

Priority Mail - Webinar

Start Time: 11:00 AM ET

United States Postal Service

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- Overview
- Service eligibility
- Enhancements
- Expected Delivery
- Pricing
 - Retail
 - Commercial Base
 - Commercial Plus
 - Cubic
- Weight Calculations
- Flat Rate Options
- Military
- Regional Rate Options
- Packaging Supplies
- Click-N-Ship/Video
- Mail Prep
- Labels
- Extra services
- Pick up Services
- Open & Distribute
- Value added services
- Claims

Overview

USPS Priority Mail provides:

- Expected delivery in 1, 2, or 3 business days
- USPS Tracking™
- Insurance coverage of \$50 or \$100 included
- Various postage payment options
- Free package pickup and Hold For Pickup options
- Free expedited packaging supplies available for
 - letters
 - flat rate
 - parcels (packages)



**Note: Certain PM FRBs can be used for either Domestic or International shipments.*

Service Eligibility

- All mailable contents except certain hazardous materials (see Pub 52)
- Weight not to exceed 70 lbs
- Combined length and girth is less than 108 inches
- Regional Rate Boxes maximum weight*:
 - Box A – 15 pounds
 - Box B – 20 pounds
 - Box C – 25 pounds
- Drop off shipments through a:
 - Post Office
 - USPS collection box
 - Package Pickup or Pickup on Demand



Note: Regional Rate Boxes above maximum weight, or unable to be closed along normal folds will be charged Priority Mail single piece rate.



Change	Description
New Zone 9	<ul style="list-style-type: none"> • For Freely Associated States (FAS) • Separate zone to align price with cost of transportation
Commercial Plus Pricing	<ul style="list-style-type: none"> • Lowered account annual volume threshold to 50K • Regional Rate Box available • Cubic Prices • Cubic Soft Pack
“<u>Expected Delivery Day</u>” - Displayed on internal <u>non-guaranteed</u> products	<ul style="list-style-type: none"> • Expected Delivery day displayed on label to provide customers with a service standards
Value Added Options	<ul style="list-style-type: none"> • USPS currently has Negotiated Service Agreements (NSA) that meet IMpb requirements for: • Same Day • Next Day • Extended Coverage

Priority Mail Expected Delivery



- **Acceptance Times** - Times may vary, but items must be presented by cut-off times to meet 1 , 2 or 3 day expected delivery commitment. To locate your cutoff times please visit <https://tools.usps.com/>



- **Delivery Times** - Items are delivered to an addressee within the expected delivery time of 1, 2 or 3 business days depending on ZIP Code pairs



- **Hold For Pickup** – Parcel available for pick up by the addressee at the destination facility for up to 15 days

Prices Charged Per Piece

- Except for Flat Rate envelopes and boxes (see “Flat Rate Pricing”), Priority Mail postage is charged for each addressed piece according to its weight and zone.

Three Pricing Options:

- Retail
- Commercial Base Pricing (CBP)
- Commercial Plus Pricing (CPP)



Note: Priority Mail items mailed under a specific customer agreement are charged according to the individual agreement.

<http://pe.usps.gov/text/dmm300/Notice123.htm>



**UNITED STATES
POSTAL SERVICE.**

Price List

Notice 123 • Effective May 31, 2015

UPDATED

7-13-15

DOMESTIC

Retail Prices

Priority Mail Express™	2
Priority Mail®	3
First-Class Mail®	1
Standard Post™	4-5
Media Mail®	6
Library Mail	6

Commercial Prices

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INTERNATIONAL

Retail Prices

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Priority Mail Express International™	31-32
Priority Mail International Canada	33
Priority Mail International®	34-35
First-Class Mail International®	36
First-Class Package International Service®	36
Airmail M-Bags	36

Commercial Prices

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Priority Mail Express International	39-42
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Postal Explorer® pe.usps.com

RETAIL

First-Class Mail—Single Piece

Letters ¹ (Stamped)		Large Envelopes (Flats) ²		Parcels ³	
Weight Not Over (ounces)		Weight Not Over (ounces)		Weight Not Over (ounces)	
1	\$0.40	1	\$0.08	1	\$2.54
2	0.71	2	1.20	2	2.54
3	0.93	3	1.42	3	2.54
3.5 ⁴	1.15	4	1.64	4	2.74
		5	1.85	5	2.94
Letters¹ (Metered)		6	2.08	6	3.14
1	\$0.485	7	2.30	7	3.34
2	0.705	8	2.52	8	3.54
3	0.925	9	2.74	9	3.74
3.5 ⁴	1.145	10	2.95	10	3.94
		11	3.18	11	4.14
		12	3.40	12	4.34
Postcard ⁵	\$0.35	13	3.62	13	4.54

EDDM - Retail⁶

Flats up to 3.3 oz.	\$0.183
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Semi-Postal Stamps

Breast Cancer Research, etc.	\$0.60
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1. Letters that meet one or more of the nonmachinable characteristics in DMM 101.1.2 are subject to the \$0.22 nonmachinable surcharge.
2. Large envelope-sized pieces that are rigid, nonrectangular, or not uniformly thick, pay parcel prices.
3. For keys and identification devices, add \$0.85. If more than 13 ounces, see Priority Mail (footnote #4) on page 3.
4. For weights over 3.5 ounces, see Large Envelopes prices.
5. The card price applies to each single or double postcard when originally mailed; reply half of double postcard must be designed for reply mail purposes only.
6. EDDM-Retail: Standard Mail EDDM Flats accepted at retail (see DMM 143).

See page (69) for postcard, letter, large envelope, and parcel dimensions.

United States Postal Service • Price List (Notice 123) • Effective May 31, 2015

Prices Charged Per Piece (Retail)

- Items are charged the 1.0 pound price for weights up to 1.0 pound (i.e. If a piece weighs 0.25 pound, the weight (postage) increment is 1.0 pound).
- Items mailed in USPS-produced Priority Mail Flat Rate packaging is charged one flat price regardless of weight (up to 70 pounds) or domestic destination. Only USPS-produced Flat Rate packaging is eligible for the Priority Mail Flat Rate price.
- Retail Priority Mail postage may be paid by adhesive stamps (DMM 604.1.0) or postage meter (DMM 604.4.0).



- The Postal Service offers Commercial Base Pricing and Commercial Plus Pricing for customers who ship Priority Mail through approved methods.
- Commercial Plus prices are available to customers whose cumulative account volume exceeds a combined total of:
 - 5,000 letter-size and flat-size pieces (including Flat Rate Envelopes, but not the Padded Flat Rate Envelope) or
 - 50,000 total pieces in the previous calendar year (except Priority Mail Open and Distribute)
 - Must have a customer commitment agreement USPS (New Priority Mail customers see 1.3.2)
- These mailpieces are identified with the markings “*Commercial Base*” or “*Commercial Plus*” on the shipping label.

	Commercial Base	Commercial Plus
Commercial Plus Pricing Agreement	None Required	✓ (5,000 ltr/flat/FRE or CM or 50,000 pieces (except PMOD) or 50,000 for CPP Cubic, or 600 PMOD annually.
PC Postage	✓	✓
Permit Imprint	✓	✓
Merchandise Return Service Permit Holders	✓	✓
IBI Meter w/electronic data	✓	✓
Click-N-Ship	✓	
IMpb Required	✓	✓
IMpb non-compliance fee	✓	✓
Sealed against inspection	✓	✓
Pickup Services	✓	✓

Priority Mail Commercial Plus Cubic Pricing

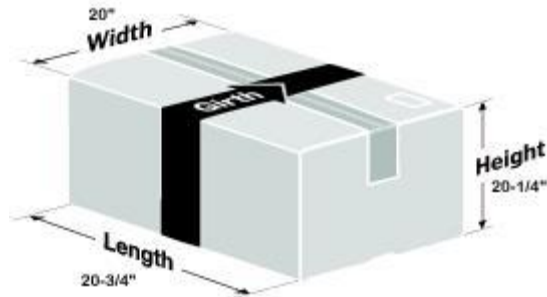
- Prices are not based on weight, but are charged per cubic measurement of the mailpiece and zone
- Each mailpiece must measure .50 cubic foot or less, weigh 20 pounds or less, and the longest dimension may not exceed 18 inches
- May not be rolls or tubes
- There are two different methods for determining the cubic tier:
 - Rectangular and Nonrectangular Parcels
 - Soft Pack and Padded Envelopes



Determining Priority Mail Dimensional Weight

Priority Mail dimensional weight for rectangular shaped parcels to zones 5–9.

1. Measure the length, width, and height in inches. Round off each measurement to the nearest whole inch: (length = 21, height = 20, and width = 20)



2. Multiply length x height x width: $(21 \times 20 \times 20) = 8,400$ cubic inches.
3. If the result exceeds 1,728 cubic inches, divide the result by 194 and round up to the next whole number to determine dimensional weight in pounds: $(8,400/194 = 43.29)$ 43.29 rounded up to the next pound is 44.
4. The price is based on the actual weight or dimensional weight, whichever is greater.
In this example the dimensional weight for this rectangular package to zones 5–9 is 44 pounds.

¹Round off (e.g., 20.5 rounded off to the next whole number is 21, and 20.4 rounded off is 20),

²Round up (e.g., rounding up either 44.2 or 44.8 to the next whole pound is 45).

Priority Mail Dimensional Weight (Non rectangular Parcels to Zones 5-9)

Priority Mail dimensional weight for nonrectangular shaped parcels to zones 5–9.

1. Measure the length, width, and height in inches at their extreme dimensions. Round off each measurement to the nearest whole inch: (length = 30, height = 9, and width = 18)



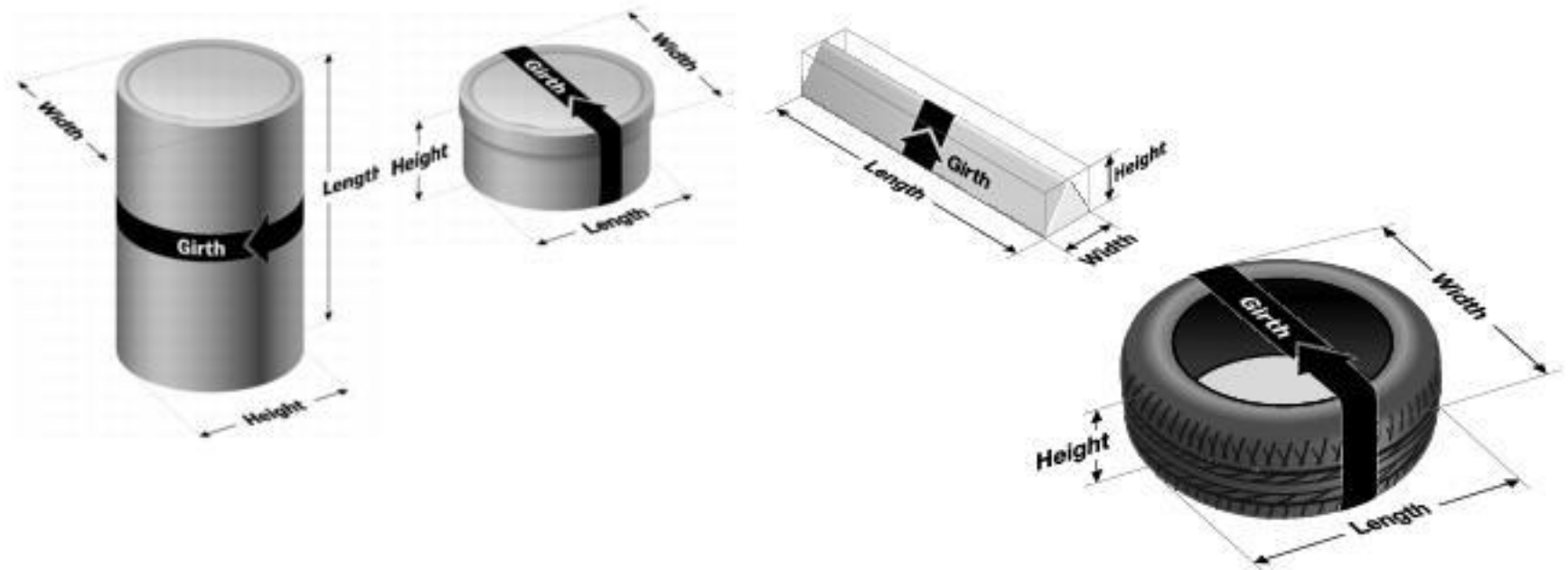
2. Multiply length x height x width: $(30 \times 9 \times 18) = 4,860$ cubic inches.
3. Multiply the result by an adjustment factor of 0.785: $4,860 \times 0.785 = 3,815.1$ cubic inches.
4. If the final result exceeds 1,728 cubic inches, divide the result by 194 and round up to the next whole number to determine the dimensional weight in pounds: $(3,815.1/194 = 19.66)$ 19.66 rounded up to the next pound is 20.
5. The price is based on the actual weight or dimensional weight, whichever is greater.
6. If the dimensional weight exceeds 70 pounds, the package pays the 70 pound price.



















In this example the dimensional weight for this nonrectangular package to zones 5–9 is 20 pounds.

¹Round off (e.g., 20.5 rounded off to the next whole number is 21, and 20.4 rounded off is 20),

²Round up (e.g., rounding up either 44.2 or 44.8 to the next whole pound is 45).

Additional Examples of Non Rectangular Measurement



Envelope Type	Dimensions	What's it great for?	Packaging
<p><u>Flat Rate Envelope</u></p> 	<p>12 1/2" x 9 1/2"</p>	<p>Letters Documents Manuscripts</p> 	
<p><u>Gift Card Flat Rate Envelope</u></p> 	<p>10" x 7"</p>	<p>Oversized Greeting Cards Gift Cards</p> 	
<p><u>Window Flat Rate Envelope</u></p> 	<p>10" x 5"</p>	<p>Pre Addressed Envelopes</p> 	
<p><u>Small Flat Rate Envelope</u></p> 	<p>10" x 6"</p>	<p>Small Documents Passports</p> 	
<p><u>Padded Flat Rate Envelope</u></p> 	<p>12 1/2" x 9 1/2"</p>	<p>Clothing Books Boxed Jewelry</p> 	
<p><u>Legal Flat Rate Envelope</u></p> 	<p>15" x 9 1/2"</p>	<p>Legal Documents</p> 	

The Postal Service has an option for a Priority Mail Window Flat Rate Envelope for Commercial customers



- EP14W measures:
 - 12 ½ x 9 1/2 inches
- Same size as the regular Priority Mail Flat Rate Envelope
- Available for Commercial and PC Postage customers only through the Postal Store at USPS.com
- Target audience:
 - financial institutions
 - mortgage companies
 - other businesses that can easily insert full-page documents so that address and IMpb is visible thru the window

Box Type	Dimensions	What's it great for?	Packaging
<u>Small Flat Rate Box</u>	Outside: 8 11/16" x 5 7/16" x 1 3/4" Inside: 8 5/8" x 5 3/8" x 1 5/8"	Brochures Small Electronics 	
<u>Medium Flat Rate Box 1</u> (Top Loading)	Outside: 11 1/4" x 8 3/4" x 6" Inside: 11" x 8 1/2" x 5 1/2"	Office Supplies Shoes 	
<u>Medium Flat Rate Box 2</u> (Side Loading)	Outside: 14" x 12" x 3 1/2" Inside: 13 5/8" x 11 7/8" x 3 3/8"	Office Supplies Shoes 	
<u>Large Flat Rate Box</u>	Outside: 12 1/4" x 12 1/4" x 6" Inside: 12" x 12" x 5 1/2"	Laptop Computers Gifts, etc. 	
<u>APO/FPO/DPO Flat Rate Box</u>	Outside: 12 1/4" x 12 1/4" x 6" Inside: 12" x 12" x 5 1/2"	Sending Gifts To the troops 	
<u>Large Flat Rate Board</u> (Game Box)	Outside: 24 1/16" x 11 7/8" x 3 1/8" Inside: 23 11/16" x 11 3/4" x 3"	Board Games 	
<u>Prepaid Forever® Priority Mail Flat Rate Packaging</u>	Various Sizes Available	Various Options 	











Military

- Under the Priority Mail Military Service (PMMS) agreement, mail addressed to Military personnel or sent by Military personnel (see DMM [137.561](#)) is delivered to the recipient within a 2 or 3 day expected delivery.
- The Postal Service also offers a \$2.00 “military discount” when Priority Mail packages are sent to an APO/FPO ZIP Code.
- The discount is applied automatically based on the **APO/FPO** address when either a flat rate, non flat rate, or special military boxes are used



Addressing Boxes: Do not send mail addressed to "Military Mail" or "any soldier" or "any sailor" or "any service member," or any other formulation that does not name a specific individual.

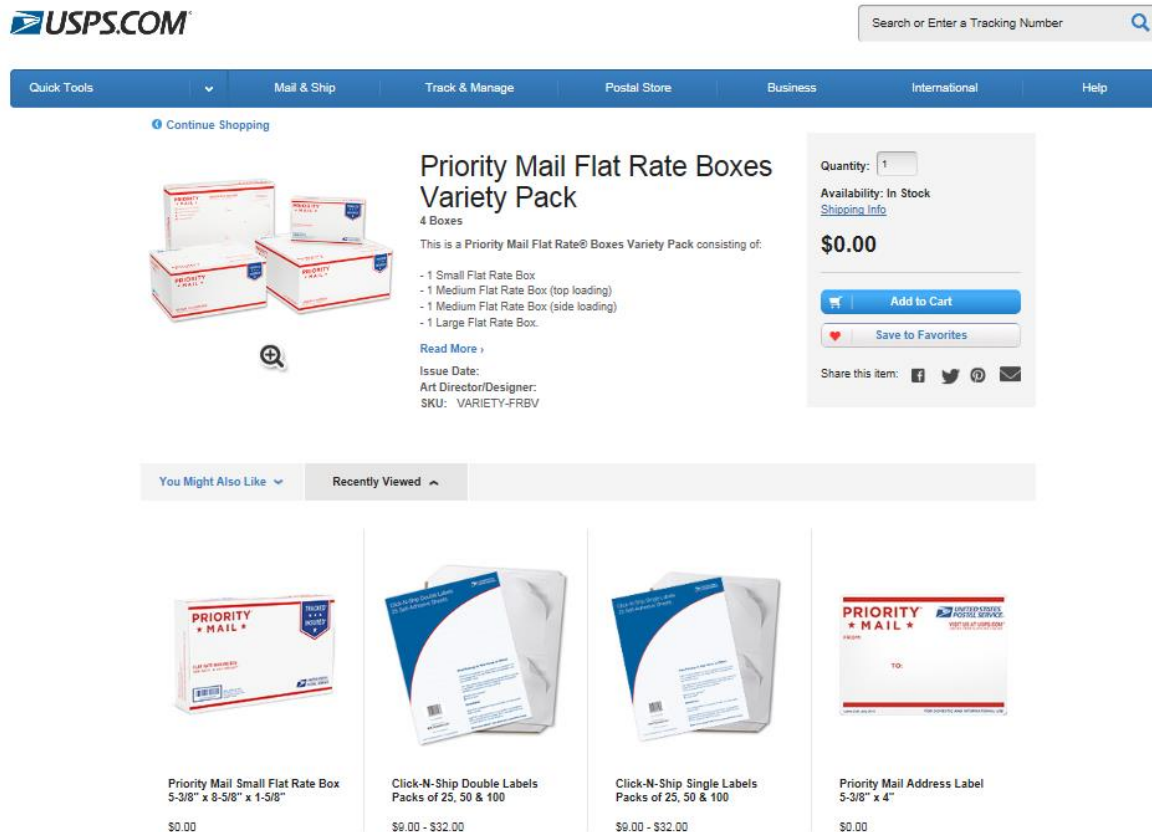
Such mailpieces will be rejected and returned to the sender.

Envelope Type	Dimensions	Maximum Weight	Packaging
<u>Regional Rate Box A1</u> 	10-1/8"x7-1/8"x5"	15 pounds	
<u>Regional Rate Box A2</u> 	11-1/16"x2-1/2"x13-1/16"	15 pounds	
<u>Regional Rate Box B1</u> 	12-1/4"x10-1/2"x5-1/2"	20 pounds	
<u>Regional Rate Box B2</u> 	14-1/2"x3"x16-1/4"	20 pounds	
<u>Regional Rate Box C</u> 	15"x12"x12"	25 pounds	

- The Priority Mail Regional Rate Box is a product intended for mailers shipping to regional destinations.
- Customers must use USPS-produced Priority Mail Regional Rate Boxes.
- The Regional Rate Box marking appears on the box, along with the brand Priority Mail logo.



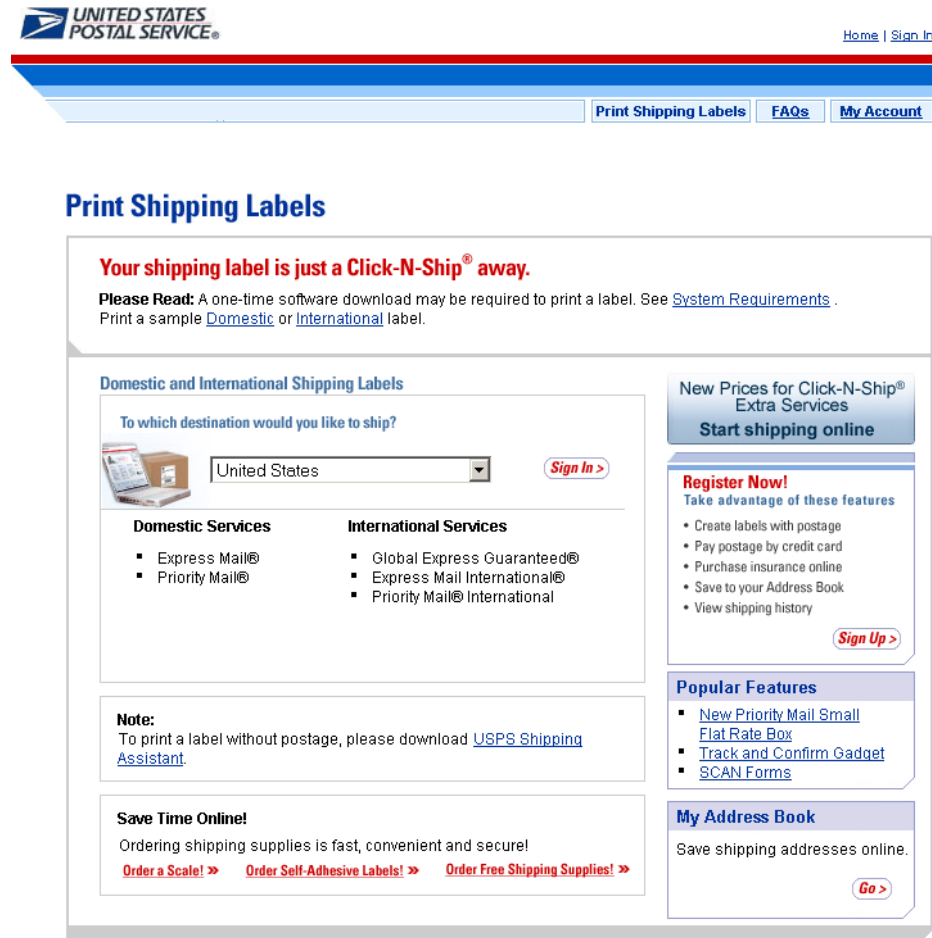
1. Use your browser to navigate to <https://store.usps.com/store>.
2. From the tool bar menu select “Postal Store”.
3. Under the drop down menu select “Shipping Supplies”, then choose Priority Mail in the options bar on the right side.
4. Then, select the specific type of packaging.



The screenshot displays the USPS.com website interface. At the top, the USPS logo and name are on the left, and a search bar is on the right. Below the header is a navigation menu with options: Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, and Help. The main content area features a product listing for "Priority Mail Flat Rate Boxes Variety Pack". The product image shows four boxes of varying sizes. The text describes the pack as containing one of each size: Small, Medium (top loading), Medium (side loading), and Large. The price is listed as \$0.00. To the right of the product image is a sidebar with a quantity selector (set to 1), availability status ("In Stock"), a link to "Shipping Info", an "Add to Cart" button, a "Save to Favorites" button, and social sharing options for Facebook, Twitter, Pinterest, and Email. Below the main product listing is a "You Might Also Like" section with a "Recently Viewed" dropdown. This section displays four related products: "Priority Mail Small Flat Rate Box" (5-3/8" x 8-5/8" x 1-5/8", \$0.00), "Click-N-Ship Double Labels" (Packs of 25, 50 & 100, \$9.00 - \$32.00), "Click-N-Ship Single Labels" (Packs of 25, 50 & 100, \$9.00 - \$32.00), and "Priority Mail Address Label" (5-3/8" x 4", \$0.00).

Features & Benefits

- Allows customers to create pre-paid **shipping** labels on ordinary printer paper.
- The labels include delivery confirmation numbers to track date and time of delivery or attempted delivery.
- Deposit in a USPS collection box, bringing it to a post office, giving it to their regular mail carrier, or request a pickup.



The screenshot shows the USPS Click-N-Ship website. At the top, there is a navigation bar with links for "Home", "Sign In", "Print Shipping Labels", "FAQs", and "My Account". The main heading is "Print Shipping Labels". Below this, a banner states "Your shipping label is just a Click-N-Ship® away." and includes a "Please Read" section with links to "System Requirements", "Domestic", and "International" label samples.

The main content area is titled "Domestic and International Shipping Labels" and features a form to select a destination. The "United States" is selected in a dropdown menu, with a "Sign In >" button next to it. Below the form, there are two columns of service options:

Domestic Services	International Services
<ul style="list-style-type: none"> Express Mail® Priority Mail® 	<ul style="list-style-type: none"> Global Express Guaranteed® Express Mail International® Priority Mail® International

Below the service lists, there is a "Note" section: "To print a label without postage, please download [USPS Shipping Assistant](#)." At the bottom of the main content area, there is a "Save Time Online!" section with the text "Ordering shipping supplies is fast, convenient and secure!" and three links: "Order a Scale! >>", "Order Self-Adhesive Labels! >>", and "Order Free Shipping Supplies! >>".

On the right side of the page, there are three promotional boxes:

- New Prices for Click-N-Ship® Extra Services**: "Start shipping online"
- Register Now!**: "Take advantage of these features"
 - Create labels with postage
 - Pay postage by credit card
 - Purchase insurance online
 - Save to your Address Book
 - View shipping history
 "Sign Up >"
- Popular Features**:
 - New Priority Mail Small Flat Rate Box
 - Track and Confirm Gadget
 - SCAN Forms
- My Address Book**: "Save shipping addresses online." "Go >"

How to use Click-N-Ship



[Click-N-Ship Video \(Link\)](#)

*URL: <https://youtu.be/j6C1QhShVA0>

Preparing Priority Mail



Step 1

Place item in PM Packaging provided by USPS or your own packaging



Step 2

Ensure Proper sealing of packaging including Flat Rate packaging



Step 3

Affix Priority Mail Shipping Label



Step 4

Inspect Label to ensure tape is not applied over the barcode



Step 5

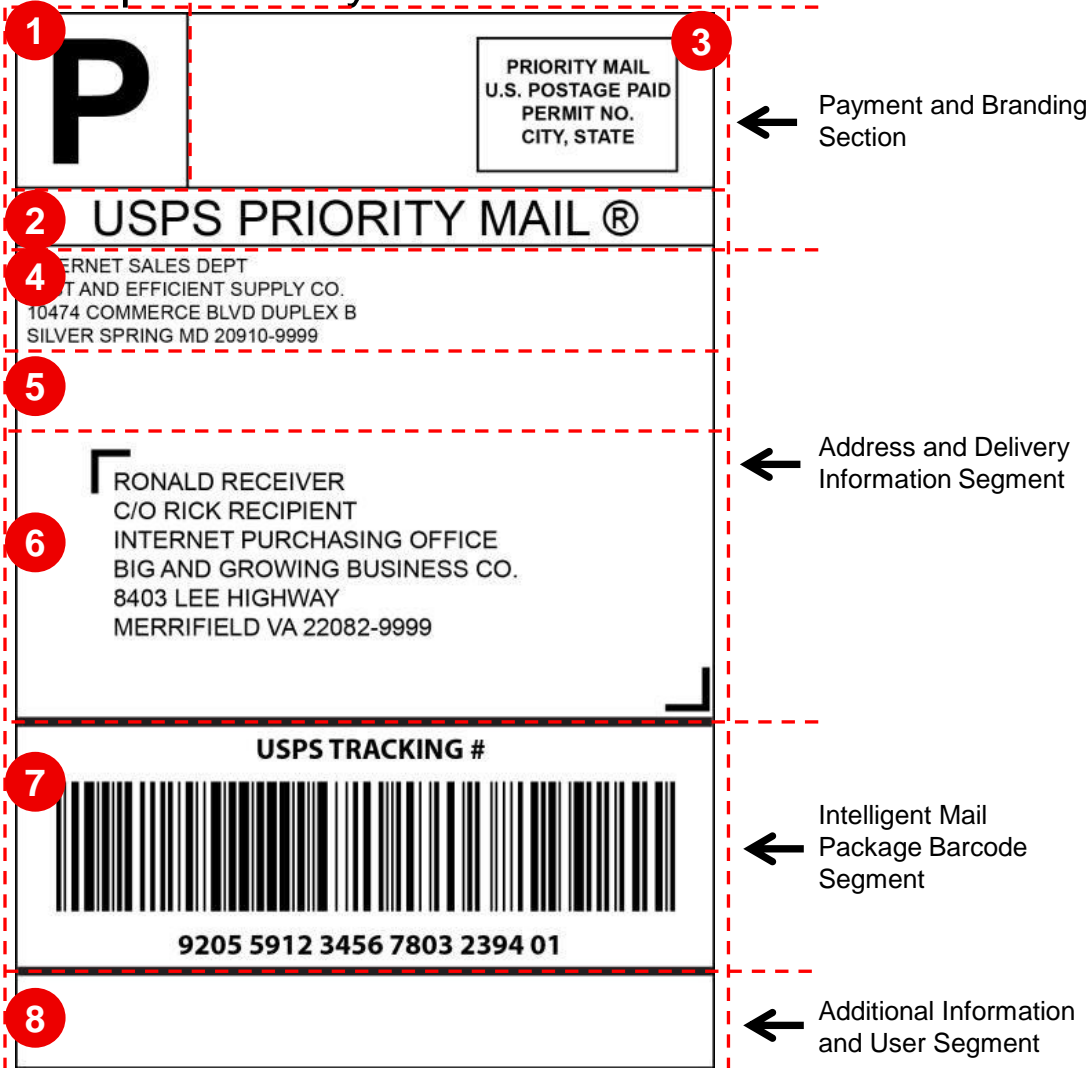
ZIP Code Determination



Step 6

Complete PS Form 3877-Firm Mailing Book (Only in the case of 3 or more PM packages) for one receipt

Sample Priority Mail Label



1 Service Icon Block

2 Service Banner

3 Postage Payment Area

4 Return Address

5 Endorsement

6 Delivery Address

7 Intelligent Mail Package Barcode with MID/STC

8 Additional Information and User Segment

Payment and Branding Section

Address and Delivery Information Segment

Intelligent Mail Package Barcode Segment

Additional Information and User Segment

P

PRIORITY MAIL
U.S. POSTAGE PAID
PERMIT NO.
CITY, STATE

USPS PRIORITY MAIL®

INTERNET SALES DEPT
BIG AND GROWING SUPPLY CO.
10474 COMMERCE BLVD DUPLEX B
SILVER SPRING MD 20910-9999


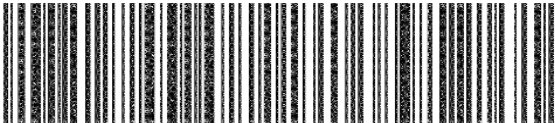
RONALD RECEIVER
C/O RICK RECIPIENT
INTERNET PURCHASING OFFICE
BIG AND GROWING BUSINESS CO.
8403 LEE HIGHWAY
MERRIFIELD VA 22082-9999

USPS TRACKING #

9205 5912 3456 7803 2394 01

- 1** Service Icon Block
- 2** Service Banner
- 3** Postage Payment Area
- 4** Return Address
- 5** Endorsement
- 6** Delivery Address
- 7** Intelligent Mail Package Barcode with MID/STC
- 8** Additional Information and User Segment

- Hold For Pickup may be added to Priority Mail without any additional extra services and the use of an IMpb with the appropriate Service Type Code.
- Service not available at USPS Retail locations.

P	<small>US POSTAGE AND FEE PAID EPA 21-2-013 142640000-21P-R001 EPA Priority Mail Plus Zone 9</small>  <small>9411 2029 0108 9817 0007 89</small>
PRIORITY MAIL 1-DAY™	
TEST 1 919 PHILADELPHIA AVE SILVER SPRING, MD 20910-4913	
C000	
HOLD FOR PICKUP	
HOLD FOR GARY REBLIN C/O DALLAS POST OFFICE 2759 MEMORIAL HWY DALLAS, PA 18612-4000	
Expected Delivery Day: 05/23/14 SHIP DATE: 05/22/14 WEIGHT: 2 lb. 0 oz.	
USPS TRACKING NUMBER	
	
9411 2029 0108 9817 0007 89	

1. Registered Mail
2. Certified Mail
3. Insurance up to \$5,000
4. Certificate of Mailing/Bulk
5. Return Receipt
6. Return Receipt for Merchandise
7. USPS Signature Services
8. Collect on Delivery
9. Special Handling - Fragile



USPS offers a variety of flexible pickup service solutions for Priority Mail.

Package Pickup

Customers can schedule package pickup at USPS.com up to one year in advance. Packages are picked up on the next or scheduled delivery day by carrier. No charge is assessed for Package Pickup when the mail is picked up during the carrier's line of travel.

Pickup On Demand

Allows customers to set up a one time, weekly, or daily pickup time at their location within a two hour pickup window for a fee. Dates, times, and payments may all be entered at USPS.com. Customers can schedule pickups up to one year in advance.

Collection Service

This service usually refers to prepaid mail deposited in a collection box. However, it is also considered collection service when customers hand their outgoing, prepaid mail to a USPS carrier or other designated employee that is performing normal delivery and collection duties.


No Fee Pickup

Requires a signed No Fee Pickup Service Agreement (PS Form 5543) between the customer and the Postal Service for weekly recurring pickups meeting the minimum volume threshold of the seven qualified items per pickup.

- Priority Mail Open and Distribute is designed to maximize the speed of domestic mailings while minimizing costs.
- PMOD will expedite any class or subclass of mail between the acceptance unit and domestic postal facilities.
- Designed exclusively for all classes of mail commingled into an approved container.

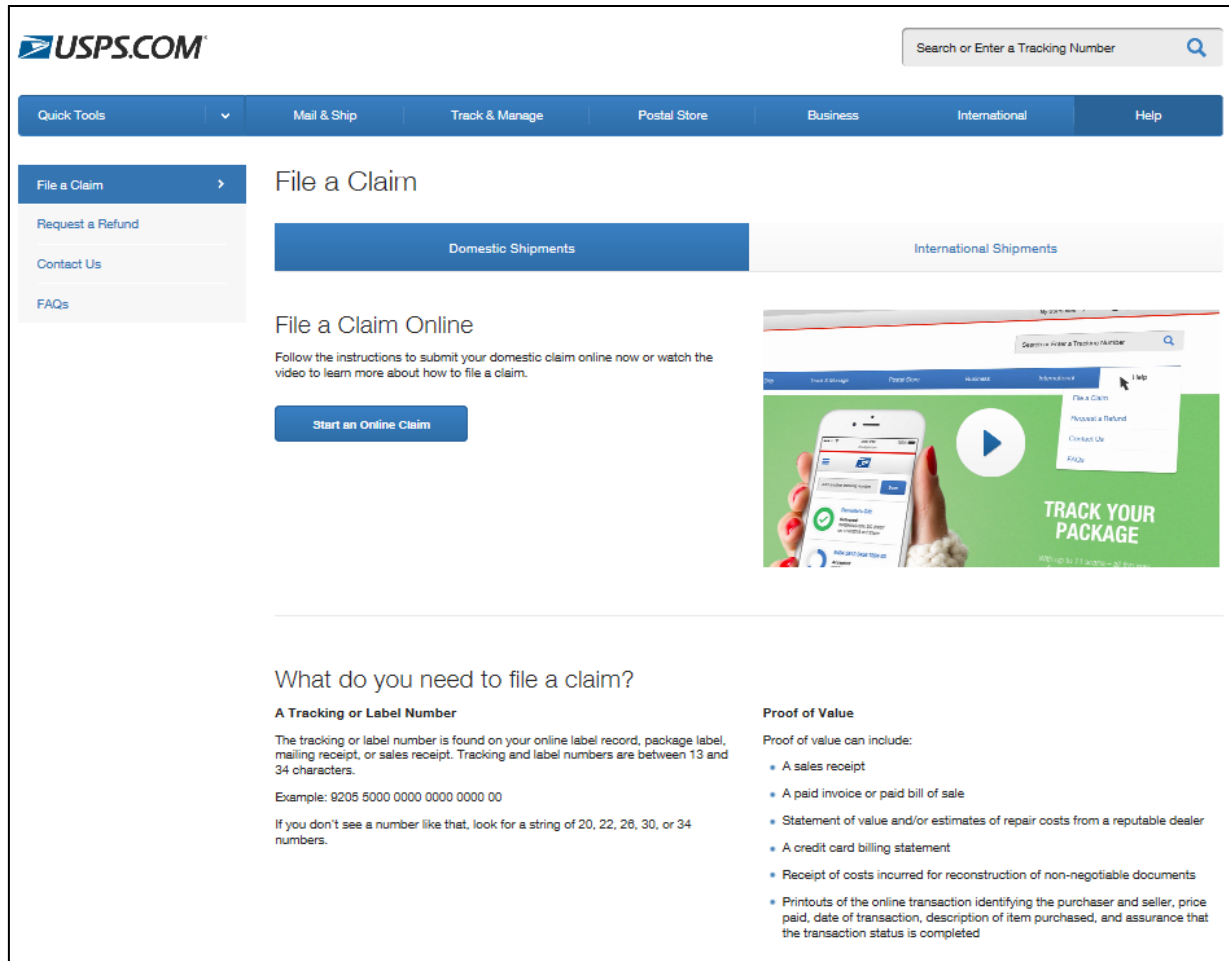
Features & Benefits

- Postage paid is based on weight of the contents of the container, rather than volume.
- Using the Priority Mail network expedites shipments to be distributed at their final destination.

Current Offering	Eligible Mail Class	Label Types
<p>Priority Mail</p> 	<p>All mail classes are eligible to be consolidated and shipped Priority Mail.</p>	<ul style="list-style-type: none"> • Tag 161/Tag 161 eVS • Label 161PB • Tag 190/ Tag 190 eVS • Tag 190S/Tag 190S eVS • Label 190PB

Premium Forwarding Services® (Commercial Customers)	Delivery Instructions (Retail Mail recipients)	Package Intercept (Retail & Commercial Customers)
<p>Allows customers to:</p> <ul style="list-style-type: none"> ✓ Consolidate mail received from multiple PO Boxes and/or street addresses into a single shipment for delivery to an alternate address via Priority Mail Express or Priority Mail ✓ Enroll on-line and schedule forwarding request via Business Customer Gateway (BCG) ✓ Track all shipments ✓ Receive e-mail notifications on expected delivery dates and number of shipments 	<p>Allows mail recipients to :</p> <ul style="list-style-type: none"> ✓ To electronically authorize USPS, to leave a packages at <ul style="list-style-type: none"> • a specific location • hold at Post Office • a neighbor • a new domestic destination ✓ Enroll on usps.com/ BCG (Commercial customer) ✓ Request for mailpieces that are insured for less than \$500, do not require a signature have an Intelligent Mail package barcode (IMpb) 	<p>Allows customers to:</p> <ul style="list-style-type: none"> ✓ Redirect domestic items back to the sender's address, Post Office™ location as a Hold For Pickup, or to a different domestic address (APO, DPO and FPO addresses are excluded.) ✓ Redirect all mail classes of packages, letters, and flats with a USPS tracking or extra services barcode and (excludes Standard Mail® or Periodicals) ✓ Enroll on usps.com/ BCG (Commercial customer)

Insurance Claims may be filed online at USPS.com



The screenshot shows the USPS.com website interface for filing a claim. At the top, there is a search bar for tracking numbers and a navigation menu with options like 'Quick Tools', 'Mail & Ship', 'Track & Manage', 'Postal Store', 'Business', 'International', and 'Help'. A left sidebar contains links for 'File a Claim', 'Request a Refund', 'Contact Us', and 'FAQs'. The main content area is titled 'File a Claim' and features buttons for 'Domestic Shipments' and 'International Shipments'. Below this, a section titled 'File a Claim Online' includes a video player and a 'Start an Online Claim' button. A video thumbnail shows a hand holding a smartphone displaying a tracking page, with a play button overlay and the text 'TRACK YOUR PACKAGE'. Further down, a section titled 'What do you need to file a claim?' lists requirements for a tracking or label number and proof of value, with a bulleted list of acceptable documents.

USPS.COM Search or Enter a Tracking Number

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

File a Claim
Request a Refund
Contact Us
FAQs

File a Claim

Domestic Shipments International Shipments

File a Claim Online

Follow the instructions to submit your domestic claim online now or watch the video to learn more about how to file a claim.

Start an Online Claim

TRACK YOUR PACKAGE

What do you need to file a claim?

A Tracking or Label Number

The tracking or label number is found on your online label record, package label, mailing receipt, or sales receipt. Tracking and label numbers are between 13 and 34 characters.

Example: 9205 5000 0000 0000 0000 00

If you don't see a number like that, look for a string of 20, 22, 26, 30, or 34 numbers.

Proof of Value

Proof of value can include:

- A sales receipt
- A paid invoice or paid bill of sale
- Statement of value and/or estimates of repair costs from a reputable dealer
- A credit card billing statement
- Receipt of costs incurred for reconstruction of non-negotiable documents
- Printouts of the online transaction identifying the purchaser and seller, price paid, date of transaction, description of item purchased, and assurance that the transaction status is completed

How to file a Domestic Claim with USPS



[Domestic Claims Video \(Link\)](https://youtu.be/uB5Bt674-Xc)

*URL: <https://youtu.be/uB5Bt674-Xc>

Resources

Domestic Mail Manual (DMM) <http://pe.usps.gov/text/dmm300/505.htm>

Electronic Verification Service (eVS) Business and Technical Guide
https://ribbs.usps.gov/evs/documents/tech_guides/pubs/Pub205.PDF

Intelligent Mail package barcode (IMpb) information page on RIBBS
<https://ribbs.usps.gov/index.cfm?page=intellmailpackage>

Notice 123, Price List

<http://pe.usps.gov/text/dmm300/Notice123.htm>

Publication 199, Intelligent Mail Package Barcode (IMpb) Implementation Guide
https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf

Parcel Labeling Guide

https://ribbs.usps.gov/barcode_cert/documents/tech_guides/ParcelLabelingGuide.pdf

PS Forms available on [USPS.com](https://usps.com)

<http://about.usps.com/forms/all-forms.htm>

Pub 97, Priority Mail Manifest Mailing Guide

https://ribbs.usps.gov/mac/documents/tech_guides/pubs/Pub97.pdf

For more information email:
ShippingServices@usps.gov

Contact your local
USPS Sales Specialist

Priority Mail - Webinar

Question and Answer Session

United States Postal Service



Priority Mail- Webinar

The webinar is now concluded

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