . . . .	44
213.2	Postage Payment Methods — General . . . . .	44
213.3	Determining Postage for Global Express Guaranteed Service . . . . .	44
213.31	USPS-Produced Global Express Guaranteed Envelopes . . . . .	44
213.32	Mailer-Supplied Packaging . . . . .	44
213.4	Dimensional Weight. . . . .	45
213.41	Determining Dimensional Weight for a Rectangular-Shaped Parcel . . . . .	45
213.42	Determining Dimensional Weight for a Nonrectangular-Shaped Parcel . . . . .	45
213.5	Destinating Countries and Price Groups . . . . .	45
213.6	Commercial Prices . . . . .	51
213.61	Commercial Base Prices . . . . .	51
213.62	Commercial Plus Prices . . . . .	51
213.7	Online Methods . . . . .	51
213.71	Online Prices — Commercial Base or Commercial Plus Prices. . . . .	51
213.72	Markings Requirements . . . . .	52
213.73	Determining Online Prices . . . . .	52
213.74	Notification . . . . .	52
213.75	Postage Adjustments of Online Shipments . . . . .	52
213.76	Deposit of Online Shipments within 24 Hours . . . . .	52
213.8	Permit Imprint . . . . .	52
213.81	Permit Imprint — General. . . . .	52
213.82	Permit Imprint — Commercial Base or Commercial Plus Prices . . . . .	52
213.9	Official Mail . . . . .	53
213.91	Mailings by Federal Agencies. . . . .	53
213.92	Postal Service Mailings . . . . .	53
214	Mail Preparation . . . . .	53
214.1	Preparation by the Sender. . . . .	53
214.2	Preparation by Acceptance Employee . . . . .	54
215	Mail Entry and Deposit . . . . .	54
215.1	Entry Service Areas — U.S. Origins. . . . .	54
215.2	Place of Mailing . . . . .	56
215.21	Items Eligible for Deposit or Pickup . . . . .	56
215.22	Items Not Eligible for Deposit or Pickup . . . . .	56

215.23	Items Paid With a Permit Imprint . . . . .	56
215.24	Acceptance of Shipments . . . . .	56
215.3	Pickup On Demand Service. . . . .	57
215.4	Package Pickup Service . . . . .	57
220	Priority Mail Express International . . . . .	57
221	Description and Physical Characteristics . . . . .	57
221.1	General . . . . .	57
221.2	Priority Mail Express International With Money-Back Guarantee Service. . . . .	57
221.3	Priority Mail Express International Flat Rate Envelopes . . . . .	58
221.4	Physical Characteristics . . . . .	58
221.41	Weight Limits . . . . .	58
221.42	Dimensions — Priority Mail Express International Parcels. . . . .	58
222	Eligibility . . . . .	58
222.1	General — All Priority Mail Express International Shipments . . . . .	58
222.2	Prohibited Items in All Priority Mail Express International Shipments. . . . .	58
222.3	Priority Mail Express International Flat Rate Envelopes . . . . .	59
222.4	Customs Forms Required . . . . .	59
222.5	Mail Sealed Against Inspection . . . . .	59
222.6	Priority Mail Express International Insurance and Indemnity. . . . .	60
222.61	Merchandise Insurance . . . . .	60
222.62	Document Reconstruction Insurance. . . . .	60
222.63	Indemnity for Delivery Delays. . . . .	60
222.7	Extra Services . . . . .	60
222.71	Merchandise Insurance . . . . .	60
222.72	Tracking Plus . . . . .	60
223	Prices and Postage Payment Methods. . . . .	60
223.1	Prices. . . . .	60
223.11	Availability and Price Application — General. . . . .	60
223.12	Commercial Base Prices . . . . .	61
223.13	Commercial Plus Prices . . . . .	61
223.14	Priority Mail Express International Flat Rate Envelope Prices . . . . .	61
223.2	Postage Payment Methods . . . . .	61
223.21	General . . . . .	61
223.22	Permit Imprint. . . . .	62
223.23	USPS Corporate Account (USPSCA). . . . .	62
223.24	Online Methods . . . . .	62
223.3	Official Mail . . . . .	63
223.31	Mailings by Federal Agencies. . . . .	63
223.32	Postal Service Mailings . . . . .	63
224	Mail Preparation . . . . .	63
224.1	Preparation by Sender. . . . .	63
224.11	Using PS Form 2976-B . . . . .	63

## Contents

224.12	Using an Online Combined Shipping Label and Customs Form That Electronically Transmits Customs-Related Data . . . . .	63
224.2	Preparation by Acceptance Employee . . . . .	63
224.21	Using PS Form 2976-R . . . . .	63
224.22	Using an Online Combined Shipping Label and Customs Form That Electronically Transmits Customs-Related Data . . . . .	64
225	Mail Entry and Deposit . . . . .	64
225.1	Place of Mailing . . . . .	64
225.11	Items Eligible for Deposit or Pickup . . . . .	64
225.12	Items Not Eligible for Deposit or Pickup . . . . .	64
225.13	Items Paid With a Permit Imprint . . . . .	65
225.2	Pickup On Demand Service. . . . .	65
225.3	Package Pickup Service . . . . .	65
230	Priority Mail International . . . . .	65
231	Description and Physical Characteristics . . . . .	65
231.1	General . . . . .	65
231.2	Physical Characteristics . . . . .	66
231.21	Weight Limits . . . . .	66
231.22	Dimensions — Priority Mail International Parcels. . . . .	66
231.23	Measuring Parcel Dimensions . . . . .	66
232	Eligibility . . . . .	68
232.1	Priority Mail International Flat Rate Envelopes and Small Flat Rate Priced Boxes — General . . . . .	68
232.2	Eligible Priority Mail International Flat Rate Envelopes and Small Flat Rate Priced Boxes . . . . .	68
232.3	Priority Mail International Medium and Large Flat Rate Boxes . . . . .	69
232.4	Eligible Priority Mail International Medium and Large Flat Rate Boxes. . . . .	69
232.5	Priority Mail International Parcels . . . . .	70
232.6	Customs Forms Required . . . . .	70
232.61	Priority Mail International Flat Rate Envelopes and Small Flat Rate Priced Boxes . . . . .	70
232.62	Priority Mail International Medium and Large Flat Rate Boxes . . . . .	70
232.63	Priority Mail International Parcels . . . . .	70
232.7	Mail Sealed Against Inspection . . . . .	70
232.8	Priority Mail International Insurance and Indemnity . . . . .	70
232.81	Indemnity . . . . .	70
232.82	Exclusions . . . . .	71
232.9	Extra Services . . . . .	71
232.91	Merchandise Insurance . . . . .	71
232.92	Return Receipt Service. . . . .	71
232.93	Tracking Plus . . . . .	71
233	Prices and Postage Payment Methods. . . . .	71
233.1	Prices. . . . .	71
233.11	Availability and Price Application — General . . . . .	71

233.12	Commercial Base Prices . . . . .	72
233.13	Commercial Plus Prices . . . . .	72
233.14	Priority Mail International Flat Rate Envelopes and Small Flat Rate Priced Boxes . . . . .	72
233.15	Priority Mail International Medium and Large Flat Rate Boxes . . . . .	72
233.16	Priority Mail International Parcels . . . . .	72
233.2	Postage Payment Methods . . . . .	73
233.21	General . . . . .	73
233.22	Permit Imprint . . . . .	73
233.23	Online Methods . . . . .	73
233.3	Official Mail . . . . .	74
233.31	Mailings by Federal Agencies . . . . .	74
233.32	Postal Service Mailings . . . . .	74
234	Mail Preparation . . . . .	74
234.1	Addressing . . . . .	74
234.2	Marking . . . . .	74
234.3	Customs Documentation . . . . .	74
234.4	Sealing . . . . .	74
234.5	Packaging . . . . .	75
234.51	Packaging Requirements — General . . . . .	75
234.52	Types of Containers . . . . .	75
234.53	Closure Options for Wooden Boxes or Bags . . . . .	75
235	Mail Entry and Deposit . . . . .	75
235.1	Place of Mailing . . . . .	75
235.11	Items Eligible for Deposit or Pickup . . . . .	75
235.12	Items Not Eligible for Deposit or Pickup . . . . .	76
235.13	Items Paid With a Permit Imprint . . . . .	76
235.2	Pickup On Demand Service . . . . .	76
235.3	Package Pickup Service . . . . .	76
240	First-Class Mail International . . . . .	77
241	Description and Physical Characteristics . . . . .	77
241.1	General . . . . .	77
241.2	Physical Characteristics . . . . .	77
241.21	Physical Standards — Letters . . . . .	77
241.22	Physical Standards — Cards . . . . .	78
241.23	Physical Standards — Large Envelopes (Flats) . . . . .	79
242	Eligibility . . . . .	83
242.1	Content Eligibility . . . . .	83
242.2	Merchandise . . . . .	83
242.3	Mail Sealed Against Inspection . . . . .	83
242.4	Extra Services . . . . .	83
242.41	Certificate of Mailing . . . . .	83
242.42	Registered Mail Service . . . . .	83
242.43	Return Receipt Service . . . . .	83



Contents

243	Prices and Postage Payment Methods . . . . .	83
243.1	Prices . . . . .	83
243.11	Prices and Price Application — General . . . . .	83
243.12	Price Computation . . . . .	83
243.13	Destinating Countries and Price Groups . . . . .	84
243.2	Postage Payment Methods — General . . . . .	84
243.3	Permit Imprint — General . . . . .	84
243.4	Official Mail . . . . .	84
243.41	Mailings by Federal Agencies. . . . .	84
243.42	Postal Service Mailings . . . . .	84
244	Mail Preparation . . . . .	85
244.1	Addressing. . . . .	85
244.2	Markings . . . . .	85
244.3	Sealing . . . . .	85
244.4	Packaging . . . . .	85
245	Mail Entry and Deposit . . . . .	86
245.1	Place of Mailing . . . . .	86
245.11	Items Eligible for Deposit or Pickup . . . . .	86
245.12	Items Not Eligible for Deposit or Pickup . . . . .	86
245.2	Items Paid With a Permit Imprint. . . . .	87
250	First-Class Package International Service . . . . .	87
251	Description and Physical Characteristics . . . . .	87
251.1	General . . . . .	87
251.2	Physical Characteristics and Standards — Packages (Small Packets). . . . .	87
251.21	Weight Limit . . . . .	87
251.22	Dimensions — Other Than Rolls . . . . .	87
251.23	Dimensions — Rolls . . . . .	87
251.24	Quality . . . . .	87
252	Eligibility . . . . .	88
252.1	Content . . . . .	88
252.2	Electronic USPS Delivery Confirmation International Service (E-USPS DELCON INTL) . . . . .	88
252.21	Description . . . . .	88
252.22	Availability. . . . .	88
252.23	Customs Label and Marking . . . . .	89
252.24	Additional Standards . . . . .	89
252.25	Price Eligibility . . . . .	89
252.3	Customs Forms Required . . . . .	89
252.4	Mail Sealed Against Inspection . . . . .	89
252.5	Extra Services . . . . .	89
252.51	Certificate of Mailing. . . . .	89
252.52	Registered Mail Service . . . . .	90

252.53	Return Receipt Service . . . . .	90
252.54	Tracking Plus . . . . .	90
253	Prices and Postage Payment Methods . . . . .	90
253.1	Prices . . . . .	90
253.11	Prices and Price Application — General . . . . .	90
253.12	Price Computation . . . . .	90
253.13	Destinating Countries and Price Groups . . . . .	90
253.14	Commercial Base Prices . . . . .	90
253.15	Commercial Plus Prices . . . . .	91
253.2	Postage Payment Methods . . . . .	91
253.21	General . . . . .	91
253.22	Permit Imprint . . . . .	91
253.23	Online Methods . . . . .	92
253.3	Official Mail . . . . .	92
253.31	Mailings by Federal Agencies . . . . .	92
253.32	Postal Service Mailings . . . . .	92
254	Mail Preparation . . . . .	93
254.1	Addressing . . . . .	93
254.2	Markings . . . . .	93
254.3	Sealing . . . . .	93
254.4	Packaging . . . . .	93
255	Mail Entry and Deposit . . . . .	93
255.1	Place of Mailing . . . . .	93
255.11	Items Eligible for Deposit or Pickup . . . . .	93
255.12	Items Not Eligible for Deposit or Pickup . . . . .	94
255.2	Items Paid With a Permit Imprint . . . . .	94
255.3	Pickup on Demand Service . . . . .	94
255.4	Package Pickup Service . . . . .	95
260	Direct Sacks of Printed Matter to One Addressee (M-bags) . . . . .	95
261	Description . . . . .	95
261.1	General . . . . .	95
261.2	Eligibility . . . . .	95
261.21	Printed Matter . . . . .	95
261.22	Other Articles . . . . .	96
261.23	Mail Not Sealed Against Inspection . . . . .	96
262	Postage Prices and Fees . . . . .	96
262.1	Airmail M-bags . . . . .	96
262.2	International Priority Airmail (IPA) M-bags . . . . .	96
262.3	International Surface Air Lift (ISAL) M-bags . . . . .	97
262.4	Postage Calculation . . . . .	97
262.5	Stamps, Postage Evidencing Systems, PVI Labels, or Permit Imprint . . . . .	97

## Contents

263	Weight and Size Limits	97
263.1	Weight Limits	97
263.2	Size Limits	97
264	Mail Preparation	98
264.1	Marking	98
264.2	Sacking and Labeling	98
264.21	Equipment	98
264.22	Tagging	98
264.23	Multiple Sacks to One Addressee	98
264.24	Country Destination Name	98
264.3	Customs Forms Required	98
265	Extra Services	98
270	Free Matter for the Blind	99
271	Description and Physical Characteristics	99
271.1	General	99
271.2	Weight Limits	99
272	Eligibility	99
272.1	Eligible Participants	99
272.2	Eligible Matter	99
272.3	Ineligible Matter	100
272.4	Customs Forms Required	100
272.5	Mail Not Sealed Against Inspection	100
272.6	Extra Services	100
273	Postage Prices and Fees	100
274	Mail Preparation	101
274.1	Addressing	101
274.2	Markings	101
275	Mail Entry and Deposit	101
275.1	Items Eligible for Deposit or Pickup	101
275.2	Items Not Eligible for Deposit or Pickup	102
280	(Reserved)	102
290	Commercial Services	102
291	(Reserved)	102
292	International Priority Airmail (IPA) Service	102
292.1	Description	102
292.11	General	102
292.12	Mail Sealed Against Inspection	103
292.13	IPA M-bags	103
292.2	Eligibility	103
292.21	Qualifying Mailpieces	103
292.22	Availability	103
292.23	Minimum Quantity Requirements	103
292.24	Maximum Weight Limits	104
292.25	Dutiable Items	104

292.26	Customs Forms Requirements. . . . .	104
292.27	Extra Services. . . . .	104
292.3	Prices and Postage Payment Methods . . . . .	104
292.31	Prices . . . . .	104
292.32	Computation of Postage . . . . .	104
292.33	Postage Payment Methods . . . . .	105
292.4	Mail Preparation. . . . .	106
292.41	Addressing and Return Address . . . . .	106
292.42	Marking. . . . .	107
292.43	Sealing and Packaging. . . . .	107
292.44	Physical Characteristics and Requirements for All Bundles . . . . .	107
292.45	IPA Foreign Office of Exchange Codes and Price Groups. . . . .	108
292.46	Presort Mailings: Direct Country — Price Groups 1, 2, and 7–20 . . . . .	113
292.47	Presort Mailings: Mixed Country — Price Groups 7–11. . . . .	115
292.48	Presort Mailings — Price Groups 3–6 . . . . .	116
292.49	Worldwide Nonpresort Preparation . . . . .	119
292.5	Mail Entry and Deposit . . . . .	120
292.51	Separation by Price Group. . . . .	120
292.52	Full Service. . . . .	120
292.53	Drop Shipment . . . . .	120
293	International Surface Air Lift (ISAL) Service . . . . .	121
293.1	Description. . . . .	121
293.11	General. . . . .	121
293.12	Mail Sealed Against Inspection . . . . .	122
293.13	ISAL M-bags. . . . .	122
293.2	Eligibility. . . . .	122
293.21	Qualifying Mailpieces . . . . .	122
293.22	Availability. . . . .	122
293.23	Minimum Quantity Requirements. . . . .	122
293.24	Maximum Weight Limits. . . . .	123
293.25	Dutiable Items. . . . .	123
293.26	Customs Forms Requirements. . . . .	123
293.27	Extra Services. . . . .	123
293.3	Prices and Postage Payment Methods . . . . .	123
293.31	Prices . . . . .	123
293.32	Computation of Postage . . . . .	124
293.33	Postage Payment Methods . . . . .	124
293.4	Mail Preparation. . . . .	125
293.41	Addressing and Return Address . . . . .	125
293.42	Marking. . . . .	126
293.43	Sealing and Packaging. . . . .	126
293.44	Physical Characteristics and Requirements for All Bundles . . . . .	126
293.45	ISAL Foreign Office of Exchange Codes and Price Groups. . . . .	127

Contents

293.46	Presort Mailings: Direct Country — Price Groups 1, 2 and 7–20. . . . .	130
293.47	Presort Mailings: Mixed Country — Price Groups 7–11. . . . .	132
293.48	Presort Mailings — Price Groups 3–6 . . . . .	133
293.49	Worldwide Nonpresort Preparation . . . . .	136
293.5	Mail Entry and Deposit . . . . .	137
293.51	Separation by Price Group. . . . .	137
293.52	Full Service. . . . .	137
293.53	Drop Shipment . . . . .	137
294	(Reserved) . . . . .	138
295	(Reserved) . . . . .	138
296	(Reserved) . . . . .	138
297	Customized Agreements. . . . .	138
297.1	Description. . . . .	138
297.2	Qualifying Mailers . . . . .	139
297.3	Criteria. . . . .	139
<b>3</b>	<b>Extra Services. . . . .</b>	<b>141</b>
310	Certificate of Mailing. . . . .	141
311	Individual Pieces . . . . .	141
311.1	Description. . . . .	141
311.2	Availability . . . . .	141
311.21	At Time of Purchase. . . . .	141
311.22	After Mailing (Duplicate Copies) . . . . .	141
311.3	Fees . . . . .	142
311.31	Individual Pieces. . . . .	142
311.32	Three or More Individual Pieces. . . . .	142
311.4	Mailer Preparation . . . . .	142
311.41	Individual Pieces. . . . .	142
311.42	Three or More Individual Pieces. . . . .	142
312	Bulk Quantities — Certificate of Mailing . . . . .	142
312.1	Description. . . . .	142
312.2	Availability . . . . .	143
312.21	At Time of Entry . . . . .	143
312.22	After Mailing (Duplicate Copies) . . . . .	143
312.3	Fees . . . . .	143
312.4	Mailer Preparation . . . . .	143
313	Forms . . . . .	144
313.1	Postal Service Forms. . . . .	144
313.2	Treasury Department Forms . . . . .	144
313.3	Accepting Clerk’s Responsibility for Treasury Department Forms . . . . .	144
313.4	Agriculture Department Forms . . . . .	144

320 Insurance . . . . .	144
321 Global Express Guaranteed Insurance . . . . .	144
321.1 Description. . . . .	144
321.2 Availability . . . . .	145
321.3 Additional Coverage and Fees . . . . .	145
322 Priority Mail Express International Insurance . . . . .	145
322.1 Description. . . . .	145
322.2 Availability . . . . .	145
322.3 Additional Coverage and Fees . . . . .	150
322.4 Return Receipt Service . . . . .	150
323 Priority Mail International Insurance . . . . .	151
323.1 Description. . . . .	151
323.2 Availability . . . . .	151
323.3 Coverage and Fees . . . . .	151
323.4 Return Receipt. . . . .	151
323.5 Insured Value and Declared Value. . . . .	151
323.6 Preparation of Insured Priority Mail International Parcels . . . . .	151
323.61 Mailing Receipt and Insurance Number . . . . .	151
323.62 Accepting Clerk's Responsibility . . . . .	152
323.63 Postmarking . . . . .	152
323.7 Sender's Responsibility . . . . .	152
323.71 Mailing Receipt. . . . .	152
323.72 Marking. . . . .	152
323.73 Sealing . . . . .	152
330 Registered Mail. . . . .	152
331 Description . . . . .	152
332 Availability . . . . .	153
333 Fees and Indemnity Limits . . . . .	153
333.1 Registration Fees. . . . .	153
333.2 Indemnity Limit . . . . .	153
334 Processing Requests . . . . .	153
334.1 Mailing Receipt and Registration Number. . . . .	153
334.11 General Use . . . . .	153
334.12 Sender's Responsibility . . . . .	153
334.13 Accepting Clerk's Responsibility . . . . .	154
334.14 Preparation. . . . .	154
334.2 Marking . . . . .	154
334.3 Postmarking. . . . .	154
334.31 Placement. . . . .	154
334.32 Registered Free Matter for the Blind . . . . .	154
334.4 Sealing . . . . .	155
334.41 Sender's Responsibility . . . . .	155
334.42 Registered Mail Service With Free Matter for the Blind . . . . .	155
334.5 Return Receipt. . . . .	155

Contents

335	Indemnity Claims and Payments	155
340	Return Receipt	155
341	Description	155
342	Availability	155
343	Fee	156
344	Processing Requests	156
344.1	Form	156
344.11	Sender's Responsibility	156
344.12	Accepting Clerk's Responsibility	156
344.2	Marking	156
344.3	Return Receipt Improperly Completed or Not Received	156
350	Restricted Delivery	156
360	(Reserved)	156
370	International Money Transfer Services	157
371	International Money Orders	157
371.1	Description	157
371.2	Availability	157
371.3	Procedures for Cashing Valid International Postal Money Orders Issued by Foreign Countries	157
371.4	Inquiries Regarding Payment of International Postal Money Orders (Form MP1)	158
372	(Reserved)	158
380	Supplemental Services	158
381	International Reply Coupons	158
381.1	Description	158
381.2	Previously Sold Coupons and Exchange Value	158
381.3	Processing Requests	159
382	International Business Reply Service	159
382.1	Description	159
382.2	Availability	159
382.3	Who May Distribute IBRS Mail	160
382.4	Postage and Fees	160
382.5	Size and Weight Requirements	160
382.51	Cards	160
382.52	Envelopes	160
382.6	Formatting Requirements	161
382.61	General	161
382.62	Air Mail Endorsement	161
382.63	FIM	161
382.64	No Postage Necessary Endorsement	161
382.65	Horizontal Bars	161
382.66	Business Reply Legend	162

382.67	Delivery Address . . . . .	162
382.68	Barcode . . . . .	162
382.7	Foreign International Business Reply Service . . . . .	164
390	Tracking Plus . . . . .	164
<b>4</b>	<b>Treatment of Outbound Mail . . . . .</b>	<b>165</b>
410	Postmarking . . . . .	165
420	Unpaid and Shortpaid Mail . . . . .	165
421	Check for Sufficient Postage . . . . .	165
422	Unpaid Mail . . . . .	165
422.1	Unpaid Mail With a Return Address . . . . .	165
422.2	Unpaid Mail Without a Return Address . . . . .	165
423	Shortpaid Mail . . . . .	165
423.1	General Procedures at the Originating Mailing Office . . . . .	165
423.2	Disposition . . . . .	165
423.21	Global Express Guaranteed (GXG) Shipments . . . . .	166
423.22	Priority Mail Express International Shipments . . . . .	166
423.23	Priority Mail International Items . . . . .	166
423.24	First-Class Mail International Items (including Postcards), First-Class Package International Service Items, and Airmail M-bags . . . . .	167
423.3	Credit for Postage Paid . . . . .	167
423.4	Parcels at Other Than Mailing Offices . . . . .	168
430	Improperly Prepared Mail . . . . .	168
431	Insufficient Address . . . . .	168
432	Oversized or Undersized Items . . . . .	168
433	Oversized Cards . . . . .	168
434	Reply-Paid Cards . . . . .	168
435	Detached Customs Declaration Forms . . . . .	168
440	Mailpiece Refused by an Air Carrier . . . . .	169
441	Item Containing Nonmailable, Hazardous, or Perishable Material . . . . .	169
442	Mailable Item . . . . .	169
450	Extra Services Mail — Registered Mail . . . . .	169
451	Recording and Dispatching . . . . .	169
452	Registered Mail Found With Ordinary Mail . . . . .	169
452.1	Disposition . . . . .	169
452.2	Complete the Registration Process . . . . .	170
452.3	Shortpaid Mail . . . . .	170
<b>5</b>	<b>Nonpostal Export Regulations . . . . .</b>	<b>171</b>
510	Office of Foreign Assets Control (OFAC) Regulations — U.S. Department of the Treasury . . . . .	171
511	General . . . . .	171
512	Prohibited Destinations, Specially Designated Nationals, and Blocked Persons . . . . .	171
512.1	Restricted Destinations . . . . .	171



## Contents

512.2	Blocked Persons	171
513	Additional Standards	172
514	Exceptions	172
515	Mailer Compliance	172
516	Additional Information	172
520	Foreign Trade Regulations — U.S. Census Bureau	172
521	General	172
522	Additional Assistance	173
523	Mailpieces Sent to APOs, FPOs, and DPOs	173
524	Internal Transaction Number (ITN)	173
524.1	General	173
524.2	Filing Requirements	173
524.21	Mandatory Filing	173
524.22	How to File EEI	175
525	AES Downtime Citation	176
526	AES Exemption	176
526.1	General	176
526.2	When Applicable	176
527	Placement of ITN, AES Downtime Citation, or AES Exemption	177
530	Commodities and Technical Data	178
531	Scope and Applicability of Export Licensing Requirements	178
531.1	U.S. Department of Commerce — Bureau of Industry and Security; Export Controls	178
531.2	Export Enforcement	178
532	Export Licenses	179
532.1	General	179
532.2	Export — Definition	179
532.3	How to Determine If an Export License Is Needed	180
532.4	Additional Information	180
533	Luxury Goods to Belarus and Russia	180
534	Schedule B Number Requirement for Belarus and Russia	182
535	Additional Standards	183
535.1	Shipper's Electronic Export Information Filing Required	183
535.2	Mailer and USPS Responsibilities for Completing and Processing Forms	183
535.21	Mailer Responsibilities	183
535.22	USPS Responsibilities	183
536	Mailer Compliance	183
537	Harmonized System Codes and Other Classification Codes	183
537.1	Definition	183
537.2	Code Assignments	183
537.21	World Customs Organization Harmonized System	183
537.22	U.S. Census Bureau Schedule B Number	184

537.23	U.S. International Trade Commission Harmonized Tariff Schedule of the United States . . . . .	184
537.3	Obtaining a Harmonized System Code . . . . .	184
537.31	Code Search Tools . . . . .	184
537.32	U.S. Schedule B and HTS Lists . . . . .	185
537.4	Mailer Responsibility for HS Code Classification . . . . .	185
540	Munitions (Defense Articles) and Related Technical Data . . . . .	185
541	Licensing Requirements . . . . .	185
541.1	Individual Licenses . . . . .	185
541.11	Exporting Defense Articles . . . . .	185
541.12	Exporting Technical Data . . . . .	186
541.2	Prohibited Countries . . . . .	186
541.3	Restricted Countries . . . . .	186
541.4	Exporting of Government Shipments . . . . .	187
541.5	Obtaining Additional Information . . . . .	187
542	Mailing Under Individual Licenses . . . . .	187
542.1	Marking by Sender . . . . .	187
542.2	Processing at Post Office Facilities . . . . .	187
542.21	Examination of List of Contents . . . . .	187
542.22	Amount of Mailing Authorized by License . . . . .	188
543	Mailer Compliance . . . . .	188
550	Dried Whole Eggs . . . . .	188
551	Description . . . . .	188
552	Charges . . . . .	188
553	How to Mail . . . . .	188
553.1	Preparation by Sender . . . . .	188
553.11	Marking . . . . .	188
553.12	Certificate of Mailing Dried Whole Eggs . . . . .	189
553.2	Processing in Office of Mailing . . . . .	189
553.21	Postage . . . . .	189
553.22	Signature of Postmaster . . . . .	189
560	Export of Rough Diamonds . . . . .	189
561	General . . . . .	189
562	Mailing . . . . .	190
563	Additional Information . . . . .	190
570	Consular and Commercial Invoices . . . . .	191
580	Drawback Arrangement . . . . .	191
581	Description . . . . .	191
582	Processing Drawback Claims . . . . .	191
582.1	Forms Required . . . . .	191
582.11	List of Forms . . . . .	191
582.12	Where to Obtain the Forms . . . . .	191
582.2	Preparation by Senders . . . . .	191
582.21	Claiming Drawback . . . . .	191

Contents

582.22	Waiver of the Right to Withdraw the Package . . . . .	191
582.3	Processing by Postmaster. . . . .	192
582.31	Postmaster’s Certification . . . . .	192
582.32	Disposal of Forms . . . . .	192
590	Exporting Wildlife and Protected Plants . . . . .	192
591	Special Requirements for Wildlife and Certain Plant Exports . . . . .	192
592	Declaration Requirements. . . . .	193
592.1	Declaration of Wildlife Exports . . . . .	193
592.2	Declaration of Scientific Specimens or Parts . . . . .	193
592.3	Declaration of Plant Exports . . . . .	193
593	Export Licenses and Inspection Requirements for Commercial Wildlife Exports. . . . .	193
594	Marking Requirements for Wildlife Exports. . . . .	194
595	Permit Requirements for Wildlife and Plant Exports. . . . .	194
596	Obtaining and Using Permits for Wildlife and Protected Plant Exports . . . . .	194
596.1	Export Permits. . . . .	194
596.2	CITES Permit . . . . .	194
596.3	Export of Migratory Birds . . . . .	195
597	How to Obtain Additional Information. . . . .	195
598	Wildlife Inspection Offices. . . . .	195
<b>6</b>	<b>Special Programs . . . . .</b>	<b>197</b>
610	Postal Qualified Wholesaler Program . . . . .	197
611	Description . . . . .	197
612	Pricing . . . . .	197
613	Qualifying as a Wholesaler . . . . .	197
613.1	Letter of Request. . . . .	197
613.2	Criteria . . . . .	198
613.3	Disqualification . . . . .	199
614	Benefits . . . . .	199
614.1	Qualified List . . . . .	199
614.2	Preapproved Advertising . . . . .	199
614.3	Right of First Refusal . . . . .	199
615	Length of Qualification . . . . .	200
615.1	Approval Period. . . . .	200
615.2	Disqualification . . . . .	200
620	Global Direct Entry Wholesaler Program . . . . .	200
621	Description . . . . .	200
622	Qualifying as a GDE Wholesaler . . . . .	200
622.1	Eligibility Criteria . . . . .	200
622.2	Letter of Request. . . . .	202
622.3	Length of Qualification — Approval Period . . . . .	202
623	Disqualification as a GDE Wholesaler. . . . .	202
623.1	Determining Factors . . . . .	202

623.2	Notification of Disqualification and Appeal . . . . .	203
624	List of Qualified GDE Wholesalers . . . . .	203
625	Preapproved Advertising . . . . .	203
<b>7</b>	<b>Treatment of Inbound Mail . . . . .</b>	<b>205</b>
710	U.S. Customs Information . . . . .	205
711	Customs Examination of Mail Believed to Contain Dutiable or Prohibited Articles . . . . .	205
711.1	What Is Subject to Examination. . . . .	205
711.2	Treatment of Mail Believed to Contain Dutiable or Prohibited Articles . . . . .	205
711.21	Treatment at Exchange Offices . . . . .	205
711.22	Treatment at Distribution Offices . . . . .	206
711.23	Priority Treatment of Airmail. . . . .	206
711.3	Examination of Registered Mail and Sealed Letters . . . . .	206
711.4	Extraction of Samples for Advisory Information . . . . .	206
711.5	Treatment of Mail Following Customs Examination . . . . .	207
711.51	Repacking After Customs Examination . . . . .	207
711.52	Identification of Dutiable/Nondutiable Articles. . . . .	207
711.6	Handling Subsequent to Customs Inspection. . . . .	207
711.61	Postal Service Handling Procedures . . . . .	207
711.62	U.S. Customs Service Locations . . . . .	207
712	Customs Clearance and Delivery Fee. . . . .	208
712.1	Description. . . . .	208
712.11	Collecting Postal Service Fees. . . . .	208
712.12	Collecting Postal Service Fee for Each Package . . . . .	208
712.13	Accounting for the Postal Service Fee . . . . .	209
712.2	Articles Exempted From Postal Service Fee . . . . .	209
712.3	Amount of Postal Service Fee . . . . .	209
712.4	Postal Service Fee Not Refundable. . . . .	209
712.5	Customs Duties and Customs Fee Not Exempt . . . . .	209
713	Treatment of Dutiable Mail at Delivery Office . . . . .	209
713.1	Detection and Dispatch of Dutiable Mail . . . . .	209
713.11	Detecting Dutiable Items . . . . .	209
713.12	Dispatch to Delivery Units . . . . .	209
713.2	Delivery of Dutiable Mail . . . . .	209
713.21	Delivery Methods . . . . .	209
713.22	Delivery Procedures . . . . .	210
713.23	Addressee Protests Duty Charged. . . . .	211
713.3	Forwarding or Returning Dutiable Mail . . . . .	212
713.31	Forwarding Dutiable Mail Within the U.S.. . . . .	212
713.32	Forwarding Dutiable Mail to Another Country . . . . .	213
713.33	Returning Dutiable Mail to Sender . . . . .	213
713.34	Forwarding or Returning Dutiable Mail by Stations and Branches . . . . .	213

## Contents

713.4	Payment of Duty . . . . .	213
713.41	Duty Rate Information . . . . .	213
713.42	Prepayment of Customs Duty Abroad . . . . .	213
713.43	Registration of Items to Be Returned to the United States . . . . .	213
713.44	Return of Audio-Visual Materials . . . . .	214
713.45	Assessment of Duty in Foreign Countries . . . . .	215
713.46	Recording and Reporting Collections . . . . .	215
713.5	Treatment of Uncollected Items . . . . .	215
713.51	Disposal of Uncollected Items . . . . .	215
713.52	Reporting of Uncollected Items . . . . .	215
713.53	Past-Due Entries. . . . .	216
713.54	Detached Customs Mail Entries . . . . .	216
713.6	Refund of Customs Duty . . . . .	216
713.61	Action by Postmaster . . . . .	216
713.62	Refunds by Customs Service . . . . .	217
720	Plant and Animal Quarantine Inspection . . . . .	217
721	What Is Subject to Inspection . . . . .	217
722	Segregation and Handling. . . . .	218
722.1	Treatment of Packages Labeled for Inspection. . . . .	218
722.11	Dispatch of Packages . . . . .	218
722.12	Marking. . . . .	218
722.2	Treatment of Packages Exempt From Inspection . . . . .	218
722.3	Treatment of Unauthorized Importations. . . . .	218
722.4	Packages Containing Prohibited Material . . . . .	218
723	Agriculture Inspection Stations and Offices . . . . .	219
730	Shortpaid Mail to the United States . . . . .	220
731	Computation of Postage Due . . . . .	220
732	Shortpaid Letters and Cards From Canada . . . . .	220
733	Shortpaid Items Bearing U.S. Postage . . . . .	220
740	Irregular Mail . . . . .	220
741	Invalid Foreign Postage. . . . .	220
742	Stamps Not Affixed . . . . .	221
742.1	Marking . . . . .	221
742.2	Parcels Without Postage Stamps . . . . .	221
743	Parcels Addressed Through Banks or Other Organizations . . . . .	221
743.1	Notification of Arrival . . . . .	221
743.2	Filing Authorization . . . . .	221
744	Foreign Dispatch Notes. . . . .	222
744.1	Delivery Instructions . . . . .	222
744.2	Undeliverable Parcels . . . . .	222
744.3	Dispatch Notes Not Associated With Parcels . . . . .	222
750	Extra Services . . . . .	222
751	Insured Parcels . . . . .	222
751.1	Identification . . . . .	222

751.11	Evidence of Insurance . . . . .	222
751.12	List of Insurance Endorsements . . . . .	222
751.2	Delivery . . . . .	222
751.3	Indemnity Claims and Payments . . . . .	222
752	Registered Mail . . . . .	223
752.1	Identification . . . . .	223
752.11	Evidence of Registration . . . . .	223
752.12	List of Registry Endorsements . . . . .	223
752.13	Treatment of Registered Items . . . . .	223
752.14	Treated as Ordinary Mail . . . . .	223
752.2	Treatment by Office of Delivery . . . . .	223
752.21	Delivery . . . . .	223
752.22	Mail Unaccounted for After Assignment for Delivery . . . . .	223
752.23	Indemnity Claims and Payments . . . . .	223
753	Return Receipt . . . . .	224
753.1	Completion of Return Receipt Form . . . . .	224
753.2	Foreign Receipt Form Missing . . . . .	224
754	Restricted Delivery . . . . .	224
754.1	Inbound Registered Mail . . . . .	224
754.2	Failed Delivery Attempt . . . . .	224
760	Forwarding . . . . .	224
761	General Procedures . . . . .	224
761.1	Items Addressed to Foreign Countries . . . . .	224
761.2	Forwarding to a Third Country . . . . .	225
761.3	Endorsement Not to Forward . . . . .	225
761.4	Scanning Procedures . . . . .	225
762	Mail of Domestic Origin . . . . .	225
762.1	Addressee Moved to Another Country . . . . .	225
762.11	Letters and Postcards . . . . .	225
762.12	Mail Other Than Letters and Postcards . . . . .	225
762.2	Undeliverable Domestic Mail Bearing U.S. Postage and a Foreign Return Address . . . . .	225
763	Items Mailed Aboard Ships (Paquebot) . . . . .	226
763.1	General . . . . .	226
763.2	Mail Forwarded by Air . . . . .	226
763.3	Mail Posted on a U.S. Ship . . . . .	227
763.4	Forwarding Ship Passenger and Crew Mail . . . . .	227
763.41	Items That Do Not Contain Merchandise . . . . .	227
763.42	Accepting Employee's Responsibility . . . . .	227
764	Mail of Foreign Origin . . . . .	228
764.1	Forwarding Within the United States . . . . .	228
764.11	Mail Other Than Periodicals and Parcels . . . . .	228
764.12	Periodicals . . . . .	228

## Contents

764.13	Parcels	228
764.2	Forwarding to Another Country	228
764.21	Mail Other than Periodicals and Parcels	228
764.22	Periodicals	229
764.23	Parcels	229
764.24	Customs Entry Forms	229
764.3	Backstamping	229
765	Directory Service	230
766	Retention Period	230
766.1	General Procedure	230
766.2	Exceptions	230
766.21	Refused, Undeliverable, or Unforwardable Item	230
766.22	Request for Return	230
766.23	Items Conditionally Refused by Addressee	230
766.24	Items Returned From Customs Custody	230
766.25	Request for Delivery to Alternate Addressee	230
770	Undeliverable Mail	231
771	Mail of Domestic Origin	231
771.1	General Procedure	231
771.2	Exceptions	231
771.3	Endorsements	231
771.4	Remailing of Returned Mail	232
771.5	Return Charges for Letter-post Items	232
771.51	General	232
771.52	Exceptions	232
771.6	Return Charges for Priority Mail International	232
771.7	Handling of Returned Parcels	232
771.71	Refused by Sender	232
771.72	Sender Has Moved to Another U.S. Address	232
771.73	Sender Has Moved to Another Country	233
772	Mail of Foreign Origin	233
772.1	Marking	233
772.11	Reason for Nondelivery	233
772.12	Postmarking	233
772.13	Address	233
772.14	Method of Return	233
772.15	Abandoned Parcel	233
772.2	Dutiable Mail	233
772.3	Disposal	234
772.31	General Procedure	234
772.32	Exceptions	234

780	Items Mailed Abroad by or on Behalf of Senders in the United States	234
781	Payment Required	234
781.1	Postage Payment Required	234
781.2	Handling Charges	235
782	Definition of Terms	235
782.1	Resident	235
782.2	By or on Behalf	235
782.3	Place of Business	235
782.4	Agent	235
783	Advance Payment Required	235
783.1	Sample Mailpiece	235
783.2	Headquarters Notification	236
784	Advance Payment Not Made	236
784.1	Return or Disposal of Items	236
784.2	Mailings Without Advance Payment	236
785	Report of Mailings	236
790	International Inbound Mail Entry	236
<b>8</b>	<b>(Reserved)</b>	<b>237</b>
<b>9</b>	<b>Inquiries, Indemnities, and Refunds</b>	<b>239</b>
910	Reports Encouraged	239
920	Inquiries and Claims	239
921	Inquiries	239
921.1	Definition	239
921.2	Initiating an Inquiry	239
921.3	How to Initiate an Inquiry	240
921.31	Online Inquiry	240
921.32	Telephone Inquiry	240
921.4	Inquiry Process	241
921.41	Online Inquiry Process	241
921.42	Telephone Inquiry Process	241
921.5	General Procedures	242
921.51	Nondelivery	242
921.52	Return Receipts Improperly Completed or Not Received	242
921.53	Priority Mail Express International Items, Registered Mail Items, and Insured and Ordinary Parcels With Damaged or Missing Contents	242
921.54	Wrapper Found Without Contents	242
922	Claims	243
922.1	General Description	243
922.2	Filing a Claim	243
922.3	Claims Process	243
922.31	Determination of Claim	243



## Contents

922.32	Evidence of Indemnity Coverage . . . . .	244
922.33	Evidence of Value . . . . .	244
922.4	Processing Claims for Damaged or Missing Contents . . . . .	245
922.41	Customer . . . . .	245
922.42	Postal Service. . . . .	245
923	Disposition of Damaged Mail . . . . .	245
930	Indemnity Payments . . . . .	246
931	Adjudication and Approval . . . . .	246
931.1	When to Be Instituted . . . . .	246
931.2	International Claims . . . . .	246
931.21	Indemnity Claims for International Registered Mail, Insured Parcels, and Ordinary Parcels of U.S. and Foreign Origin . . . . .	246
931.22	Country of Origin Pays Indemnity. . . . .	246
931.3	Appeals . . . . .	247
931.31	Appealing a Claims Decision . . . . .	247
931.32	Final Postal Service Decision of Claims . . . . .	247
932	General Exceptions to Payment — Registered Mail and Priority Mail International Parcels. . . . .	247
933	Payments for Priority Mail International Parcels . . . . .	248
933.1	General Provisions. . . . .	248
933.11	Payment of Indemnity. . . . .	248
933.12	Indemnity Will Not Be Paid. . . . .	248
933.13	Priority Mail International Parcels — Indemnity Limitations. . . . .	249
933.14	Priority Mail International Parcels — Exceptions to Indemnity . . . . .	249
933.2	Special Provisions . . . . .	249
934	Payments for Registered Mail . . . . .	250
934.1	General Provisions. . . . .	250
934.11	Indemnity Paid by Country of Origin . . . . .	250
934.12	Parcels Erroneously Accepted as Registered Mail . . . . .	250
934.13	Limitations to Indemnity Payment . . . . .	250
934.14	Indemnity Paid by Country of Destination . . . . .	250
934.2	Special Provisions . . . . .	250
935	Payments for Priority Mail Express International . . . . .	250
935.1	When Authorized . . . . .	250
935.2	When Prohibited . . . . .	250
940	Postage Refunds . . . . .	251
941	Postage Refunds for First-Class Mail International, First-Class Package International Service, and Priority Mail International. . . . .	251
941.1	General . . . . .	251
941.2	Applications by Senders . . . . .	251
941.3	Processing Refund Applications . . . . .	251
941.31	Items Originating in United States . . . . .	251
941.32	Items Originating in a Country Other Than the United States . . . . .	251

942	Postage Refunds for Priority Mail Express International Items . . . . .	252
942.1	Who May File . . . . .	252
942.2	Conditions . . . . .	252
942.21	Priority Mail Express International Refunds . . . . .	252
942.22	Priority Mail Express International With Money-Back Guarantee Refunds . . .	252
942.3	Applications by Senders . . . . .	253
942.31	Priority Mail Express International Refunds . . . . .	253
942.32	Priority Mail Express International With Money-Back Guarantee Refunds . . .	253
942.4	Processing of Refund . . . . .	253
942.5	Unallowable Refunds — Priority Mail Express International With No Service Guarantee . . . . .	253
942.51	Postage Refunds — Priority Mail Express International. . . . .	253
942.52	Unallowable Refunds — Priority Mail Express International With Money-Back Guarantee Service . . . . .	254
942.53	Consequential Damages . . . . .	254
943	Processing Refund Applications . . . . .	254
943.1	Items Originating in the United States . . . . .	254
943.2	Items Originating in a Country Other Than the United States . . . . .	254
	<b>Index of Countries and Localities . . . . .</b>	<b>255</b>
	<b>Country Price Groups and Weight Limits . . . . .</b>	<b>261</b>
	<b>Individual Country Listings . . . . .</b>	<b>267</b>
	<b>List of Exhibits . . . . .</b>	<b>767</b>
	<b>Index . . . . .</b>	<b>769</b>