

# A Customer's Guide to Mailing



**Welcome**



This guide will explain your options for mailing and help you choose the services that are best for you.



For more than 225 years, our goal has been to serve all customers and we will continue to connect people at home and abroad for generations to come.

# Welcome to the U.S. Postal Service



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# What Are You Mailing?

Knowing the **shape** of your mail helps you select the right services.



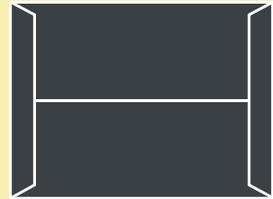
## Postcard

Rectangular cardstock mailpiece not contained in an envelope



## Letter

Small rectangular mailpiece no thicker than 1/4 inch



## Large Envelope

Flat rectangular mailpiece no thicker than 3/4 inch

resumes

appointment notice

birthday cards

wish you were here

care packages

thinking of you

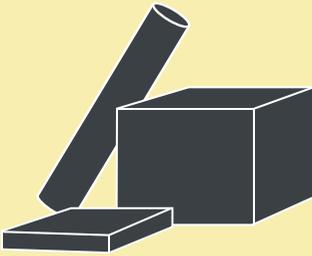
see you soon

thank you notes



### Net.Post® Online Services

You can design cards and postcards for invitations, holiday wishes, and other occasions online at [www.usps.com](http://www.usps.com). Type in or upload your address list, and the Postal Service will print and deliver your mail.



## Package

A three-dimensional mailpiece contained in a box, thick envelope, or tube, weighing up to 70 pounds

		Length	Height
Postcard	minimum	5 inches	3-1/2 inches
	maximum	6 inches	4-1/4 inches
Letter	minimum	5 inches	3-1/2 inches
	maximum	11-1/2 inches	6-1/8 inches
Large Envelope	minimum	11-1/2 inches	6-1/8 inches

Package	<p>Weight cannot exceed 70 pounds.            Length + girth (distance around the thickest part of package) cannot exceed 130 inches.</p>
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see page 17 for help with measuring



**Some shapes**, such as tubes and square envelopes, could require additional postage. Mail that is too flimsy or too stiff to be processed by machine may also require additional postage.

*booklets*

merchandise

*posters*

*CD-ROMs*

**BOOKS**

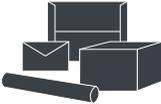
*magazines*

*portfolios*

blueprints

# Choosing a Service for Mailing

Shape + Speed + Cost = Service

 <p><b>70lbs or less</b></p>	<p><b>1–2 days</b> guaranteed</p>	<p><b>\$\$\$</b> based on weight</p>	<p><b>Express Mail</b></p>
 <p><b>70lbs or less</b></p>	<p><b>1–3 days</b></p>	<p><b>\$\$</b> based on weight and distance if over 1lb</p>	<p><b>Priority Mail</b></p>
 <p><b>13oz or less</b></p>	<p><b>1–3 days</b></p>	<p><b>\$</b> based on weight</p>	<p><b>First-Class Mail</b></p>
 <p><b>70lbs or less</b></p>	<p><b>2–9 days</b></p>	<p><b>\$</b> based on weight and distance</p>	<p><b>Parcel Post</b></p>
 <p><b>70lbs or less</b></p>	<p><b>2–9 days</b></p>	<p><b>\$</b> based on weight and content</p>	<p><b>Media Mail</b></p>
 <p><b>15lbs or less</b></p>	<p><b>2–9 days</b></p>	<p><b>\$</b> based on weight, content, and distance</p>	<p><b>Bound Printed Matter</b></p>

## Several mailing services are available to fit your needs.

### **Express Mail®**

Letters, large or thick envelopes, tubes, and packages containing mailable items can be sent using Express Mail. This guaranteed service includes tracking and insurance up to \$100. Delivery to most destinations is available 365 days a year, with no extra charge for Saturday, Sunday, and holiday delivery. Free Express Mail envelopes, boxes, and tubes are available at the Post Office.

### **Priority Mail®**

Large or thick envelopes, tubes, and packages containing mailable items can be sent using Priority Mail. This service is typically used to send documents, gifts, and merchandise. Free Priority Mail envelopes, boxes, and tubes are available at the Post Office.

### **First-Class Mail®**

Postcards, letters, large envelopes, and small packages can be sent using First-Class Mail. This service is typically used for personal and business correspondence and bills.

### **Parcel Post®**

Small and large packages, thick envelopes, and tubes containing gifts and merchandise can be sent using Parcel Post.

### **Media Mail™**

Small and large packages, thick envelopes, and tubes can be sent using Media Mail. Contents are limited to books, film, manuscripts, sound recordings, video tapes, and computer media (such as CDs, DVDs, and diskettes). Sometimes called “Book Rate,” Media Mail cannot contain advertising. Media Mail is less expensive than Parcel Post.

### **Bound Printed Matter**

Small and large packages and thick envelopes can be sent using this service. Contents are limited to permanently bound sheets of directory, advertising, or editorial matter, such as catalogs or phone books. Bound Printed Matter is less expensive than Parcel Post.



**Speed** depends on distance. Mail takes longer to travel across the country than to travel across town.

**Flat Rate Envelopes** let you send your document for one low rate, regardless of how much the item weighs. Flat rate envelopes are free and available for Express Mail and Priority Mail. Purchase flat rate stamps in advance to save time when you're ready to mail.

**Calculate Postage** for the shape, weight, and destination of your mail at [www.usps.com](http://www.usps.com) or by calling 1-800-ASKUSPS.

# Adding Extra Services

	Proof at deposit	Protection in transit	Confirmation at delivery
<b>Express Mail</b>	Receipt provided at time of mailing	Insured Mail (\$100 coverage already included, more can be added)	Date and time of delivery provided Signature of recipient available upon request
<b>Priority Mail</b>	Certificate of Mailing	Insured Mail Registered Mail	Certified Mail Delivery Confirmation Signature Confirmation
<b>First-Class Mail</b>	Certificate of Mailing	Insured Mail Registered Mail	Certified Mail Delivery Confirmation* Signature Confirmation*
<b>Parcel Post Media Mail Bound Printed Matter</b>	Certificate of Mailing	Insured Mail	Delivery Confirmation* Signature Confirmation*

→ Forms and labels for extra services are available in your Post Office lobby or from your rural letter carrier.

*\*for packages only*

# Extra services can provide additional protection and peace of mind.

## Certificate of Mailing

Provides proof of mailing. \$0.90

## Certified Mail™

Provides proof of mailing at time of mailing and the date and time of delivery or attempted delivery. \$2.30  

Return Receipt can be added to confirm delivery. \$1.75 extra 

## Insured Mail

Provides coverage against loss or damage up to \$5,000.

*Fee based on value of item. Starts at \$1.30*

For items insured for more than \$50, Return Receipt can be added to confirm delivery. \$1.75 extra 

## Registered Mail™

Provides maximum security. Includes proof of mailing at time of mailing and the date and time of delivery or attempted delivery.

Insurance can be added up to \$25,000. *Fee based on value of item.*

*Starts at \$7.50* 

Return Receipt can be added to confirm delivery. \$1.75 extra

## Delivery Confirmation™

Provides the date and time of delivery or attempted delivery.

Free when you buy Priority Mail labels with prepaid postage from [www.usps.com](http://www.usps.com). \$0.45-\$0.55  

## Signature Confirmation™

Provides the date and time of delivery or attempted delivery and the name of the person who signed for the item. You can request a hard copy of the signature. \$1.80   

## Delivery information is available:

 by hard copy

 at [www.usps.com](http://www.usps.com)

 by calling 1-800-222-1811



**Return receipt** provides a postcard with the date and time of delivery and recipient signature.

**Restricted Delivery** confirms that only a specified person will receive a piece of mail. This service costs \$3.50 and is only available if you also purchase Certified Mail, Insured Mail, or Registered Mail. *See page 19 for more information.*

Many of these extra services are available for international mail.

# Examples of Smart Choices

These examples show how mailing services can be combined to meet your needs.

## Example 1: Sending a Valuable Item

Jane's niece is getting married next month, and Jane wants to send a piece of heirloom jewelry to the bride. The jewelry has a lot of sentimental value, so Jane wants to be sure that it will arrive safely. She identifies three possible options:

### Option A Express Mail

Express Mail \$13.65

Express Mail automatically includes insurance up to \$100 and can get the jewelry to Jane's niece overnight. Jane will also receive a mailing receipt and confirmation that the package has been delivered and has been signed for by her niece.

### Option B First-Class Mail with Registered Mail

First-Class Mail (3oz.) \$0.83  
Registered Mail + \$8.85  
(For \$325 Appraised Value) \$9.68

First-Class Mail offers delivery at a low cost and can be combined with Registered Mail, a service that provides the highest level of mail security during transit. Insurance is included up to \$25,000 in material, but not sentimental, value.

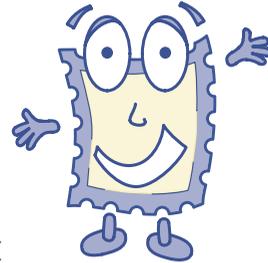
### Option C First-Class Mail with Insurance

First-Class Mail (3oz.) \$0.83  
Insurance + \$5.20  
(For \$325 Appraised Value) \$6.03

First-Class Mail offers delivery at a low cost and can be combined with insurance for up to \$5,000. Insured Mail will cover the jewelry's material value should the piece get lost or damaged, but it cannot cover its sentimental value.

## Jane's Decision

Jane decides that speed is less of a priority than security. She chooses First-Class Mail, and, because the jewelry has greater sentimental than monetary value, she decides to add Registered Mail service so she can feel confident that her heirloom will be as secure as possible during transit.



## Example 2: Sending an Important Document

Maria recently sold her car and needs to transfer the title to the new owner. She wants to be absolutely certain that the new owner gets the title to complete the sale. Maria considers these options:

### Option A Express Mail

Express Mail \$13.65

Express Mail will arrive at many locations the day after it is mailed. Express Mail also provides Maria with proof that she mailed the title, the ability to track it online or by phone, and notification that it was delivered. She can also request a copy of the recipient's signature.

### Option B Priority Mail with Confirmation Service

Priority Mail \$3.85  
Delivery Confirmation + \$0.45  
\$4.30

Priority Mail will get the title to its destination in 1 to 3 days. Maria could add Delivery Confirmation, which lets her obtain delivery information online or by phone. If she uses Signature Confirmation she gets the same delivery information, plus she can request a copy of the recipient's signature.

Priority Mail \$3.85  
Signature Confirmation + \$1.80  
\$5.65

### Option C First-Class Mail with Certified Mail and Return Receipt

First-Class Mail \$0.37  
Certified Mail \$2.30  
Return Receipt + \$1.75  
\$4.42

First-Class Mail will get the title to its destination in 1 to 3 days. Certified Mail with Return Receipt will give Maria proof that she mailed the title and will return a card to her with the date the title was delivered and the signature of the person who received it.

## Maria's Decision

Maria wants a hard copy signature returned to her to prove that the title was delivered, and she wants to get the lowest price she can. She decides that First-Class Mail with Certified Mail and Return Receipt is the best option.

# Addressing Your Mail

The accuracy of the address affects the speed and handling of your mail.

## Return Address

Print or type your address in the upper left corner on the front of the envelope.

## Extra Services

Place labels for extra services, such as Certified Mail, to the left of the postage.

## Postage

Use a stamp, postage meter, or PC Postage to affix the correct amount. *see page 20 for rates*

## Recipient Name

## Name of Organization

## Street Address

Use a post office box or street address, but not both. If the address also has a directional (for instance, "NW" for Northwest), be sure to use it. There may be more than one Main Street.

## Apartment or Suite Number

The correct apartment or suite number helps to ensure delivery to the right location.

## City, State, and ZIP Code

To find the correct spelling of a city name or to find a ZIP Code, visit [www.usps.com](http://www.usps.com) or call 1-800-ASK-USPS. Using the correct ZIP Code helps to direct your mail more efficiently and accurately.



## Abbreviations

## Envelopes

**Letters, bills, greeting cards, and other documents** can be sent in standard white, manila, or recycled paper envelopes. Items needing extra protection can be sent in bubble-lined, padded paper, or waterproof envelopes. These envelopes, along with stationery and prepaid First-Class Mail postcards and envelopes, can be purchased at the Post Office.

**Express Mail and Priority Mail envelopes** of various sizes are available free of charge at your Post Office for items sent using either of these services. While you are not required to use the free envelopes, you must use the address label provided for Express Mail.



## Addressing

### Placement

Print the delivery and return addresses on the same side of your envelope or card. The addresses should be written parallel to the longest side.

### Addressing Letters

Print or type clearly with a pen or permanent marker so the address is legible from an arm's length away. Do not use commas or periods.

### Return Address

A return address helps return the mail to you if it is undeliverable.

### Express Mail®

For Express Mail, you must use the free address labels provided by the Post Office.

### Military Mail

Military addresses must show the grade, full name with middle name or initial, and PSC number, unit number, or ship name. Replace the city name with "APO" or "FPO," and the state with "AA," "AE," or "AP," and use a special ZIP Code.

AL	Alabama
AK	Alaska
AS	American Samoa
AZ	Arizona
AR	Arkansas
CA	California
CO	Colorado
CT	Connecticut
DE	Delaware
DC	District of Columbia
FL	Florida
GA	Georgia
GU	Guam
HI	Hawaii
ID	Idaho
IL	Illinois
IN	Indiana
IA	Iowa
KS	Kansas
KY	Kentucky
LA	Louisiana
ME	Maine
MD	Maryland
MA	Massachusetts
MI	Michigan
MN	Minnesota
MS	Mississippi
MO	Missouri
MT	Montana
NE	Nebraska
NV	Nevada
NH	New Hampshire
NJ	New Jersey
NM	New Mexico
NY	New York
NC	North Carolina
ND	North Dakota
OH	Ohio
OK	Oklahoma
OR	Oregon
PA	Pennsylvania
PR	Puerto Rico
RI	Rhode Island
SC	South Carolina
SD	South Dakota
TN	Tennessee
TX	Texas
UT	Utah
VT	Vermont
VI	Virgin Islands
VA	Virginia
WA	Washington
WV	West Virginia
WI	Wisconsin
WY	Wyoming

# Preparing Packages

Careful preparation of your package helps to ensure safe delivery.

## The Box

Choose a box with enough room for cushioning material around the contents. Sturdy paperboard or corrugated fiberboard boxes are best for weights up to 10 pounds. If you are reusing a box, cover all previous labels and markings with heavy black marker or adhesive labels.

### Where to Find Boxes

You can purchase boxes and tubes of various sizes at most Post Offices. Express Mail and Priority Mail boxes and tubes are available for free at the Post Office for items sent using either of these services. While you are not required to use the free packaging for these services, you must use the address label provided by the Post Office for Express Mail. To order 10 -packs or large quantities of Express Mail or Priority Mail boxes or tubes at no extra charge, call 1-800-222-1811 or visit <http://supplies.usps.gov>.

## Cushioning

Place the cushioning all around your item or items. You can use newspaper, styrofoam “peanuts,” bubble wrap, or shredded paper. Close and shake the box to see if you have enough cushioning. If you hear items shifting, add more cushioning.

Placing an extra address label with the delivery and return addresses inside the package will ensure that the item can be delivered in case the outside label becomes damaged or falls off.

### Mailing Fragile Items

Use foamed plastic or padding to protect your items, placing the cushioning inside hollow items as well. Careful packaging is the best way to safeguard your valuable items against damage.

### Mailing Heavy Items

If you are mailing a very heavy or very dense item, start with a sturdy box, pack the contents securely with a strong material for bracing to prevent shifting, and tape all the edges with reinforced tape. Packages heavier than 70 pounds cannot be mailed.

## Sealing

Tape the opening of your box and reinforce all seams with 2" wide tape. Use clear or brown packaging tape, reinforced packing tape, or paper tape.

Do not use cord, string, or twine because they can get caught in mail processing equipment.

Place a strip of clear packaging tape over your label to prevent the address from smearing.

### Return Address

Print or type your address in the upper left corner on the same side of the package as the delivery address.

### Extra Services

Place labels for extra services, such as Insurance, to the left of the postage.

### Postage

Use stamps, a postage meter strip, or PC Postage to affix the correct amount. You can calculate postage rates and purchase postage online at [www.usps.com](http://www.usps.com).



### Delivery Address

Print or type the delivery address parallel to the longest side of the package. Print or type clearly with a pen or permanent marker so that your address is legible from an arm's length away. Do not use commas or periods.

### Confirmation Services

Labels for Delivery Confirmation or Signature Confirmation are placed to the left of the address label.

### City, State, and ZIP Code

To find the correct spelling of a city name and state abbreviation or to find a ZIP Code, visit [www.usps.com](http://www.usps.com) or call 1-800-ASK-USPS. Using the correct ZIP Code helps direct your mail more efficiently and accurately.

### Drop Off

If your package weighs less than one pound and you have affixed the correct postage, you can drop it into a blue collection box. If your package weighs one pound or more, you must hand it to your letter carrier or take it to the Post Office.

# Tips and Tools for Measuring

Use these rulers and guide boxes to measure the shape and size of your mail.

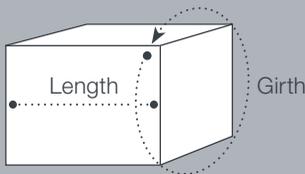


maximum thickness for  
Large Envelopes  $\frac{3}{4}$ " thick



maximum thickness for  
Letters  $\frac{1}{4}$ " thick

maximum size for Postcards  
6" long x  $4\frac{1}{4}$ " high



minimum size for  
Postcards and Letters  
5" long x  $3\frac{1}{2}$ " high

**Length** = longest side of the box

**Girth** = measurement around the box

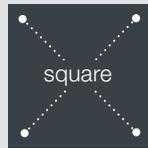
For Parcel Post, the maximum  
length + girth is 130".

For other services, the maximum  
length + girth is 108".

(measurements not to scale)

Once a piece of mail exceeds the maximum length, height, or thickness of one shape, it automatically gets classified as the next largest shape.

maximum size for Letters  
minimum size for Large Envelopes  
11-1/2" long x 6-1/8" high



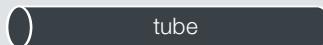
• Square envelopes

- Packages larger than 34 inches long, 17 inches wide, or 17 inches high



• Envelopes on which the address is written parallel to the shorter edge

- Packages weighing more than 35 pounds
- Books or printed material weighing more than 25 pounds



• Tubes and rolls

### Unusual Shapes and Sizes

Sometimes a piece of mail requires additional postage because it is a certain shape or size that is difficult to process on mail sorting machines. To make sure you're paying the correct postage, visit [www.usps.com](http://www.usps.com) or call 1-800-ASK-USPS. These are examples of mail that could require additional postage:

# Sending and Receiving Mail

Here are some useful mailing hints for senders and recipients.

## **Sending Mail**

You can send mail by:

- Dropping it into a blue collection box
- Leaving it in your home mailbox
- Bringing it to a Post Office

Packages that weigh one pound or more must be handed to your letter carrier or taken to a Post Office. Many locations are open late and on weekends.

## **Scheduling a Pickup**

For a fee of \$12.50, a letter carrier will make a special trip to your home to pick up Priority Mail, Express Mail, or Parcel Post packages that have postage affixed. There is no additional charge for picking up multiple pieces of mail. Visit [www.usps.com](http://www.usps.com) or call 1-800-222-1811 for additional information or to schedule a pickup.

## **Holding Mail**

If you are going to be away from home, you may want to temporarily stop delivery of your mail. To hold your mail, visit [www.usps.com](http://www.usps.com), call 1-800-ASK-USPS, or fill out the “Hold Mail” form available at the Post Office. When you return, you can either pick up your mail from the Post Office or have it delivered to your home.

## **Change of Address and Mail Forwarding**

Before you move, get a copy of the *Mover's Guide* from your Post Office and return the completed form to your letter carrier or your Post Office. The *Mover's Guide* includes postcards to help you contact banks, utility companies, and magazine publishers with your new address. You can also visit [www.usps.com](http://www.usps.com) to change your address.

Notify your Post Office at least one month before you move to ensure uninterrupted mail service. All Express Mail, Priority Mail, and First-Class Mail will be forwarded at no charge for one year. Magazines and newspapers will be forwarded for 60 days.





### Signing for Mail

Some pieces of mail require a signature from the recipient at the time of delivery. This includes items sent with Express Mail, Certified Mail, COD, Insured Mail, Registered Mail, Return Receipt, and Signature Confirmation.

#### *Recipient Responsibilities*

When you sign for a piece of mail, you acknowledge delivery. The Postal Service's liability ends when you sign for the mail. You may ask the letter carrier for the sender's name and address before you accept the mail. You may not open the mail, but you may look at it as long as the letter carrier is holding it before you choose to sign for it.

#### *Delivery If Recipient Is Not Home*

If no one is home when the letter carrier attempts delivery, the letter carrier will leave a notice and return the item to the Post Office. Check the notice for specific instructions or call 1-800-ASK-USPS to have the mail redelivered. If the sender has not asked for Restricted Delivery, the carrier may deliver the mail to anyone who receives mail at that address.

### Confirming Delivery

Visit [www.usps.com](http://www.usps.com) or call 1-800-222-1811 to get delivery information on Express Mail and mail with extra services. You will need the item number from your mailing receipt or label.

### Restricting Delivery

Restricted Delivery service ensures that only a specified person (or the person's authorized agent) will receive a piece of mail. This service costs \$3.50. Restricted Delivery is only available if you also purchase Certified Mail, Insured Mail (for more than \$50 coverage), or Registered Mail.

### Filing a Claim

You can file a claim for compensation for loss or damage of Insured Mail, Registered Mail, and Express Mail. Take the damaged item and proof of its value along with the original box and packaging materials to your Post Office. A clerk will help you file your claim.

### Perishable Items

Some items require special packaging or special permission to be mailed. Call 1-800-ASK-USPS or visit your Post Office to find out how to mail these items:

- Live animals
- Fresh fruits and vegetables
- Plants

### Keep the Mail Safe: Hazardous and Restricted Materials

Some things cannot be mailed or can be mailed only in small quantities for safety and legal reasons. Call 1-800-ASK-USPS or visit your Post Office if you have questions about the item you are mailing. Restricted materials include:

- Aerosol cans
- Alcoholic beverages
- Ammunition
- Drug paraphernalia
- Fireworks
- Flammable or explosive materials
- Illegal or infectious substances
- Lottery tickets
- Poisonous materials



# Postage Rates

To calculate domestic and international rates, visit [www.usps.com](http://www.usps.com) or call 1-800-ASK-USPS.

## Simplified Rate Chart

Effective July 2002



One ounce is approximately equal to four sheets of paper plus a standard envelope.

### Express Mail®

Flat Rate Envelope	\$13.65
1 lb	\$17.85
2 lbs	\$17.85
3 lbs	\$21.05
4 lbs	\$24.20
5 lbs	\$27.30

Other rates are available up to 70 lbs.

### Priority Mail®

Flat Rate Envelope	\$3.85
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Other rates are available up to 70 lbs and are based on weight and distance. For example, a 5 lb package would cost \$6-\$12.

### First-Class Mail®

Postcard	\$0.23
1 oz	\$0.37
2 oz	\$0.60
3 oz	\$0.83
4 oz	\$1.06
5 oz	\$1.29
6 oz	\$1.52
7 oz	\$1.75
8 oz	\$1.98
9 oz	\$2.21
10 oz	\$2.44
11 oz	\$2.67
12 oz	\$2.90
13 oz	\$3.13

For heavier weights, use Priority Mail.

Surcharge for square or unusually shaped letters that weigh 1 oz or less: \$0.12.

### Parcel Post®

Rates are based on weight and distance. For example, a 5 lb package would cost \$5-\$10. Very heavy or unusually shaped items may require additional postage.

### Media Mail™

1 lb	\$1.42
2 lbs	\$1.84
3 lbs	\$2.26
4 lbs	\$2.68
5 lbs	\$3.10

Other rates are available up to 70 lbs.

### Bound Printed Matter

Rates are based on weight and distance. For example, a 5 lb package would cost \$2-\$4.

### Extra Services

Certificate of Mailing	\$0.90
Certified Mail	\$2.30
Insured Mail	starts at \$1.30
Registered Mail	starts at \$7.50
Delivery Confirmation	\$0.45-\$0.55
Signature Confirmation	\$1.80
Return Receipt	starts at \$1.75
Restricted Delivery	\$3.50

# Other Products and Services

For more information about these services, visit [www.usps.com](http://www.usps.com), call 1-800-ASK-USPS, or stop by your Post Office.

## International Mail

You can mail letters, large envelopes, and packages from the United States to other countries. As with domestic mail, you can choose the best service based on speed, cost, and extra services. To learn more about options for international mail and to calculate postage, visit [www.uspsglobal.com](http://www.uspsglobal.com) or call 1-800-ASK-USPS. Your Post Office can also help you send mail internationally.

## Military Mail

The Postal Service can deliver your letters and packages to more than 300 military Post Offices overseas. Many services available for domestic mail are also available for military mail. There may be restrictions on the size or content of your mail. Visit the domestic rate calculator at [www.usps.com](http://www.usps.com) or call 1-800-ASK-USPS for details.

## Money Orders

Money orders are a safe alternative to sending cash through the mail. A lost or stolen money order can be replaced. You can buy money orders at all Post Offices in amounts up to \$1,000 each. Most money orders cost \$0.90-\$1.25.

## Net.Post® Personal Services

You can combine the ease and speed of the internet with the power of hard copy mail. Use Net.Post Services to create and send postcards, letters, greeting cards, and newsletters conveniently from your home computer. Simply upload your documents or choose a design from the gallery, input one or more addresses, pay with a credit card, and the Postal Service does the rest. Everyone loves to receive mail, and this is an easy way to keep in touch. Net.Post Services are available at [www.usps.com](http://www.usps.com).

## Passports

Some Post Offices offer passport application and renewal services. For more information about passport application forms and locations, call 1-800-ASK-USPS or visit <http://travel.state.gov>.

## Paying for Merchandise

For a small fee, you can send merchandise COD (Collect on Delivery) and have the Postal Service collect payment from the recipient and send it to you.

If you buy and sell merchandise over the internet, Pay@Delivery combines an electronic payment service with Delivery Confirmation. You can find more information at [www.usps.com](http://www.usps.com).

## PC Postage™

Enjoy the convenience of printing postage directly from your home or office using PC Postage products. Postal Service-approved vendors offer hardware and software products that allow you to purchase and print postage using a computer and the internet. Learn more at [www.usps.com/postagesolutions](http://www.usps.com/postagesolutions).

## Post Office™ Boxes

A post office box is a great way to receive mail where and when it's most convenient for you. You can get a P.O. box at most Post Offices. Prices vary depending on the location of the Post Office and the P.O. box size.

## Stamp Collecting

If you are interested in stamp collecting or the U.S. Philatelic Magazine, visit [www.usps.com](http://www.usps.com) or call 1-800-STAMP24. Stamp products, such as mugs and t-shirts, make great gifts.

# Tips for Frequent Mailers and Small Businesses

## **Net.Post® Business Services**

You can combine the ease and speed of the internet with the power of hard copy mail. Use Net.Post Services to create and send postcards, letters, newsletters, and flyers from your computer. No more printing, stuffing, addressing, or trips to the Post Office! Simply upload your documents or choose a design from the gallery, upload your address list, pay with a credit card, and the Postal Service does the rest. This is a great way to remind customers about an upcoming sale, advertise new products, invite members to a meeting, or announce the opening of a new store. Net.Post Services offer discounted postage rates and Certified Mail service. Check them out at [www.usps.com](http://www.usps.com).



## **Postage Solutions**

Postage meters and PC Postage products offer the convenience of postage when you need it from your home or office. Many PC Postage products include valuable features, such as software accounting of mailing expenses and integrated scales for exact postage calculations. Learn more at [www.usps.com/postagesolutions](http://www.usps.com/postagesolutions).

## **Discounted Rates**

If you have larger volumes of mail and are willing to invest some time learning more about preparing and sorting mail, you might qualify for lower postage rates. To qualify for these rates, you must mail at least 200 newsletters, flyers, or ads or 500 or more postcards, letters, or invoices at a time. To learn more about whether bulk mail is right for your small business or organization, visit Business Mail 101 at [www.usps.com](http://www.usps.com). To learn more about discounted international rates, visit [www.uspsglobal.com](http://www.uspsglobal.com).

## **Pickup Service**

For a fee of \$12.50, the Post Office will pick up stamped or metered Priority Mail, Express Mail, and Parcel Post packages from your small business or organization. There is no additional charge for picking up multiple pieces of mail. For same day requests, pickups are usually made within 2 hours. Correct postage must be affixed to each piece prior to pickup. Call 1-800-222-1811 or visit <http://pickup.usps.com/pickup> for additional information or to schedule a pickup.

## **Free Supplies**

If you mail a lot of Priority Mail or Express Mail items, you can save trips to the post office by ordering your packaging supplies online at [www.usps.com](http://www.usps.com) or by calling 1-800-222-1811.

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This guide answers many questions about our products and services. If you have special mailing needs or questions not answered here, call 1-800-ASK-USPS or visit your Post Office.



**Where can I buy stamps?**

**Visit [www.usps.com](http://www.usps.com) or call 1-800-ASK-USPS if you need to:**

- www.usps.com
- 1-800-STAMP24
- Stamp vending machines
- By mail
- Supermarkets
- Post Offices

- Find ZIP Codes
- Calculate domestic and international postage rates
- Change your address
- Track or confirm a delivery
- Locate a Post Office and its hours
- Put your mail on hold
- Schedule a pickup

**Customer Concerns**

If you are unhappy with our service, we want to know. Give us the opportunity to serve you better by visiting [www.usps.com](http://www.usps.com), calling 1-800-ASK-USPS, or speaking to the Postmaster or manager at your Post Office.

**Domestic Mail Manual 100 Series**

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