

Final Redlines COD Redesign August 12, 2016

DMM 115 – Priority Mail Express – Mail Preparation

2.3 Signature Required

For editions of Priority Mail Express Label 11-B or Label 11-F printed on or after January 2012, a mailer sending a Priority Mail Express item, *and requiring the addressee's signature*, must instruct USPS to obtain a signature from the addressee upon delivery of the item by checking the "signature required" box on Label 11-B or Label 11-F or indicating signature is requested on single-ply commercial label. If the signature required box is selected, an image of the signature will be provided to mailers when accessing delivery information. A mailer must select signature service for Priority Mail Express COD **HFPU**, or Priority Mail Express with additional insurance.

DMM 215 – Priority Mail Express – Mail Preparation

2.3 Signature Required

For editions of Priority Mail Express Label 11-B or Label 11-F printed on or after January 2012, a mailer sending a Priority Mail Express item, *and requiring the addressee's signature*, must instruct USPS to obtain a signature from the addressee upon delivery of the item by checking the "signature required" box on Label 11-B or Label 11-F or indicating signature is requested on single-ply commercial label. If the signature required box is selected, an image of the signature will be provided when accessing delivery information. **A mailer must select signature service for Priority Mail Express COD HFPU, or Priority Mail Express with additional insurance.**

DMM 503 Extra and Additional Services

- 1.0 Basic Standards for All Extra Services
- 2.0 Registered Mail
- 3.0 Certified Mail
- 4.0 Insured Mail
- 5.0 Certificates of Mailing
- 6.0 Return Receipt
- 7.0 USPS Tracking
- 8.0 USPS Signature Services
- 9.0 Collect on Delivery **Hold for Pickup** (COD **HFPU**)
- 10.0 Special Handling
- 11.0 Intelligent Mail Barcode Tracing
- 12.0 Money Orders
- 13.0 Return Receipt for Merchandise

Exhibit 1.4.1 Eligible Matter—Domestic Destinations

EXTRA SERVICE

ELIGIBLE MAIL CLASS

**ADDITIONAL
COMBINED SERVICES**

**REGISTERED MAIL
REGISTERED MAIL
RESTRICTED DELIVERY**

**PRIORITY MAIL
FIRST-CLASS MAIL
FIRST-CLASS PACKAGE
SERVICE**

**REGISTERED MAIL COD
HFPU
RETURN RECEIPT
SIGNATURE
CONFIRMATION**

Return Receipt

(Form 3811 must bear an IMpb linked to the IMb for the host extra service for the appended mailpiece.)

Priority Mail

Express
(Form 3811 only)
Priority Mail³
First-Class Mail³
**First-Class
Package Service³**
**Standard Mail
(parcels only)^{2, 4, 7}**
Parcel Select³
**Parcel Select
Lightweight⁴**
**USPS Retail
Ground^{3,5}**
**Bound Printed
Matter⁵**
Library Mail⁵
Media Mail⁵

Certified Mail

**Certified Mail Restricted
Delivery**
**Certified Mail Adult
Signature Required**
**Certified Mail Adult
Signature Restricted
Delivery**
Collect on Delivery HFPU
**Collect on Delivery HFPU
Restricted Delivery**
Registered Mail
**Registered Mail
Restricted Delivery**
USPS Tracking⁴
**Signature Confirmation
Restricted Delivery**
(Form 3811 only)
Signature Confirmation
(Form 3811 only)
Insurance
(if insured >\$500.00, Form
3811 only.)
**Special Handling-Fragile
Adult Signature
Requested¹**
(Form 3811 only)
**Adult Signature
Restricted Delivery¹**

(Form 3811 only)
Parcel Airlift (PAL)

USPS Signature Services

Signature Confirmation	Priority Mail First-Class Mail (parcels only; electronic option only) First-Class Package Service (electronic option only) USPS Retail Ground Parcel Select Parcel Select Lightweight Bound Printed Matter Library Mail Media Mail	Collect on Delivery Hold for Pickup (COD HFPU) Insurance (if < or =\$500) Registered Mail Registered Mail Restricted Delivery Return Receipt⁶ (Form 3811 only) Special Handling-Fragile Hold For Pickup
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Signature Confirmation Restricted Delivery	Priority Mail³ First-Class Mail^{2,3} First-Class Package Service USPS Retail Ground Parcel Select Parcel Select Lightweight⁴ Bound Printed Matter Library Mail Media Mail	Collect on Delivery Hold for Pickup (COD HFPU) Insurance (if < or =\$500) Registered Mail Return Receipt⁶ (Form 3811 only) Special Handling-Fragile Hold For Pickup
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Collect on Delivery Hold for Pickup (COD HFPU) Restricted Delivery	Priority Mail Express (1-Day and 2-Day only) Priority Mail First-Class Mail First-Class Package Service USPS Retail Ground Parcel Select	Return Receipt Signature Confirmation² (not available for purchase with Priority Mail Express COD HFPU) Special Handling-Fragile Hold For Pickup
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**Parcel Select
Ground
Bound Printed
Matter²
~~Library Mail~~
~~Media Mail~~**

Special Handling

Special Handling- Fragile

**Priority Mail Express
Priority Mail
First-Class Mail
First-Class Package
Service
USPS Retail Ground
Parcel Select
Bound Printed Matter
Library Mail
Media Mail**

**Collect On Delivery ~~Hold for Pickup~~
(COD **HFPU**)
Insurance
Return Receipt⁶
Return Receipt for Merchandise
Signature Confirmation²
Parcel Airlift (PAL)**

1. Not at retail.
2. Parcels only.
3. If **also** purchased with Certified Mail, COD **HFPU**, insurance over \$500.00 or Registered Mail, **as eligible for the mail class**.
4. If **also** purchased with bulk insurance over \$500.00.
5. If **also** purchased with COD **HFPU** insurance over \$500.00, **as eligible for the mail class**.
6. If purchased with insurance over \$500.00, COD **HFPU**, Registered Mail, or Signature Confirmation Restricted Delivery.
7. Excludes Marketing Parcels.

Exhibit 1.4.2 Eligible Matter—Offshore Domestic Destinations

EXTRA SERVICE	APO/FPO/DPO	US TERRITORIES AND POSSESSIONS	FREELY ASSOCIATED STATES
COD HFPU	No	Yes	Limited ³

1.5 Mailing

1.5.1 Where to Mail

Some extra services may be purchased online or mailpieces may be presented to a retail employee at a Post Office, station, or branch (including any authorized contractor). Except for Registered Mail (see 2.0), COD **HFPU** (see 9.0), and Adult Signature (see 8.0), items with postage and extra service fees affixed may be placed in, but not on, a Post Office maildrop, a street letterbox, or a rural mailbox, or may be given to the carrier (for that delivery address). A mailer may schedule a Pickup on Demand, or schedule a Package Pickup using www.usps.com for items bearing extra services (except for Registered Mail, COD **HFPU**, and Adult Signature in certain circumstances); however a physical scan must be received from the USPS as evidence of acceptance (See 1.10 for obtaining mailing receipts for extra service items). Items with extra services bearing a permit imprint must be accepted at the Post Office that issued the permit, at a time and place designated by the Postmaster, except as provided for plant-verified drop shipments.

1.5.2 Presenting to Rural Carriers

Mail with extra services may be presented to rural carriers for mailing. When Registered Mail, Insured Mail, Certificate of Mailing, Collect on Delivery **Hold for Pickup** (COD **HFPU**) (**shipping label must already be affixed**), and Adult Signature in certain circumstances, is desired, additional conditions under the standards for the extra service must be met. The USPS is not liable for any article or money left in a rural mailbox until the carrier issues a receipt.

1.10 Receipts

Except for domestic certificates of mailing under 5.0, the mailer receives a USPS sales receipt and the postmarked (round-dated) extra service form for services purchased at retail channels. The mailer must provide the receipt when submitting an insurance claim or filing an inquiry. For articles mailed via PC Postage or other online services, the mailer may access a computer printout online that identifies the applicable extra service number, total postage paid, insurance fee amount, declared value, declared mailing date, origin ZIP Code, and delivery ZIP Code. For three or more pieces with extra or accountable services (includes international Certificate of Mailing) presented for mailing at one time, the mailer uses Form 3877 (firm sheet) or USPS-approved privately printed firm sheets (see 1.7.2) in lieu of the receipt portion of the individual form. All entries made on firm sheets must be computer-generated or made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting employee. Obliterate all unused portions of the addressee column with a diagonal line. USPS-approved privately printed firm sheets that contain the same information as Form 3877 may be approved by the local Postmaster or manager Business Mail Entry. The mailer may omit columns from privately printed Form 3877 that are not applicable to extra service requested. If the mailer wants the firm sheets receipted by the USPS (postmarked), the mailer must present the firm sheets with the articles to be mailed at a Post Office. The postmarked firm sheets become the mailer's receipts. For Registered Mail and COD **HFPU** (**when Label 3816 is used**), the mailer submits the forms in duplicate and receives one copy as a mailing receipt after the entries are verified by the postal employee accepting the mailing. Except for Registered Mail and COD **HFPU** items, the USPS keeps no mailing records for mail pieces bearing extra services.

DMM 503.2 Registered Mail

2.1.5 Registered COD HFPU Mail

Sealed domestic mail bearing ~~First-Class Mail~~, First-Class Package Service or Priority Mail postage may be sent as registered COD HFPU mail when meeting the standards in 9.0 and as follows:

- a. Such mail is handled the same as other Registered Mail.
- b. The maximum amount collectible from the recipient on one article is \$1,000.00. Indemnity is available up to the registry limit of \$50,000.00 by paying the registry fee for the value declared. The total fees charged for registered COD HFPU service include the proper registry fee for the value declared plus the registered COD HFPU fee. The mailer must declare the full value of the article being mailed, regardless of the amount to be collected from the recipient.
- c. The registered label and the COD HFPU label/~~form~~ must be affixed to each article. The registration number is used for delivery receipt and indemnity claims.

DMM 503.4 - Insured Mail

4.1.1 Additional Insurance-Priority Mail Express

Additional insurance, up to a maximum coverage of \$5,000.00, may be purchased for merchandise valued at more than \$100.00 sent by Priority Mail Express. The additional insurance fee is in addition to postage and other fees. See Notice 123—Price List. ~~The insurance fee is entered in the block marked "Insurance" on the mailing label. If the label does not contain this block, the mailer uses the "COD HFPU" block by crossing out "COD HFPU," writing "INS" to the right, and entering the fee for the coverage.~~

Coverage is limited to the actual value of the contents, regardless of the fee paid, or the highest insurance value increment for which the fee is fully paid, whichever is lower. When "signature required" service is not requested or when "waiver of signature" is requested, additional insurance is not available.

DMM 503.9 Collect on Delivery ~~Hold for Pickup~~ (COD HFPU)

9.1.1 Description

Collect on ~~Delivery Hold for Pickup~~ (COD HFPU) is subject to the basic standards in 1.0, ~~and 508.7.0 for HFPU~~; see 1.4 for eligible matter. Any mailer may use COD HFPU to mail an article (using a unique COD HFPU number for each article) for which the mailer has not been paid and have its price and the cost of the postage collected (not to exceed \$1,000.00) from the addressee (or agent) ~~and held for pickup at the Post Office of the addressee~~. COD HFPU service provides the mailer with a mailing receipt and the USPS maintains a record of delivery (including the recipient's signature). The recipient has the option to pay the COD HFPU charges (with one form of payment) by cash, ~~pin-fed~~

~~debit card~~, or a personal check or money order made payable to the mailer (accepted by the USPS employee upon the recipient's presentation of adequate identification). The USPS forwards the check or money order to the mailer. If payment is made by cash, a money order fee ~~is will be collected from the recipient separately included in the amount collected from the recipient~~ (unless the mailer is authorized to participate in electronic funds transfer (EFT) for the remittance (contact the National Customer Support Center (NCSC) (See 608.8.0) for EFT enrollment information), in addition to the COD **HFPU** amount. The Postal Service cannot intervene in disputes between mailers and recipients of COD **HFPU** mail after payment was returned to the mailer. Customers may obtain a delivery record by purchasing a return receipt. Bulk proof of delivery service (7.0) is also available if electronic return receipt service is purchased at the time of mailing.

9.1.2 Additional Conditions for COD **HFPU Mail**

COD **HFPU** service is available under the following additional conditions:

- a. The name and address of the person to whom the remittance is to be sent must appear in the proper location on the COD **HFPU** ~~label form~~ and in the return address area on the COD **HFPU** article with the postal endorsements for return if undeliverable. The return address must be the same in both locations. ~~except that a mailer using a privately printed COD form may print a different address on the remittance coupon where payments are to be sent.~~
- b. The mailer guarantees to pay any return postage, unless otherwise specified on the ~~label form~~.
- c. The goods shipped are ordered by the addressee.
- d. COD **HFPU** service may not be used for:
 1. Articles sent to international destinations, or from an APO/FPO/DPO address, including official mail and shipments to Armed Forces agencies.
 2. The return of merchandise about which some dissatisfaction arises, unless the new addressee consents in advance to such return.
 3. The mailing of only bills or statements of account, even with the addressee's consent. If a legitimate COD **HFPU** shipment of merchandise is mailed, the balance due on a past or expected transaction may be included in the charges on a COD **HFPU** article, if the addressee consents in advance to such action. In such a case, USPS indemnity is limited to the value of the article lost or damaged, not the full COD **HFPU** charges to be collected.

9.1.3 Registered COD **HFPU Mail**

Sealed domestic mail bearing ~~First-Class Mail~~, First-Class Package Service, or Priority Mail postage may be sent as registered COD **HFPU** mail as provided under 9.0 and 2.1.5.

9.1.4 Priority Mail Express COD **HFPU**

Any article sent COD **HFPU** also may be sent by Priority Mail Express (1-Day and 2-Day service only) when a signature is requested. The maximum amount collectible from the addressee on one article is \$1,000.00, and indemnity is limited to \$1,000.00. Priority Mail Express postage and the proper

COD **HFPU** fees must be paid. Both the Priority Mail Express label and COD **HFPU label** must be affixed to each article.

9.1.5 Mailing

COD **HFPU** mail must be presented for mailing as provided in 1.5 to the local Post Office or to rural carriers when the articles are prepared properly, with stamps for the required postage and fees affixed. If the mailer wants insurance for an amount more than the COD **HFPU** amount to be collected, that amount must be shown.

9.1.6 Identifying Number

Each COD **HFPU** articles is identified by a number on each section of the COD **HFPU label or form**. When COD **HFPU** is used with Priority Mail Express, ~~or Registered Mail, Hold For Pickup service or,~~ a separate barcoded shipping label (under 1.7), the mailer must place both the label and the COD **HFPU label or form** on the front of the article. The Priority Mail Express article number or the Registered Mail number is used for delivery receipt and indemnity claims.

~~**9.1.8 Delivery**~~

~~Except for Priority Mail Express COD, a Postmaster may restrict delivery of COD mail if the amount to be collected makes the carrier a potential target for theft or if previous experience indicates that the addressee will be unavailable to receive the article at the time of delivery.~~

9.2 Labels

9.2.1 Label 3816 COD HFPU

The mailer must securely affix a completed COD **HFPU Label 3816** (~~retail version, see forms at <http://pe.usps.gov/>~~) or **Form 3816-AS** (USPS approved privately printed version under 1.7) to each article. The **form label** must be attached (~~or enclosed in an accessible clear envelope or pouch~~) either above the delivery address and to the right of the return address, or to the left of the delivery address on parcels. ~~When a mailer uses a Form 3816-AS that does not provide detachable second and third copies, Form 3877 also must be used.~~ Privately printed or computer-generated firm sheets may be used under the standards in 1.10. The mailer must submit firm sheets in duplicate and will receive one copy of the postmarked form as a mailing receipt (~~in lieu of Copy 3 of Form 3816 or Form 3816-AS~~) after the entries are verified by a postal employee. The acceptance Post Office retains the second copy.

9.2.2 Completing COD HFPU Labels Forms

The label ~~form~~ must show article number, name and domestic address of the mailer, ~~and the hold for pickup Post Office location for the addressee sender and name and Post Office address of the recipient,~~ and the amount due from the mailer (for payments made in cash, the money order fee necessary to make remittance will be collected from the recipient separately and is not included in the amount due the mailer indicated on the label); ~~and amount of the money order fee necessary to make remittance.~~ The USPS is not responsible for errors that a mailer makes in stating the charges to be collected. The information required on the COD HFPU label must be handwritten, typed or computer generated in ink. The mailer may not stipulate a specific payment method on the COD HFPU label.

9.2.3 Nursery Stock

A firm that mails nursery stock may use Form 3816-AS and include instructions for disposing of shipments not delivered immediately by printing instructions on the back of the delivery office part of the COD HFPU form (item a) and on the remittance coupon (item b) as follows:

- a. "If recipient refuses to pay charges for any reason, deliver at once without collecting the charges. See remittance coupon for further instructions."
- b. "Return this coupon with payment. If parcel is delivered without collection of charges, or is destroyed after 10 days, check disposition and send coupon to sender in penalty envelope."
 - Delivered to addressee without collecting charges.
 - Destroyed after 10 days.

DMM 503.12 - Money Orders

12.3.8 COD HFPU Parcel

No payment is made when a money order is issued in return for a COD HFPU parcel, and is presented by the addressee (purchaser), and the money order is not endorsed by the payee (shipper) or the payee has not authorized payment to the purchaser by written approval.

DMM 507.1 - Treatment of Mail

1.3 Directory Service

USPS letter carrier offices give directory service to the types of mail listed below that have an insufficient address or cannot be delivered at the address given (the USPS does not compile a directory of any kind):

- a. Mail with extra services (certified, COD HFPU, registered, special handling).

1.8.5 Extra Services

If a return receipt is attached to a certified, Collect on Delivery Hold for Pickup (COD HFPU), ~~numbered~~ insured, registered, return receipt for merchandise, or Priority Mail Express piece to be returned, the reason for nondelivery is shown on the face of the piece. The receipt stays attached to the piece and is returned to the sender. Registered Mail is returned through the registry system. The sender must sign a delivery receipt for returned Priority Mail Express, Registered Mail, COD HFPU articles, Adult Signature services, and mail insured for more than \$500. Returned Priority Mail Express (when waiver of signature is requested by the sender), Certified Mail, and mail with Signature Confirmation or return receipt for merchandise service may be returned to the sender without obtaining a signature when those mailpieces are returned as undeliverable.

1.8.7 Post Office Box

Deliverable mail addressed to a Post Office box is not returned until after the box is declared vacant, except for certified, collect on delivery (COD HFPU), insured, registered, postage due, Adult Signature and perishable mail.

DMM 507.2 - Forwarding

2.3.7 Extra Services

Certified, Collect on Delivery Hold For Pickup (COD HFPU), USPS Tracking, insured, registered, Signature Confirmation, Adult Signature, return receipt for merchandise, and special handling mail, is forwarded to a domestic address only without additional extra service fees, subject to the applicable postage charge.

DMM 507.3 Premium Forwarding Service

3.3 Premium Forwarding Service Commercial

3.3.3 Conditions

g. Priority Mail Express, or mailpieces with USPS Tracking, Certified Mail, COD HFPU, insurance, Signature Confirmation, or Adult Signature are shipped to the destination delivery office Postmaster separately, for proper handling

DMM 507.4 (Address Correction Services)

4.3.2 Extra Services

A change-of-address order to a domestic address covers Certified Mail, COD **HFPU** insured, Registered Mail, Signature Confirmation, Adult Signature services, and return receipt for merchandise mail unless the sender gives other instructions. This mail is treated as follows:

- a. COD mail is not forwarded to overseas military Post Offices.
- b. Ordinary and insured parcels marked with the mailer's instructions are treated following instructions, such as: "Do not forward or return. If not accepted within _____ days, treat as abandoned. Notify mailer of disposition."
- c. COD mail will be handled as requested when marked under 503.9.0.

4.3.4 Holding Mail

At the sender's request, the delivery Post Office holds mail, other than Registered Mail, insured, Certified Mail, ~~COB~~, Adult Signature, Signature Confirmation and return receipt for merchandise, for no fewer than 3 days nor more than 30 days. A specific retention time of not less than 3 nor more than 30 days, if requested, must be included by the sender in the return address on the mailpiece (e.g., "Return in 30 days to" followed by sender's return address).

DMM 508 – Recipient Services

508.1.1.3 Refusal After Delivery

After delivery, an addressee may mark a mailpiece "Refused" and return it within a reasonable time, if the piece or any attachment is not opened. Mail that may not be refused and returned unopened under this provision may be returned to the sender only if it is enclosed in a new envelope or wrapper with a correct address and new postage. The following may not be refused and returned postage-free after delivery:

- a. Pieces sent as Registered Mail, insured, Certified Mail, **Collect on Delivery Hold for Pickup** (COD **HFPU**), Adult Signature and return receipt for merchandise.

508.1.1.7 Priority Mail Express and Accountable Mail

The following conditions also apply to the delivery of Priority Mail Express, Registered Mail, Certified Mail, mail insured for more than \$500.00, Adult Signature, **or** COD **HFPU**, as well as mail for which a return receipt is requested or the sender has specified restricted delivery.

f. A notice is provided to the addressee for a mailpiece that cannot be delivered. If the piece is not called for or redelivery is not requested, the piece is returned to the sender after 15 days (5 days for Priority Mail Express, ~~15 days for COD~~), unless the sender specifies fewer days on the piece.

508.1.8.1 Procedures

d. A CMRA is authorized to accept the following accountable mail from their customers for mailing at the Post Office: insured, ~~COB~~, Priority Mail Express, Certified Mail, USPS Tracking, and Signature Confirmation mail. The sender (CMRA customer) must present accountable mail items not listed to the Post Office for mailing.

508.7.2.5 Extra Services

Hold For Pickup service may be combined with Package Intercept (under 507.5.0) or any of the following extra services (meeting the applicable standards under 503):

- a. USPS Tracking.
- b. Insured mail.
- c. Signature Confirmation.
- d. Adult Signature Required and Adult Signature Restricted Delivery
- e. ~~COB~~.

DMM 602 - Addressing

1.5.3 Required Use of Return Addresses

The sender's domestic return address must appear legibly on:

- a. Mail of any class bearing a printed ancillary service request or an ancillary service request embedded within an Intelligent Mail barcode.
- b. Official mail.
- c. Mail paid with precanceled stamps (except Standard Mail pieces weighing 13 ounces or less and bearing a mailer's postmark in accordance with 604.3.4).
- d. Matter bearing a company permit imprint.
- e. Priority Mail.
- f. Periodicals in envelopes or opaque wrappers.
- g. USPS Retail Ground.
- h. Package Services (except unendorsed Bound Printed Matter).
- i. Parcel Select.
- j. Registered Mail.
- k. Insured mail.
- l. Collect on Delivery **Hold for Pickup** (COD **HFPU**) mail.

3.1.2 Prohibited Use

Alternative addressing formats may not be used on:

- a. Priority Mail Express pieces.

- b. Mail with any ancillary service endorsement under 507.1.1 through 507.1.8, except as allowed for First-Class Mail, First-Class Package Service parcels, or Priority Mail under 507.1.5.1b.
- c. Periodicals intended to count as subscriber or requester copies to meet the applicable circulation standards.
- d. Mail addressed to an overseas military Post Office under 703.2.2.
- e. Mail with the following extra services:
 - 1. Registered Mail.
 - 2. Certified Mail.
 - 3. Insured mail.
 - 4. Return receipt.
 - 5. Restricted delivery.
 - 6. Return receipt for merchandise.
 - 7. Signature Confirmation.
 - 8. Collect on Delivery **Hold for Pickup** (COD **HFPU**).

DMM 604 – Postage Payment Methods and Refunds

4.6.1 Mailing Date Format

The mailing date in meter indicia must meet the format standards in this section. The year must be represented by all four digits or by the last two digits. Mailers may print the indicia directly onto mailpieces or onto separate labels or tape affixed to mailpieces. The mailing date format used in the indicia is also subject to the following conditions.

- a. Complete Date. Mailers must use a complete date for the following:
 - 1. All Priority Mail Express, Priority Mail, First-Class Mail, and First-Class Package Service pieces.
 - 2. All mailpieces with Insured Mail, COD **HFPU** (only when a manual office COD **HFPU** Label **3816** is used), or Special Handling service.

9.2.4 Postage and Fee Refunds Not Available

Refunds are not made for the following:

- a. An application fee to use permit imprints.
- b. Collect on Delivery **Hold for Pickup** (COD **HFPU**), Priority Mail Express insurance, insured mail, and Registered Mail fees, after the USPS accepts the article (even if the article is later withdrawn from the mail).

11.1.3 Quality Control

PDWA customers may elect to establish a quality control program to ensure that all missorted and accountable mail (including Certified Mail, ~~Collect on Delivery (COD)~~, return receipt for merchandise, USPS Tracking, Adult Signature, and Signature Confirmation) is identified and returned to the servicing Post Office prior to being opened. If the customer elects to not implement a quality control program, the customer must assume all responsibility for claims filed by clients who returned their product to them via accountable mail. The program must include:

DMM 609 - Filing Indemnity Claims for Loss or Damage

1.1 Extra Services With Indemnity

A customer may file an indemnity claim for insured mail, COD **HFPU** items, Registered Mail with postal insurance, or Priority Mail Express. See Publication 122, available on www.usps.com, for additional information.

1.3 Who May File

A claim may be filed by:

- a. Either the mailer or addressee, for damaged articles or articles with some or all of the contents missing.
- b. Either the mailer or addressee who is in possession of the original retail mailing receipt, or in possession of the online label record or computer printout of the Web-based application as described in 3.1d., for lost articles.
- c. Only the merchandise return permit holder, for merchandise return service (MRS) parcels that are registered or insured as indicated by the permit holder on the MRS label.
- d. Only the mailer, when the mailer has added and paid for insurance on merchandise return service parcels.
- e. Only the mailer, for insured or collect on delivery (COD **HFPU**) parcels paid using eVS under 705.2.9.

1.4 When to File

File claims as follows:

- a. *Damaged or Missing Contents*: customers should file a claim immediately but must file no later than 60 days from the date of mailing.
- b. *Lost Articles*: customers must file a claim within the time limits in the chart below.

MAIL TYPE OR SERVICE	When to File (from Mailing Date)	
	No Sooner Than	No Later Than
Priority Mail Express	7 days	60 days
Priority Mail Express COD HFPU	±5 days	60 days

Registered Mail	15 days	60 days
Registered COD HFPU	15 days	60 days
Insured Mail (including Priority Mail under 503.4.2)	15 days	60 days
COD HFPU	15 days	60 days
APO/FPO Priority Mail, Express Military Service	21 days	180 days
APO/FPO/DPO Insured Mail and registered Mail (Priority Mail, First-Class Mail, SAM, or PAL)	45 days	1 year
APO/FPO/DPO Insured Mail (Surface only)	75 days	1 year

1.5 Where and How to File

1.5.1 Claims Filed Online

Domestic indemnity claims should be filed online (preferred) at www.usps.com/domestic-claims for domestic insured mail, COD **HFPU**, Registered Mail with postal insurance, and Priority Mail Express. Proof of value is required and should be submitted online as an uploaded file (.pdf or .jpeg). Evidence of insurance must be retained by the customer until the claim is resolved. Upon written request by the USPS, the customer must submit proof of damage (see 2.0) for damaged items or missing contents, in person to a local Post Office for inspection, retention, and disposition in accordance with the claims decision.

3.0 Providing Evidence of Insurance and Value

3.1 Evidence of Insurance

For a claim involving articles listed in 1.1, the customer must retain evidence showing that the specific USPS service was purchased, until the claim is resolved. Examples of acceptable evidence are:

- The original mailing receipt issued at the time of mailing (~~retail insured mail~~, Registered Mail ~~and COD~~ receipts must contain a USPS postmark). For insured mail **and COD HFPU**, a photocopy of the original **retail** mailing receipt is acceptable.
- The outer packaging showing the names and addresses of the sender and the addressee and the proper label showing that the article was sent insured, COD **HFPU**, Registered Mail with postal insurance, or Priority Mail Express. (If only the outer packaging is submitted, indemnity can be limited to \$100 for insured, \$50 for COD **HFPU**, \$100 for Registered Mail, and \$100 for Priority Mail Express.)
- For Priority Mail Express items accepted under a Priority Mail Express Manifesting agreement in 705.2.0, a copy of the manifest page showing the Priority Mail Express label number for the item; the manifest summary page for the mailing date of the piece; a copy of Form 3152-E round-dated by the accepting Post Office; and a copy of the USPSCA monthly statement that lists the label number and postage for the mailpiece. If the customer purchased additional insurance, a copy of the round-stamped Form 3877 also must be submitted.

d. For insurance or COD **HFPU**, purchased online, a printed electronic online label record or a computer printout from the application used to print the label and purchase the insurance. The printout must identify the USPS Tracking number of the insured parcel, total postage paid, insurance fee paid, declared value, mailing date, origin ZIP Code, and delivery ZIP Code. Additionally, either a postmarked (round-dated) original mailing receipt (Form 3877 firm sheet), or an electronic shipment acceptance scan (generated from Form 5630) followed by a valid acceptance scan event or a physical scan event must also be available as evidence of mailing, in addition to the online record.

e. For insured mail or COD **HFPU** mail paid using MMS or eVS under 705.2.0, the mailer must use one of the following:

1. A Detail Record in their Shipping Services file version 1.6 or higher, with recipient name and address information for the accountable extra services pieces in the mailing.

2. A printout of the part of Form 3877 that identifies the parcel by article number, the package identification code (PIC) of the insured or COD **HFPU** parcel, total postage paid, fee paid, declared insured value, amount due sender if COD **HFPU**, mailing date, origin ZIP Code, and delivery ZIP Code reported in the parcel record in the manifest file.

4.0 Claims

4.1 Payable Claim

Insurance for loss or damage to insured, COD **HFPU**, or Registered Mail within the amount covered by the fee paid, or the indemnity limits for Priority Mail, or Priority Mail Express (under 4.2), is payable for the following:

- a. Article's actual value when mailed.

- b. Cost of repairing a damaged article or replacing a totally damaged article not exceeding actual value of the article at the time of mailing.

- c. Remittance due on a COD **HFPU** parcel not received by the sender, subject to the limitations set by the standards for COD **HFPU** service.

4.3 Nonpayable Claims

Indemnity is not paid for insured mail (including Priority Mail Express and Priority Mail), Registered Mail, COD **HFPU**, or Priority Mail and Priority Mail Express in these situations:

- w. Items sent COD **HFPU** without the addressee's consent.

5.4 Loss

If the insured, registered, or COD **HFPU** article is lost the payment includes an additional amount for the postage (not fee) paid by the sender. Postage for Priority Mail Express is refunded under 604.9.5.

5.7 Recovered Article

If a lost registered, insured, COD **HFPU**, or Priority Mail Express article is recovered after payment of a claim, the payee may accept the article and reimburse the USPS for the full amount paid if the article is undamaged. If the article is damaged, has depreciated, or has missing contents, the payee may accept it and reimburse the USPS in an amount set by the Consumer Advocate, USPS Headquarters.

DMM 703 – Nonprofit Standard Mail and Other Unique Eligibility

3.0 Department of State mail

3.2.6 Extra Services

The following extra services are not available for mail sent through the Department of State. If one of these services is requested, USPS returns the mailpiece to the sender with the endorsement “Service Not Available.” (Mailers may request other extra services under 503.)

- a. Collect on Delivery (COD **HFPU**).

9.0 Mixed Classes

9.13 Extra Services for Mixed Classes

9.13.1 Special Handling

A combination mailpiece sent as a Parcel Select or a Package Services parcel may be sent using special handling; only one special handling fee is charged for the parcel.

9.13.2 Insured and COD **HFPU**

A combination mailpiece may be sent insured or COD **HFPU**. The insurance covers only the value of the parcel.

Forms Glossary

3816 **COD HFPU**

~~3816~~ ~~COD Mailing and Delivery Receipt~~

~~3816 AS~~ ~~COD Card Firm Mailings~~

~~3849 D~~ ~~Notice to Sender of Undelivered COD Mail~~