



## **External Frequently Asked Questions** Extra Services/Extra Service Forms May 2015

**Q: How will the postal carrier know that Adult Signature is required for Certified Mail when the only marking is on the customer copy?**

**A:** The item should have the marking that Adult Signature is required. As well, the handheld scanner will prompt the delivery person. This service is not for retail customers to purchase, only commercial mailers.

**Q: How will the carrier know that restricted delivery is required for Collect on Delivery (PS 3816)?**

**A:** The scanner will prompt the carrier for COD Restricted Delivery based on the new STCs.

**Q: Can I order the Label 875, Special Handling-Fragile?**

**A:** Every Post Office will get a roll of 1,000 labels to have on hand, and they are also available to customers for ordering through the Postal Store. Mailers/Post Offices should continue to mark the pieces **Special Handling-Fragile** until they receive the labels.

**Q: How does the Return Receipt work on the PS Form 3800?**

**A:** The hardcopy PS Form 3811, Domestic Return Receipt, or any USPS-approved facsimile, will include an IMpb that will be electronically linked to the IMpb for the applicable extra service for the mailpiece (including Certified Mail PS Form 3800). The IMpb on the return receipt will provide tracking visibility to mailers similar to that provided for other extra services requiring an IMpb.

**Q: If I forget to purchase a return receipt at the time of mailing, do I have another option to obtain one?**

**A:** As a reminder: the option for purchasing a *return receipt after mailing* was eliminated on May 31, 2015. Mailers wishing to receive a copy of the delivery record (including the recipient's signature obtained at the time of delivery) will still be able to do so by purchasing the return receipt at the time of mailing.

**Q: PS Form 3811 has a barcode under Article Addressed to. What is that barcode used for?**

**A:** For acceptance to scan at the time of mailing, including when purchased at retail Postal locations. The receipts are normally already affixed to the mailpiece requiring barcodes to be on both sides. (Note: these barcodes will not match the barcode of the host extra service; they are intended to be separately unique).

**Q: Do you still need the PS Form 3800 if the Return Receipt now has a barcode on it?**

**A:** Yes, you still need the PS Form 3800 as it provides tracking for the Certified Mail service.

**Q: It didn't look like there were any changes to the red barcoded Label 200, but can you confirm that I am interpreting that correctly?**

**A:** That is correct; there are no changes to the Label 200, Registered Mail.



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**Q: If customer insures a package but does not indicate that the item is fragile or includes the Label 875 and also pays the fees, does this void the insurance?**

**A:** No, nothing has changed with insurance for fragile items. The mailer would have to package the item appropriately to withstand normal handling and the claim would be assessed accordingly.

**Q: Do you know if there is a DMM regulation prepared for the Fragile charges? I could not locate anything on the current version.**

**A:** It is not merely "Fragile" charges; it is specifically **Special Handling-Fragile**. No changes were made in instances where the customer marks their package with just the word 'fragile'. Yes, there are standards in the DMM (503.1.0 and 503.10.1.3) about Special Handling-Fragile, and the fees are also in the Notice 123-Price List. Complete prices and information can be obtained at: <http://pe.usps.gov/>.

**Q: Will I be charged the Special Handling-Fragile for items marked Perishable or Cremated Remains?**

**A:** No, there is no fee for perishable items or items containing cremated remains. Special Handling-Perishable and Special Handling-Cremated Remains are new extra service codes to identify that type of contents in the mailstream.

**Q: Will mailers be charged the Special Handling-Live Animal Transportation fee for all shipments containing Live Animals?**

**A:** No, the Live Animal Transportation Fee is not new, and is a required fee specifically for day-old poultry, sent Priority Mail Express or Priority Mail to Zones 5-9. It is not an extra service fee to apply to any Live Animal shipment.

**Q: Does Special Handling-Fragile eliminate the need for insurance?**

**A:** No, Special Handling is not insurance coverage and further, does not void insurance if also purchased. The standards for Special Handling did not change. Special Handling is now an umbrella of content categories and extra service codes that includes Special Handling-Fragile service.



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**Q: What changed with the insurance threshold of \$200.00?**

**A:** The Postal Service is adjusting the availability of a domestic return receipt from items insured for more than \$200.00, to items insured for more than \$500.00, which aligns with the threshold changes to insured mail for which USPS™ obtains a delivery record (that includes the recipient's signature).

**Q: Is the Postal Service no longer marking packages as fragile without charging the customer the \$10.35 fee?**

**A:** No. The required marking (when the service is requested and the fee has been paid) is **Special Handling-Fragile** (or optionally abbreviated as S.H.-Handling).

**Q: Will the local Postmaster send the approval letter for the privately printed Certified Mail form?**

**A:** No. Our National Customer Support Center (NCSC) approves privately printed extra service forms and labels including the barcode certification.

**Q: What is the cost (fee) for the Label 875, or do we supply them for free?**

**A:** The labels themselves are free; the charge for the **Special Handling-Fragile** service is \$10.35.

**Q: I received a letter indicating there will be new forms for Certified mail, I have already placed an online order for forms, but the letter also indicates that there will be new rates for Certified services; can I please get those rates?**

**A:** Complete prices and information can be obtained at: <http://pe.usps.gov/>.

**Q: Can you please send us updated information regarding the new Domestic Extra Service Labels so we can relay the information to all our Departments.**

**A:** Certain new or revised Extra Service forms can either be printed by customers at: <http://about.usps.com/forms-publications/welcome.htm> (PS Forms 3606, 3606-D, 3665, 3806, 3811-A, and 3877) or ordered online at:

<https://store.usps.com/store/> (PS Forms 153, 3800, 3811, 3813, 3813-P, 3816, and Label 875). This link is to the Postal Bulletin article on the Price Change:

<http://about.usps.com/postal-bulletin/2015/pb22415/html/welcome.htm>

**Q: Will these changes to extra services forms impact private printers of Certified Mail?**

**A:** For mailers who privately print Extra Service forms, the same certification process as stated in DMM 503.1.7.2 must be followed for the new or revised forms and the privately printed forms must be updated through our National Customer Support Center (NCSC).

**Q: Can you provide a brief summary of how the Firm Book is used?**

**A:** The PS Form 3877 is used as a firm sheet for Accountable Mail in place of individual postmarked mailing receipts. There is no fee for a firm sheet unless a duplicate sheet/page is requested or it is being used separately as an international certificate of mailing (with fee per piece listed).



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**Q: Our office is wondering about postage change on our meter, its reading .485 instead of .48 cents. Is this normal?**

**A:** Your meter provider should be able to assist you anytime that they apply new prices into your meter, however, .485 is now the current metered mail price. Complete prices are available at: <http://pe.usps.gov/> .

**Q: How should a Retail Post Office location be handling items presented by customers with the old forms affixed and/or already completed?**

**A:** For all forms, including Return Receipt, the optimal situation is to have customers use the new forms. However, if the customer is unable or unwilling to complete new forms, the mailing with the old forms affixed should still be accepted and processed. Post Offices have procedures on handling items with return receipts that are already prepaid (i.e. by meter, stamps, PC Postage, and which usually includes a PS Form 3877 Firm Sheet for postmarking (date-stamping)). Customers are being advised that they will not receive the tracking-visibility on the non-barcoded Return Receipts as they would with the new forms under this condition. If a customer needs to purchase postage (not prepaid) for items with old forms attached, a temporary barcode for acceptance scanning only may be applied to non-barcoded Return Receipt by an acceptance employee. This is a temporary process that will allow the non-barcoded Return Receipt transactions to be accepted into USPS Retail systems. However, these barcode labels will not be active for tracking purposes. The new barcoded PS Form 3811 (dated April 2015) is the only means to get visibility for the Return Receipt.