

- Overview** Special services are enhancements that, for a fee in addition to postage (R900), provide greater security and accountability for mail, convenience to the sender, or improved handling. Special services are not available with Periodicals. Not all special services are available for all classes of mail, and only certain services may be combined for the same mailpiece.
- Certificate of Mailing (S914)** Provides evidence of mailing only. Certificate of mailing does not provide a record of delivery. Available for: First-Class Mail, Priority Mail, Standard Mail, Package Services. May be combined with: parcel airlift (PAL), special handling. Use Form 3817 for single pieces. Fee is affixed to form or paid with permit imprint. Use Form 3606 for bulk mailings of identical weight pieces. This certificate states only the total number of pieces mailed and must not be used as an itemized list or with permit imprint mailings. Fee is affixed to form. Deposit: may not be placed in a post office maildrop or in a street letterbox.
- Certified Mail (S912)** Provides sender with mailing receipt. Delivery record is maintained by USPS. No insurance provided. Available for: First-Class Mail and Priority Mail. May be combined with: restricted delivery, return receipt. Use Form 3800.
- Collect on Delivery (COD) (S921)** USPS collects from recipient the postage and price of an item that was not prepaid and provides the amount collected to the mailer. Amount collected from recipient may not exceed \$1,000. Delivery record is maintained by USPS. A record of mailing is maintained at the mailing post office. Available for: Express Mail (except Express Mail Military Service), First-Class Mail, Priority Mail, Package Services. Registered COD mail is available for items sent as First-Class Mail (including Priority Mail). May be combined with: Delivery Confirmation, registered mail, restricted delivery, return receipt, Signature Confirmation, special handling. Delivery Confirmation and restricted delivery are not available with Express Mail COD. Deposit: may not be placed in a post office maildrop or in a street letterbox. Use Form 3816.
- Delivery Confirmation (S918)** Provides the date and time of delivery or attempted delivery. Delivery Confirmation may be purchased at the time of mailing only. This service may be obtained in two forms: (1) an electronic option for mailers who apply identifying barcodes to each piece, provide an electronic file, and retrieve delivery status information electronically; and (2) a retail option for mailers who retrieve delivery status on the Internet at [www.usps.com](http://www.usps.com) or by calling 1-800-222-1811. No record is kept at the office of mailing. Available for: First-Class Mail parcels, Priority Mail, Standard Mail pieces subject to the residual shape surcharge (electronic option only), and Package Services parcels. Not available for: APO/FPO destinations, U.S. territories, possessions, and freely-associated states in G011 (except for Puerto Rico and U.S. Virgin Islands, to which service is available), mail paid with precanceled stamps. May be combined with: COD, insured mail, registered mail, return receipt for merchandise (Form 3804), special handling. Restricted delivery is available if purchased with insurance for over \$50, COD, or registered mail. Return receipt is available if purchased with insurance for over \$50, COD, or registered mail. Use Form 152 (retail) or Label 314 (electronic).
- Express Mail Insurance (S500)** Provides automatic indemnity coverage of Express Mail up to \$100 at no extra charge for items that are lost, rifled, or damaged. Additional insurance may be purchased up to a maximum liability of \$5,000. For negotiable items, currency, or bullion, the maximum liability is \$15. May be combined with: return receipt, COD (except Express Mail Military Service).
- Insured Mail (S913)** Provides indemnity coverage of up to \$5,000 for a lost, rifled, or damaged article. Record of delivery is maintained by USPS for pieces insured for more than \$50. Bulk insurance is available for authorized mailers. Available for: Standard Mail pieces subject to the residual shape surcharge (bulk insurance only), Package Services, merchandise sent at First-Class Mail or Priority Mail rates. May be combined with: Delivery Confirmation, merchandise return service, parcel airlift (PAL), Signature Confirmation, special handling. Return receipt and restricted delivery available for items insured for more than \$50. Return receipt for merchandise available for items insured up to \$50. Deposit: Insured mail may not be placed in a post office maildrop or in a street letterbox. Use Form 3813-P for items insured for more than \$50.00. Use elliptical insured marking for items insured up to \$50.00.

- Registered Mail (S911)** Provides the most secure service offered by USPS. Provides sender with mailing receipt and a delivery record is maintained by the USPS. A record of mailing is maintained at the mailing post office. Available for: First-Class Mail, Priority Mail. Insurance is not available for items with no value. Insurance is provided and included in fee for items valued up to a maximum liability of \$25,000. Handling charges apply for articles valued over \$25,000. May be combined with: COD, Delivery Confirmation, restricted delivery, return receipt, Signature Confirmation. Deposit: must be presented to a retail employee at a post office or a rural carrier. Use Form 3806 and Label 200.
- Restricted Delivery (S916)** Directs delivery only to addressee or addressee's authorized agent. Available for: First-Class Mail, Priority Mail, and Package Services that is sent certified mail, COD, mail insured for more than \$50, registered mail. May be combined with: Delivery Confirmation, parcel airlift (PAL), return receipt, Signature Confirmation, special handling. Use Form 3811.
- Return Receipt (S915)** Provides sender with evidence of delivery (to whom the mail was delivered and date of delivery). May be requested at the time of mailing or after mailing. A return receipt requested at the time of mailing also supplies the recipient's actual delivery address if different from the address used by sender. Available for: Express Mail, First-Class Mail, Priority Mail, and Package Services when purchased with one of the following: certified, COD, mail insured for more than \$50, registered mail. May be combined with: Delivery Confirmation, parcel airlift (PAL), restricted delivery, Signature Confirmation, special handling. Use Form 3811 at the time of mailing, Form 3811-A after mailing.
- Return Receipt for Merchandise (S917)** Provides sender with a mailing receipt and a return receipt. Return receipt supplies the recipient's actual address if different from the address used by the sender. Delivery record is maintained by the USPS. Available for: merchandise sent as Priority Mail, Standard Mail pieces subject to the residual shape surcharge, Package Services. May be combined with: Delivery Confirmation, insurance (for up to \$50), parcel airlift, special handling. Use Form 3804 and Form 3811.
- Signature Confirmation (S919)** Provides the date and time of delivery or attempted delivery. May be purchased at the time of mailing only. This service may be obtained in two ways: (1) an electronic option for mailers who apply identifying barcodes to each piece, provide an electronic file, and retrieve delivery status information electronically; and (2) a retail option for mailers who retrieve delivery information on the Internet at [www.usps.com](http://www.usps.com) or by calling 1-800-222-1811. A delivery record, including the recipient's signature is maintained by the USPS and is available, via fax or mail, upon request. No acceptance record is kept at the office of mailing. Waiver of signature is optional. Available for: First-Class Mail parcels, Priority Mail and Package Services parcels. Not available for: APO/FPO destinations, U.S. territories, possessions, and freely-associated states in G011 (except for Puerto Rico and U.S. Virgin Islands, to which service is available), mail paid with precanceled stamps. May be combined with: COD, insured mail, registered mail, or special handling. Restricted delivery is available if purchased with insurance for over \$50, COD, or registered mail. Form 153 (retail) or Label 315 (electronic).
- Special Handling (S930.1)** Provides preferential handling, but not preferential delivery, to extent practicable in dispatch and transportation. Available for: First-Class Mail, Priority Mail, Package Services. Must be used for honeybees and day-old poultry sent as Parcel Post. May be combined with: COD, Delivery Confirmation, insured mail, parcel airlift (PAL) (Package Services only), return receipt for merchandise, Signature Confirmation.

This guide is an overview only. For the specific DMM standards applicable to this category of mail, consult the DMM sections referenced above and the general sections within each DMM module.