

SALES & SERVICES ASSOCIATE ACADEMY

Module 6:
Solutions - Part Four



International Mail

- Global Express Guaranteed®.
- Priority Mail Express International®.
- Priority Mail International®.
- First-Class Package International® Service.
- First-Class Mail International®.
 - International Mail Manual (IMM®) outlines postage prices and conditions.
 - Items unacceptable for domestic mail are also nonmailable in International Mail.



Global Express Guaranteed® (GXG®)

Fast international shipping with competitive rates.

- Date-certain delivery with money-back guarantee to about 180 countries.
- Guaranteed delivery in 1-3 business days (overnight to many Canada destinations.)
- International transportation and delivery provided by FedEx® Express.
- Tracking included.

Mailers certify:

- No restricted or dangerous goods.
- Does not require filing of Electronic Export Information (EEI).



Global Express Guaranteed® (GXG®)

No shipping for most hazardous materials, including cigarettes and smokeless tobacco items.

Maximum shipment value \$2,499 or lesser amount as limited by country, content, or value.

Sender responsible for determining if item allowable.

Document-only items sealed against inspection.

Non-document items not sealed against inspection; type of mailing constitutes consent by mailer.

Postage charged according to weight (or dimensional weight) and price group.

Use of GXG free packaging not subject to DIM weight (see Individual Country Listings).

GXG Dimensions and Markings

	Maximum
Length	46 inches
Width	35 inches
Height	46 inches
Combined Length and Girth	108 inches
Weight (country specific)	70 pounds

Surface area of address side must contain GXG[®] Air Waybill/Shipping invoice, postage, endorsement, and any applicable markings.

(About 5.5 inches high and 9.5 inches long).



Commercial Base or Commercial Plus items paid with PC Postage must bear appropriate price marking.

- Printed on piece or part of PC Postage[®] indicia.
- Marking directly above, below, or to left of postage.

Extra Services and Customs Forms

Extra Services:

- Insured Mail Service

GLOBAL EXPRESS GUARANTEED
UNITED STATES POSTAL SERVICE®

International delivery by FedEx Express

GLOBAL EXPRESS GUARANTEED
GXG International Air Waybill

Postal Customer – Instructions for USPS® Global Express®
This air waybill.

1. Remove these instructions before completion.
2. Complete Sections 1 through 4 of this form.
3. Sign Section 4 (required).
4. The Retail Associate can help you determine the correct postage.

Note: For document shipments, provide a return address. For non-document shipments, provide a return address for the sender.

Acceptance Personnel – Instructions

1. Verify that the customer has filled out this form.
2. Complete the Postal Use Only box. If GXG, advise the customer if a Commercial Invoice is required.
3. Scan the bar code on the Sender's Copy.
4. Remove the Sender's Copy and give it to the customer.
5. Advise the customer that non-document items are prohibited by postal regulations and does not require the filing of Elements of Export Information (EEI) (formerly Shipper's Export Declaration/SED), and that the purchaser goes to the Shipper Information section on the back of this form for more information.
6. Remove the USPS Copy (bottom copy) and affix the air waybill into the pouch along with the correct postage.
7. Affix correct postage and follow Global Express instructions.

3. Shipment Information

Quantity	Description (including number of each item and technical code if present)	Quantity of Manifestation	Value for Customs (US \$)

4. Required Signature

I hereby certify that the USPS terms and conditions (on the back of the Sender's Copy of this Air Waybill and in the Global Express Guaranteed Service Guide) and certain international treaties, including the Warsaw Convention, where applicable, apply and limit the liability of USPS and FedEx for loss and damage. I have authorized that USPS and FedEx to use TRANSPORT GUIDE. I have verified that this package does not contain any hazardous or restricted materials prohibited by postal regulations and does not require the filing of Elements of Export Information (EEI) (formerly Shipper's Export Declaration/SED), and that the purchaser goes to the Shipper Information section on the back of this form for more information.

Sender's Copy

Sign the top copy of this form and place all three copies in the pouch with the air waybill. Commercial Invoice

1. Global Express Guaranteed® Tracking Number

2. Shipper Name

3. Address (Number, street, apartment/suite/PO box number)

4. City

5. State

6. ZIP Code®

7. Country

8. Telephone Number of Shipper (if available, include area code)

9. Tax ID Number or EIN (if applicable)

10. Recipient Name

11. Address (Number, street, apartment/suite/PO box number)

12. City

13. State

14. ZIP Code®

15. Country

16. Telephone Number of Recipient (if available, include area code)

17. Tax ID Number or EIN (if applicable)

18. Purpose of Shipment

19. Total Gross Weight

20. Country of Manufacture

21. Quantity and Unit of Measure

22. Total Value

23. Currency Type and Amount

24. Name of Authorized Person

25. Date (MM/DD/YYYY)

26. Signature of Authorized Person

27. Location (City and State)

28. Signature of Authorized Person

29. Barcode HERE

30. Customs Declaration

31. Country of Origin

32. Country of Destination

33. Exempt Category

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GXG[®] Acceptance

Ensure sender properly completed GXG[®] Air Waybill/Shipping Invoice.

Merchandise shipments require PS Form 6182.

Complete postage transaction if item is not prepaid.

Complete "Origin" information and validate shipment and destination.

Provide customer their copy of GXG[®] Air Waybill/Shipping Invoice.

Process according to directions on shipping document.

Priority Mail Express International®

Reliable, high-speed service available to certain countries at designated USPS facilities.

- 3 to 6-day average business day delivery with tracking to all destinations.

Free shipping supplies available.

- Only USPS-produced Priority Mail Express International® Flat-Rate Envelopes are eligible for price.
- Charged a Flat-Rate price depending on destination rate group.

Prices based on weight and destination country (Except Flat-Rate).

Includes insurance.

- Up to \$100 for document reconstruction and merchandise up to \$200.
- Additional coverage for merchandise may be available; individual country prohibitions and restrictions apply.

Money-Back Guarantee

Date-certain postage refund guarantee available for:

- Australia
- New Zealand
- Canada
- Republic of Korea (South Korea)
- China
- Singapore
- France (not including Corsica and Monaco)
- Spain (does not include Canary Island)
- Great Britain and Northern Ireland
- Sweden
- Hong Kong
- Switzerland
- Israel
- Thailand
- Japan



Prohibited Items

Prohibited in
all PMEI
shipments:

Coins

Banknotes

Currency notes, including paper money

Securities of any kind payable to bearer

Traveler's checks

Platinum, gold, and silver

Precious stones

Jewelry

Watches

Other valuable articles

International postal money orders are admissible but are negotiable only if proper form used.

Size Requirements

- Maximum weight for Flat-Rate envelope (PMEI and PMI) is 4 pounds.
- Maximum weight 70 pounds, but lower country-specific weight limits may apply.
- Maximum size dimensions vary by country.

Preparing International Shipments

Size & Weight Requirements

Postcards >

Envelopes

Large Envelopes (Flats)

Packages

Postcards must be rectangular to qualify for First-Class Mail® prices.

Oversized postcards will be charged as letters or large envelopes.


Size Requirements:

- Height: 3 1/2" min. / 4 1/4" max.
- Length: 5 1/2" min. / 6" max.
- Thickness: 0.007" min. / 0.016" max.

Extra Services and Customs Forms

Extra Services:

- Insured Mail Service.



USPS®-USE ONLY: Place barcode label here.

USPS Customs Declaration and Dispatch Note

- Print in English using blue or black ink.
- Complete all **SHADED** fields before acceptance.
- See the Privacy Notice on the reverse of Copy 4.

SENDER'S INFORMATION			SHIPMENT INFORMATION (Continued) — BOXED AREA IS FOR USPS-USE ONLY		
Full Last Name	Full First Name	MI	USPS Official Use	USPS Corporate Account	EMS Scheduled Delivery Date
Business Name (if applicable)		Sender's Telephone	Total Postage/Fees (U.S. \$)	Insured Value (U.S. \$)	Insured Fee (U.S. \$)
Address-1			7. Sender's Email Address		8. Addressee's Email Address
Address-2			9. Exporter's Reference (if applicable and known)		10. Exporter's Telephone (if applicable and known)
City	State	ZIP Code*	11. Importer's Reference (if applicable and known)		12. Importer's Telephone (if applicable and known)
ADDRESSEE'S INFORMATION			13. AES ITN (if applicable)		
Full Last Name	Full First Name	MI	14. AES Exemption — NOEE§ (Check one if applicable) <input type="checkbox"/> § 30.36 <input type="checkbox"/> § 30.37 (a) <input type="checkbox"/> § 30.37 (f) <input type="checkbox"/> § 30.37 (y) <input type="checkbox"/> Other		
Business Name (if applicable)		Addressee's Telephone	15. License Number (if applicable)	16. Certificate Number (if applicable)	17. Invoice Number (if applicable)
Address-1			18. Length (inches)	19. Width (inches)	20. Height (inches)
Address-2			21. Restrictions (if applicable — check all that apply) <input type="checkbox"/> Quarantine <input type="checkbox"/> Sanitary/Phytosanitary Inspection		
City	State/Province	Country	22. Nondelivery Instructions (Check one) <input type="checkbox"/> Return to Sender <input type="checkbox"/> Treat as Abandoned		
City			23. Sender's Signature and Date		
SHIPMENT INFORMATION					
1. Category of Items (Check all that apply) <input type="checkbox"/> Document <input type="checkbox"/> Commercial Sample <input type="checkbox"/> Merchandise <input type="checkbox"/> Dangerous Goods <input type="checkbox"/> Gift <input type="checkbox"/> Returned Goods <input type="checkbox"/> Humanitarian Donation <input type="checkbox"/> Other					
2. Detailed Description of Contents (Enter only one item per line)		3. Quantity	4. Net Weight (Ea) Lbs. Oz.		5. Value (Ea) U.S. \$
6. Total					
I certify the particulars given in this customs declaration are correct. This package does not contain any undeclared dangerous items, or items prohibited by legislation or by postal or customs regulations. I have met all applicable export filing requirements under federal law and regulations.					
			For Business Mailers, for items in Block 2 (if the information is known)		
			24. HS Tariff Number	25. Country of Origin	

PS Form 2976-R, April 2016 PSN 7530-17-000-7992 IMPORTANT: This package may be opened officially. 1 - Customs Declaration

PS Form 2976-R, USPS Customs Declaration and Dispatch Note.

Custom Form Responsibilities

Mailer:

- Mailers electronically generate PS Form 2976-R *USPS Customs Declaration and Dispatch Note*.
- Including APO, DPO, FPO, U.S. Possessions, Territories, and Freely Associated States.
- Fulfill any other nonpostal export requirements.
- Sign electronic form.

SSA:

- Verify sender/recipient info including additional insurance.
- Review IMM[®] and dangerous goods info.
- Complete entry in CBPMAN.
- RSS prints IMpb[®].
- Enter data, print customs and postage, apply to mailpiece.

Priority Mail International® (PMI)

Designed for outbound international parcels.

- 6-10 average business day delivery with tracking to major destinations.

Domestic Priority Flat-Rate packaging can be used for international shipping.

- 4-pound weight max for the Flat-Rate Envelope and Small Flat-Rate Box.
- USPS Tracking® included.
- 20-pound weight maximum for medium and large Flat-Rate Boxes.

Prices based on weight and destination country. (Except Flat-Rate).

Limited indemnity coverage included (\$100 - documents, \$200 - merchandise).

- Limited to maximum indemnity based on weight or actual value, whichever is less (additional available).

Special prices for Canada and Mexico destinations.

- All shipments require PS Form 2976-R including APO, FPO, DPO and PTFAS.

Not sealed against inspection.

- Regardless of physical closure, mailing constitutes consent to content inspection.

Customs form entered in to CBPMAN (APO, FPO, DPO and PTFAS).

PMI Dimensions

Surface area of address side must completely contain postage, PS Form 2976-E (envelope), and applicable endorsements or markings.

Maximum dimensions vary by country – see the Individual Country Listings.

Parcels may not weigh more than 70 pounds.




PS Form 2976-E is approximately 10-1/4 inches wide and 7-1/4 inches high.

Extra Services and Customs Forms

Extra Services:

- Return Receipt Service for PMI when additional insurance is purchased.
- Insured Mail Service.



USPS®-USE ONLY: Place barcode label here.

USPS Customs Declaration and Dispatch Note

- Print in English using blue or black ink.
- Complete all **SHADED** fields before acceptance.
- See the Privacy Notice on the reverse of Copy 4.

SENDER'S INFORMATION			SHIPMENT INFORMATION (CONTINUED) — BOXED AREA IS FOR USPS-USE ONLY					
Full Last Name	Full First Name	MI	USPS Official Use	USPS Corporate Account	EMS Scheduled Delivery Date			
Business Name (if applicable)		Sender's Telephone	Total Postage/Fees (U.S. \$)	Insured Value (U.S. \$)	Insured Fee (U.S. \$)			
Address-1			7. Sender's Email Address		8. Addressee's Email Address			
Address-2			9. Exporter's Reference (if applicable and known)		10. Exporter's Telephone (if applicable and known)			
City	State	ZIP Code*	11. Importer's Reference (if applicable and known)		12. Importer's Telephone (if applicable and known)			
ADDRESSEE'S INFORMATION			13. AES ITN (if applicable)					
Full Last Name	Full First Name	MI	14. AES Exemption — NOEEI§ (Check one if applicable) <input type="checkbox"/> § 30.36 <input type="checkbox"/> § 30.37(a) <input type="checkbox"/> § 30.37(h) <input type="checkbox"/> § 30.37(y) <input type="checkbox"/> Other					
Business Name (if applicable)		Addressee's Telephone	15. License Number (if applicable)	16. Certificate Number (if applicable)	17. Invoice Number (if applicable)			
Address-1			18. Length (inches)	19. Width (inches)	20. Height (inches)			
Address-2			21. Restrictions (if applicable — check all that apply) <input type="checkbox"/> Quarantine <input type="checkbox"/> Sanitary/Phytosanitary Inspection					
City	State/Province	Country	22. Nondelivery Instructions (Check one) <input type="checkbox"/> Return to Sender <input type="checkbox"/> Treat as Abandoned					
23. Sender's Signature and Date			I certify the particulars given in this customs declaration are correct. This package does not contain any undeclared dangerous items, or items prohibited by legislation or by postal or customs regulations. I have met all applicable export filing requirements under federal law and regulations.					
SHIPMENT INFORMATION								
1. Category of Items (Check all that apply) <input type="checkbox"/> Document <input type="checkbox"/> Commercial Sample <input type="checkbox"/> Merchandise <input type="checkbox"/> Dangerous Goods <input type="checkbox"/> Gift <input type="checkbox"/> Returned Goods <input type="checkbox"/> Humanitarian Donation <input type="checkbox"/> Other								
2. Detailed Description of Contents (Enter only one item per line)	3. Quantity	4. Net Weight (Est) Lbs. Oz.				5. Value (Est) U.S. \$		
6. Total						24. HS Tariff Number		
			25. Country of Origin					

PS Form 2976-R, April 2016 PSN 7530-17-000-7992 IMPORTANT: This package may be opened officially. 3 - Post Office Copy

PS Form 2976-R, USPS Customs Declaration and Dispatch Note.

First-Class Package International[®] Service

Packages and rolls.

Delivery standards vary by destination.

Sealed against inspection, subject to pricing by shape. Prices start at one ounce.

Postage for each addressed piece according to weight and destination.

Right half of address side for destination address, postage, labels, and postal notations.

- Address must be in ink or typewritten, no pencil.
- Items should include complete return address of sender.

Packages and Rolls

<i>Packages</i>	Maximum
Weight.	4 pounds
Value.	\$400
Length.	24 inches
Combined length, height and depth.	36 inches
Packages must be large enough for postage, address, return address, customs, and markings.	

- Must be able to withstand normal handling.
- Postage by weight and price group.

Items valued over \$400 must be mailed via Global Express Guaranteed[®], Priority Mail Express International[®], or Priority Mail International[®].

<i>Rolls</i>	Minimum	Maximum
Length.	4 inches	36 inches
Length and Twice Diameter combined.	6 ¾ inches	42 inches
Value.	-	\$400
Weight.		4 pounds

FCPIS Markings

Packages and rolls that could be mistaken for another category should be marked LETTER-POST on the address side.



Extra Services

Extra Services:

- Certificate of Mailing.
- Registered Mail Service®.
- Return Receipt Service (for items using Registered Mail Service).
- Free Electronic USPS Delivery Confirmation International service (E-USPS DELCON INTL®).
- Check Individual Country Listings.

The image shows a screenshot of the USPS Postal Explorer website. The top navigation bar includes "USPS.COM Postal Explorer" and a search bar. Below the navigation bar, there are several tabs: "PE Tools", "Publications", "Business Solutions", "Archives", and "Help". The main content area is titled "International Mail Manual" and features a sidebar with a table of contents. The table of contents includes sections such as "Summary of Changes", "Transmittal Letter", "1 International Mail Services", "2 Conditions for Mailing", "3 Extra Services", "4 Treatment of Outbound Mail", "5 Nonpostal Export Regulations", "6 Special Programs", "7 Treatment of Inbound Mail", "8 (Reserved)", "9 Inquiries, Indemnities, and Refunds", "Index of Countries and Localities", "Country Price Groups and Weight Limits", "Individual Country Listings", "List of Exhibits", and "Index". The "Individual Country Listings" section is expanded, showing a list of countries from A to Z. The "Conditions for Mailing" section is also visible, with a sub-section for "Honduras".

Below the website screenshot, there is a form titled "Return Receipt for International Mail (Registered™, Insured and Express Mail®)". The form is in French and English. It includes the USPS logo and the text "Administration des Postes des Etats-Unis d'Amérique". The form has several sections for the sender to complete, including "Return by the quickest route (air or surface mail), a découvert and postage free", "Name or Firm (Nom ou raison sociale)", "Street and Number (Rue et no.)", and "City, State, and ZIP + 4® (Localité et code postal)". The form also includes a section for the recipient to complete, "The sender completes and indicates the address for the return of this receipt. (A remplir par l'expéditeur, qui indiquera son adresse pour le renvoi du présent avis.)". The form is labeled "Par Avion" and "A renvoyer par la voie la plus rapide (aérienne ou de surface), à découvert et en franchise de port." The form number is "PS Form 2865, March 2007" and the code is "CN07 (Old C5)".

First-Class Mail International®

Airmail letter-post, post cards, printed matter, and flats.

- Only documents allowed in flats.
- All merchandise must be sent First-Class Package International Service.

Delivery standards vary by destination.

Sealed against inspection, subject to pricing by shape. Prices start at one ounce.

Postage for each addressed piece according to weight and destination.

Right half of address side for destination address, postage, labels, and postal notations.

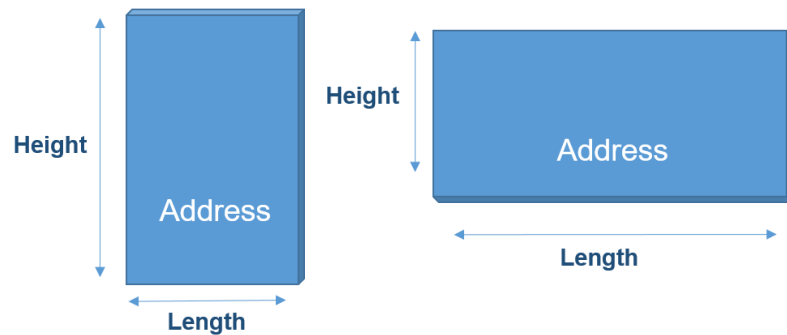
- Address must be in ink or typewritten, no pencil.
- Items should include complete return address of sender.

Letter-Size Dimensions

	Minimum	Maximum
Height	3.5 inches	6 $\frac{1}{8}$ inches
Length	5.5 inches	11 $\frac{1}{2}$ inches
Thickness	.007 inch	.25 inches

All letters must be rectangular.

Postcards must meet minimum dimensions and not exceed 4-1/4 inches high or 6 inches long or 0.016 inch thick.



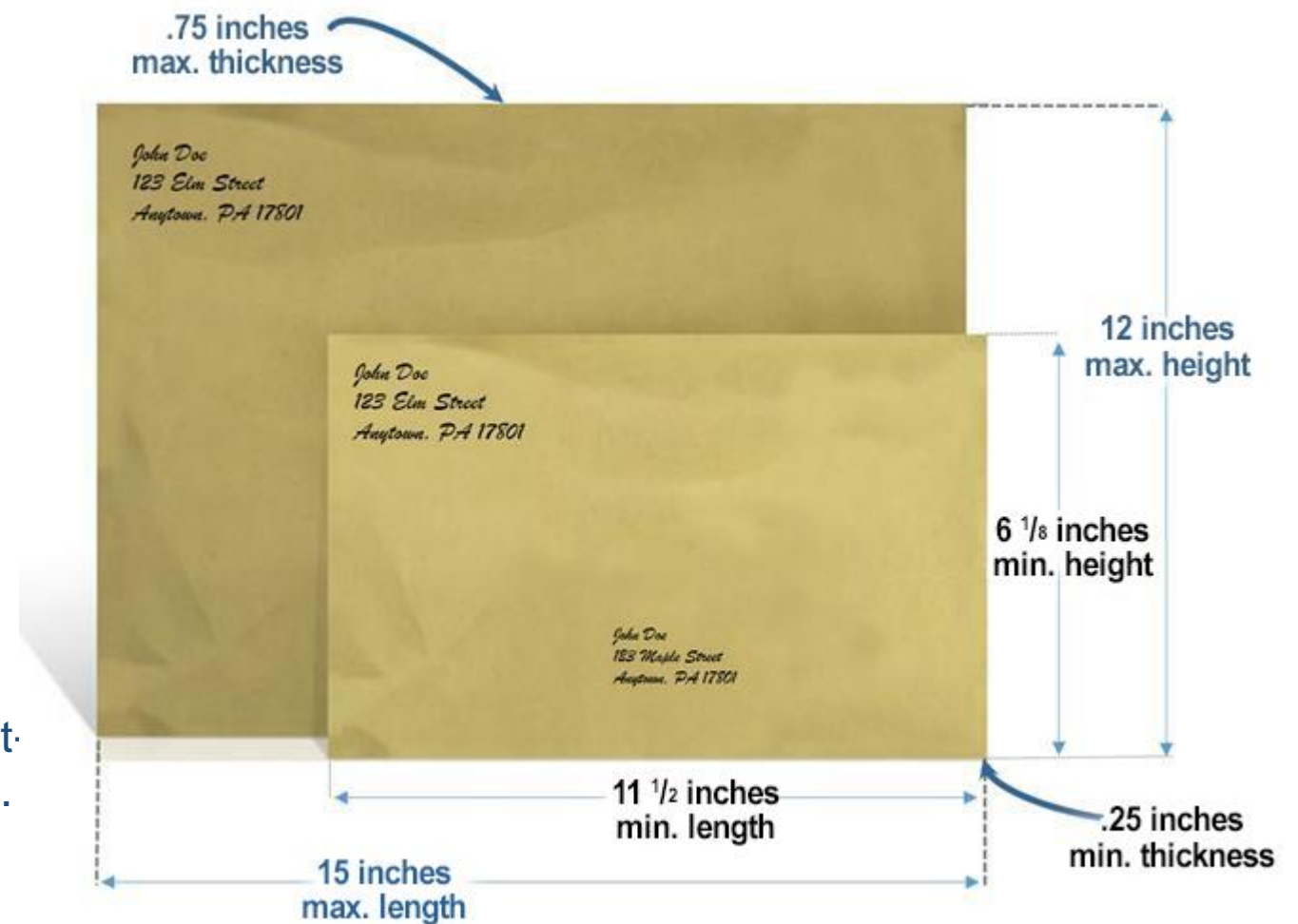
Must meet minimum mailing standards. Nonmachinable surcharge applies.

Flat-Sized Dimensions

	Minimum	Maximum
Height	6 $\frac{1}{8}$ inches	12 inches
Length	11 $\frac{1}{2}$ inches	15 inches
Thickness	.25 inch	.75 inches

Flats must be flexible, uniformly thick and rectangular.

- 15.994-ounce weight limit.
- Length longest dimension.
- Pieces not meeting standards charged First-Class Package International Service prices.
- Only documents allowed in flats.



FCMI Markings and Customs Forms

- Postcards, letters, and flats must be marked:
 - AIRMAIL/PAR AVION.
 - PS Label 19-A, *Par Avion Airmail*.
 - PS Label 19-B, *Par Avion Airmail*.
- No customs form required.



Extra Services

Extra Services:

- Certificate of Mailing.
- Registered Mail[®] Service.
- Return Receipt Service (for items using Registered Mail Service).
- Check Individual Country Listings.

The image shows a screenshot of the USPS.COM Postal Explorer website. The top navigation bar includes 'PE Tools', 'Publications', 'Business Solutions', 'Archives', and 'Help'. A search bar is located on the right. The main content area is titled 'International Mail Manual' and features a left-hand navigation menu with options like 'Summary of Changes', 'Transmittal Letter', and 'Individual Country Listings'. The right-hand side displays a list of countries for mailing, with 'Honduras' selected. Below the country list, there is a section for 'Conditions for Mailing' and 'Size Limits'. Overlaid on the bottom right of the screenshot is a 'Return Receipt for International Mail' form (PS Form 2865, March 2007). The form is pink and includes fields for 'Name or Firm', 'Street and Number', and 'City, State, and ZIP + 4'. It also features a circular postmark area and the text 'Par Avion'.

International Return Receipt

- PS Form 2865, *Return Receipt for International Mail (Avis de Reception)*, is attached to a registered item at the time of mailing.
- Card is removed and signed at the point of delivery and returned to the sender.
- Provides sender with evidence of delivery and completed in country of destination, which may not require addressee's signature (except under special circumstances).
- Receipts are returned to the sender by airmail.

UNITED STATES POSTAL SERVICE® **Return Receipt for International Mail**
(Registered™, Insured and Express Mail®)

Administration des Postes des Etats-Unis d'Amérique

Par Avion

Postmark of the office returning the receipt
Timbre du bureau renvoyant l'avis

Return by the quickest route (air or surface mail), a découvert and postage free.....

The sender completes and indicates the address for the return of this receipt.
(A remplir par l'expéditeur, qui indiquera son adresse pour le renvoi du présent avis.)

Name or Firm (Nom ou raison sociale).....

A renvoyer par la voie la plus rapide (aérienne ou de surface), à découvert et en franchise de port.

Street and Number (Rue et no.).....

City, State, and ZIP + 4® (Localité et code postal).....

UNITED STATES OF AMERICA Etats-Unis d'Amérique

PS Form 2865, March 2007 **Avis de réception** **CN07 (Old C5)**

Customs Declaration Forms

Customs forms not required for FCMI.

GXG® uses GXG International Air Waybill and PS Form 6182 (merchandise or required by destination) Form cannot be completed online.

Enter information from PS Form 2976-R into CBPMAN.

Customers not completing customs forms online or using postage stamps must present package at the counter.

PMEI, PMI, and FCPIS international services use PS Form 2976-R.

Hardcopy/electronically generated PS Forms 2976-R must be applied to mailpieces to or from APO, FPO, and DPO addresses.

FCMI Counter Activity



1. Place item on the scale.
2. Select Mailing/Shipping.
3. Select a country.
4. Acknowledge prohibitions by selecting Next.
5. Acknowledge observations by selecting Next.
6. Acknowledge restrictions by selecting Continue.
7. Confirm if the item is dutiable by selecting Yes or No.
8. If Yes, enter declared value amount and press Enter on the keyboard.
9. Hazmat question/customer answers on CDU.
10. If a packaging barcode was not scanned previously, select desired mail class.
11. Select any desired available Extra Services.
12. Select Continue.
13. Scan the applicable customs form barcode.
14. Enter customs form data into CBPMAN by selecting Yes or select No to bypass.
15. Review summary screen and select Print Labels to continue.
16. Select Pay and End Visit.

Counter Activity



1. Select GXG®.
2. Select Yes or No if the destination of the article is served by GXG.
3. Type the country Postal Code if known and press Enter (if not known, type first letters of name).
4. Select Yes or No if the item is addressed to a Post Office Box™.
5. Select Yes or No if the item contains gifts.
6. Acknowledge info/actions as needed. Select OK.
7. Acknowledge the minimum rate message by selecting OK.
8. Highlight the destination City/Postal Code if a Postal Code was not entered previously, or there are multiple city options for the Postal Code that was entered, and touch Select.
9. Highlight all shipment contents.
10. Select Done when finished listing shipment contents.
11. If Commercial Invoice PS Form 6182 is required a screen appears at this point. Acknowledge any information messages and click OK.
11. Enter replacement value in a whole dollar values, do not enter a decimal.
12. Acknowledge the mailing label message by selecting OK.
13. Review summary information and select Print.
14. Select Continue.
15. Select packaging type.
16. If GXG other is selected, enter package dimensions, press Enter after each entry.
17. Select Yes or No if the item is rectangular.
18. Select optional Extra Services, if desired.
19. Select Continue.
20. Scan GXG label barcode.
21. Scan Commercial Invoice Label barcode if required.
22. Continue with steps for Customs, printing labels, and payment.

Customs Border Protection Manifest

USPS required to electronically capture and save Customs Declaration information for all items sent outside the U.S.

You will:

- Process form per SOP.
- Validate information submitted online.
- Click RSS Save button and return complete transaction.
- Enter form data if not displayed.

Supports those who complete paper PS Forms 2976-R, and/or entered their information via USPS website and presents mailpiece at retail window.

International Inquiry and Claims

• ~~Claim~~ Claim: procedures (Only for GXG[®], PMEI, registered, and parcels):

- File online or by phone (GXG only by phone).
- Verify completion of PS Form 2855.
- Prior to claim, items must complete inquiry process.
- Complete PS Form 2856, *Damage Report of Parcel and Contents*.
- PS Form 2855, *Claim for Indemnity—International Registered Mail[®], Insured, Ordinary Parcel and Express Mail*.
 - Complete form without customer present.
 - Attach forms, customs label, and wrapper and mail to International Claims section in St Louis.
 - Submit proof of value.
- Inspect, retain, and dispose of damaged item per claim decision.
 - International Research Group makes determination and may direct customer to bring item to Post Office.
 - If hazardous, item may be destroyed. If item has salvage value, retain until settlement of claim and appeals.
 - Customer Care Center sends PS Form 2855.
- Customer brings letter, forms, damaged item, wrappings, and Accounting Services notifies customer in writing of 30-day limit to recover item or file appeal. container to PO.
- Forward all articles to Mail Recovery Center if claim is paid, appeal filed, or customer does not recover item.

Summary

- We offer a variety of Domestic Mailing services including First-Class Mail[®], Periodicals, USPS Marketing Mail[®], Library Mail, Media Mail[®], and Extra Services.
- Shipping products are those in which we compete with other delivery companies (Priority Mail Express[®], Priority Mail[®], USPS Ground Advantage-Retail[®], International Mail, and Parcel Return Service).
- Zone chart matrix created by origin ZIP and used to calculate prices.
- International Mail: Global Express Guaranteed[®], Priority Mail Express International[®], Priority Mail International[®], First-Class Package International[®], and First-Class Mail International[®].
- Each category has specified delivery standard.
- Customers submit international claims/inquiries online or by phone.
- Product knowledge allows you to create a customer centric experience and find the right solution for our customers.