

Update Notice

Publication 109

Special Services Technical Guide: Postal Forms and Labels (Domestic Service Only)

Updates to March 2000 edition

March 23, 2001

Section 5-3.2 is updated to reflect the stock specifications for a privately printed PS Form 3811.

Section 6-1, "Note" box, is updated to reflect the eligible matter for return receipt for merchandise service.

Section 7-2, item 2, is updated to reflect the new address and fax number where the completed PS Form 109 is to be sent.

Section 7-2, item 3, is updated to indicate that five samples must be submitted for evaluation and approval.

The last page of Publication 109 is updated to include the March 2001 edition of PS Form 109.

Publication 109 has been created to help postal customers comply with the new requirements for privately printed special services forms and labels. This publication provides detailed information on designing forms and labels and provides technical information about barcode specifications. Although this publication is a useful tool to help you comply with the new form and label requirements, it does not provide detailed information about each special service. Please refer to the *Domestic Mail Manual* (DMM) S900 for detailed information on each special service. An electronic version of the DMM is accessible on the Internet at <http://pe.usps.gov>.

If you have other questions regarding these forms or labels that are not addressed in this publication, contact your local mailpiece design analyst or the business mail entry manager serving your location.

Publication 109 supersedes all previous technical guides, addenda, memoranda, etc., in their entirety regarding technical guidelines for special services as of the date of publication. *Domestic Mail Manual* (DMM) references and other references made in this publication are considered part of the valid guidelines.

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1 General Information



1-1 Overview

Traditionally, the U.S. Postal Service (USPS) has provided mailers with a number of services designed to enhance customers' basic mailing and shipping needs. As the needs of customers have changed, so too have the services designed to best address those needs. Today, advances in technology provide a tremendous opportunity for the Postal Service to provide new and improved services to increase customer satisfaction and enhance the value of USPS products and services. The Postal Service is continuously making service improvements to best serve mailers. In this publication, we will introduce the most recent enhancements made to the USPS's special services.

The Postal Service has redesigned a number of forms and labels for special services to incorporate a barcode. When POS ONE and electronic signature capture software and equipment are fully deployed to field offices, barcodes on special services forms will be scanned upon acceptance and delivery, and an electronic record will be created for each mailpiece. This data, as well as an electronic image of the recipient's signature, will be stored in a centralized USPS database. This database will interface with many USPS electronic database systems to permit easier retrieval of this information for internal purposes and for our customers. The labels and forms for the following special services have been redesigned to take advantage of this technology:

- a. PS Form 3800, *Certified Mail Receipt*.
- b. PS Form 3813-P, *Insured Mail Receipt*.
- c. Label 200, *Registered Mail*.
- d. PS Form 3811, *Domestic Return Receipt* (new format, but does not include a barcode).
- e. PS Form 3804, *Return Receipt for Merchandise*.

1-2 Benefits to Consumers

Driven by the imperative to meet customer requirements, the Postal Service has committed itself to using technology and making continuous improvements to increase the value and reliability of special services for all postal customers. Combining value-added features, such as confirmation of

delivery and signature collection, allows customers to realize the benefits of the latest technologies in mail delivery.

These new services are carefully aligned with the overall Postal Service corporate goal to improve service excellence and customer satisfaction by offering superior customer value. The expansion of information technology in the postal industry has increased the worth and dependability of confirmed and secured services.

1-3 Process

Customers have two label options when using one of the designated special services:

- a. Use the USPS-printed forms obtained from any post office at no charge.
- b. Print their own labels.

With the exception of Label 200, *Registered Mail*, forms for special services are available in postal lobbies for customers to affix to their mail. Privately printed forms and labels must be nearly identical in design and color to the USPS-printed forms. In addition, a customer who wants to privately print forms must receive approval from the Postal Service to ensure that the barcoded labels meet technical requirements.

By the end of 2000, retail clerks will electronically scan the barcodes on each item as it enters the mailstream. This acceptance scan will register the mailpiece ID into the Postal Service's Product Tracking System (PTS). When a customer receives and signs for a mailpiece, the carrier will scan the barcode on the special services label to indicate that the piece has been delivered.

If the customer is not home to sign for a delivery, the carrier will leave PS Form 3849, *Delivery Notice/Reminder/Receipt*, to inform the customer that a mailpiece is waiting for pickup at the local post office. The barcoded mailpiece will then be scanned as an attempted delivery at the delivery site.

1-4 How to Use This Publication

Publication 109 has been specifically prepared for those who want to produce their own barcoded special services forms and labels.

Each service has been outlined individually and can be found in its own section of this publication. Each section contains a description of the service as well as a detailed explanation on how to prepare the new barcoded labels.

For further information on accountable mail requirements, please refer to the *Domestic Mail Manual* (DMM) or, for international mail, to the *International Mail Manual* (IMM). The DMM and the IMM contain the official regulations of all services provided by the Postal Service. Updated electronic versions of the manuals can also be accessed on the Internet at <http://pe.usps.gov>.

2 Certified Mail — PS Form 3800

2-1 General Information

Certified mail service provides the sender with a mailing receipt. A delivery receipt, PS Form 3849, is signed by the recipient, and the delivery information is kept by the Postal Service. Certified mail is dispatched and handled in transit as ordinary mail.

Only mailable matter on which postage is paid at a First-Class Mail rate (including Priority Mail) may be accepted as certified mail. The applicable certified mail fee must be paid in addition to the correct postage. The fee and postage may be paid with ordinary postage stamps, meter stamps, or permit imprints. The fee and postage on official mail of federal government agencies and departments are collected under the applicable reimbursement procedures. In addition, when a return receipt is requested, a complete return address is required on the mailpiece.

2-2 Barcoded Form

Certified mail must bear a barcoded green PS Form 3800, *Certified Mail Receipt*, as shown in Exhibit 2-2. The barcode must also be be represented as human-readable numbers printed below the barcode. The human-readable numbers must be arranged in groups of four digits.

Exhibit 2-2
PS Form 3800, Certified Mail Receipt



The image shows the PS Form 3800, Certified Mail Receipt. It features a green header with the text "U.S. Postal Service CERTIFIED MAIL RECEIPT (Domestic Mail Only; No Insurance Coverage Provided)". Below the header is a table for recording postage and fees, and a section for the recipient's name and address. A barcode is visible on the left side of the form, with human-readable numbers printed below it.

Postage	\$	Postmark Here
Certified Fee		
Return Receipt Fee (Endorsement Required)		
Restricted Delivery Fee (Endorsement Required)		
Total Postage & Fees	\$	

Name (Please Print Clearly) (to be completed by mailer)
Street, Apt. No., or PO Box No.
City, State, ZIP+4

PS Form 3800, February 2000 See Reverse for Instructions

2-3 Private Printing Instructions

If authorized by the Postal Service, a mailer may use a privately printed PS Form 3800. The privately printed form must be nearly identical in design, color, and fluorescent properties to the USPS form with a barcode and human-readable numbers that meet the USPS specifications in Chapter 7.

A minimum of three privately printed preproduction samples must be submitted to the local business mail entry manager for review and approval by the mailpiece design analyst. Once the samples are approved, the printer must print sample forms with barcodes to be certified by the National Customer Support Center (NCSC) as outlined in Chapter 7.

2-3.1 Dimensions

The special services certified mail label is the detachable portion of PS Form 3800 that affixes to a mailpiece.

Certified mail labels must have a length of 3 inches to 3-1/2 inches and a height of 1-3/4 inches to 2-11/32 inches. This size includes the fold-over flap placed over the top of the envelope to identify certified mail when placed in trays.

The special services certified mail receipt is the portion of PS Form 3800 that must be completed by the mailer and the post office. The privately printed certified receipt must be nearly identical in design to PS Form 3800 as specified below.

The imprint area for certified mail receipts must meet the following dimensions if the mailer requires a receipt to be completed at the retail window:

- a. First box (untitled): 3/4 inch down from the top; left edge of the box is 3-3/8 inches from the right edge of the form; 1/4 inch high; 3-3/8 inches long.
- b. "Postage": 1 inch down from the top; left edge of the box is 2-3/8 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- c. "Certified Fee": 1-1/4 inches down from the top; left edge of the box is 2-3/8 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- d. "Return Receipt Fee": 1-1/2 inches down from the top; left edge of the box is 2-3/8 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- e. "Restricted Delivery Fee": 1-3/4 inches down from the top; left edge of the box is 2-3/8 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- f. "Total Postage & Fees": 2 inches down from the top; left edge of the box is 2-3/8 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- g. "Postmark Here": 1 inch down from top; left edge of the area is 1-3/8 inches from the right edge of the form; 1-5/16 inches high; 1-3/8 inches long.

2-3.2 **Stock**

PS Form 3800 must be printed on white OCR bond, 20-pound basis weight (17 inches × 22 inches, 500 sheets), equal to Joint Committee on Printing (JCP) Code O-25, with no more than a trace of fluorescence in the paper.

2-3.3 **Printing**

PS Form 3800 must be printed in reverse in a match of PANTONE® Matching System (PMS) 347 (green). Ink must be unreadable (“blind”) to the scanning wands used with postal automated record keeping systems for accountable mail and have a print contrast signal of less than 10 percent as measured by a USPS envelope reflectance meter (ERM-2). Numbers must be printed in nonreflective black ink. Black ink must have a minimum print contrast signal of 50 percent.

2-3.4 **Required Taggant**

A fluorescent taggant is also required on all privately printed copies of PS Form 3800 as described in the following sections.



NOTE

A fluorescent taggant is required on all privately printed copies of PS Form 3800, *Certified Mail Receipt*.

2-3.4.1 **Taggant Area**

The taggant area must consist of a single area (minimum dimension 0.5 inch × 0.5 inch; maximum dimension 0.7 inch × 0.7 inch) located to the right of the barcode on the label section of the form, approximately 11/16 inch from the bottom of the label. Printers must not alter the fluorescing spectral response when applying the taggant by allowing the fluorescing material to be mixed with the colored ink used on part of the label. The taggant material must be Angstrom #6 Sub-micron Scanning Compound 17 percent concentration at a coat weight of 2 mils (0.002 inch). Alternative compounds and concentrations must be approved by the Postal Service. Angstrom Technologies can be reached at the following address:

ANGSTROM TECHNOLOGIES
1895 AIRPORT EXCHANGE BLVD STE 110
ERLANGER KY 41018-3174

Samples must be sent for testing and approval to the following address:

MANAGER, TEST AND EVALUATION
US POSTAL SERVICE
8403 LEE HWY 2ND FL
MERRIFIELD VA 22082-8133

2-3.4.2 **Taggant Location**

The taggant must not “chalk” (i.e., interfere with the scanning of the barcode) and must maintain consistency. The taggant location must be consistent without splattering of taggant on other areas of the label. Any overcoat varnish on the taggant area must be consistent and must not interfere with the spectral response of the taggant. The taggant must be located to the right of the barcode on the label area and must not interfere with the scanning of

the barcode. The bottom of the taggant should be located no lower than 3-1/4 inches from the bottom of the mailpiece.

2-3.4.3 **Taggant Verification**

To verify the taggant, the printer should use a luminescent spectrometer calibrated to the rhodamine red standard. The taggant must be tested at a nominal excitation frequency of 365 nanometers (nm). The spectrometer should be set to measure emissions using an emission "slit width" of 2.5 nm and an excitation "slit width" of 10 nm. Emission should peak at 550 nm +/- 5 nm as stated in USPS TM-1262. Measuring of the 550 nm peak should be made by scanning in the 450 to 750 nm range. A cutout filter will be required, and this should be in the 430 nm range, before the emission peak and far enough from the excitation peak to eliminate any harmonic of the excitation peak. The taggant must be equal to Angstrom #6 Sub-micron Scanning Compound 17 percent concentration and meet the spectral response intensity standards of the Postal Service. Intensity of fluorescence must be sufficient for detection by the Postal Service's sortation equipment.

2-3.5 **Adhesive**

Privately printed labels or forms that are not printed directly on the mailpiece must use a permanent adhesive or have another form of glue to securely affix the label to the mailpiece. The label must be easy to affix but able to withstand normal handling by the Postal Service.

Labels that will be affixed to the mailpiece must be coated on the back (within 1/16 inch of the outside edges of the piece) with a permanent-type, pressure-sensitive adhesive or another form of glue with similar strength. The adhesive must adhere immediately and firmly to various paper-type surfaces (e.g., kraft, sulfite, bond, spun-bonded olefin, and other man-made materials normally used for packaging of mailed parcels). The adhesive must be such that any attempt to remove the label must destroy either the label or part of the paper surface to which it is adhered.

Labels printed directly onto the mailpiece do not need a pressure-sensitive adhesive or any other form of glue.

3 Insured Mail — PS Form 3813-P

3-1 General Information

NOTE

Articles insured for more than \$50 must have a barcoded blue PS Form 3813-P.

Retail insured mail provides up to \$5,000 indemnity coverage for a lost, rifled, or damaged article, subject to the standards for the service and payment of the applicable fee. A bulk insurance discount is available for insured articles entered by authorized mailers who meet the criteria (as defined in DMM S913) and have received the proper USPS authorization. Insured mail service provides the sender with a mailing receipt.

For articles insured for more than \$50, a delivery receipt (PS Form 3849) is signed by the recipient, and the delivery information is kept by the Postal Service. Insured mail is dispatched and handled in transit as ordinary mail. In addition, the mail must bear the complete names and addresses of both the sender and the addressee.

3-2 Barcoded Form

Insured mail with a value of more than \$50 must bear a barcoded blue PS Form 3813-P, *Insured Mail Receipt*, as shown in Exhibit 3-2. The barcode must also be represented as human-readable numbers printed below the barcode. The human-readable numbers must be arranged in groups of four digits.

Exhibit 3-2
PS Form 3813-P, Insured Mail Receipt

The image shows the front of a blue PS Form 3813-P, Insured Mail Receipt. On the left side, there is a vertical barcode with the text "United States Postal Service INSURED MAIL DOMESTIC - INTERNATIONAL" printed vertically. Below the barcode, the numbers "7312 3456 7890 0000 0016" are printed twice. A small note reads: "NOTE: Do not write on this receipt for damage or loss of contents. See reverse for details, conditions, and packaging requirements." The main form area has a header "U.S. Postal Service INSURED MAIL RECEIPT". It contains several fields: "Postage" with a dollar sign, "Insurance Fee", "Restricted Delivery (Domestic Only) (Endorsement Required)", "Special Handling", "Return Receipt Fee (Except for Canada) (Endorsement Required)", and "Total Postage & Fees" with a dollar sign. To the right of these fields are checkboxes for "Fragile", "Liquid", and "Perishable", and a box for "Insurance Coverage". There is also a "Postmark Here" area. At the bottom, there is a section for the recipient's address: "Please Print Clearly - To be completed by mailer", followed by "Street, Apt. No., or PO Box No.", "City, State, ZIP+4, Country", and a "POST OFFICE" field. The footer of the form reads "PS Form 3813-P, February 2000" and "See Reverse for Instructions".

3-3 Private Printing Instructions

If authorized by the Postal Service, a mailer may use a privately printed PS Form 3813-P for domestic mail only. The privately printed form must be nearly identical in design and color to the USPS form with a barcode and human-readable numbers that meet the USPS specifications in Chapter 7.

A minimum of three privately printed preproduction samples must be submitted to the local business mail entry manager for review and approval by the mailpiece design analyst. Once the samples are approved, the printer must print sample forms with barcodes to be certified by the National Customer Support Center (NCSC) as outlined in Chapter 7.

3-3.1 Dimensions

The special services insured mail label is the detachable portion of PS Form 3813-P that affixes to a mailpiece.

PS label 3813-P must be 3 to 3-1/2 inches long × 1-3/4 inches to 2-11/32 inches high.

The special services insured mail receipt is the portion of PS Form 3813-P that must be completed by the mailer and the post office. The privately printed insured mail receipt must be nearly identical in design to PS Form 3813-P as specified below.

The imprint area for insured mail receipts must meet the following dimensions if the mailer requires a receipt to be completed at the retail window:

- a. First box (untitled): 3/4 inch down from the top; left edge of the box is 3-1/8 inches from the right edge of the form; 1/4 inch high; 3-1/8 inches long.
- b. "Postage": 1 inch down from the top; left edge of the box is 2-1/4 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- c. "Insurance Fee": 1-1/4 inches down from the top; left edge of the box is 2-1/4 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- d. "Insurance Coverage": 1-1/4 inches down from the top; left edge of the box is 1-1/4 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- e. "Restricted Delivery Fee": 1-1/2 inches down from the top; left edge of the box is 2-1/4 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- f. "Special Handling Fee": 1-3/4 inches down from the top; left edge of the box is 2-1/4 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- g. "Return Receipt Fee": 2 inches down from the top; left edge of the box is 2-1/4 inches from the right edge of the form; 1/4 inch high; 1 inch long.

- h. "Total Postage & Fees": 2-1/4 inches down from the top; left edge of the box is 2-1/4 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- i. "Postmark Here": 1-1/2 inches down from top; left edge of the area is 1-1/4 inches from the right edge of the form; 1-1/16 inches high; 1-1/4 inches long.

3-3.2 **Stock**

PS Form 3813-P must be printed on white OCR bond, 20-pound basis weight (17 inches × 22 inches, 500 sheets), equal to Joint Committee on Printing (JCP) Code O-25.

3-3.3 **Printing**

PS Form 3813-P must be printed in reverse in a match of PANTONE® Matching System (PMS) 286 (blue) or NSC Medium Blue #12 for shade. Ink must be unreadable ("blind") to the scanning wands used with postal automated recordkeeping systems for accountable mail and have a print contrast signal of less than 10 percent as measured by a USPS envelope reflectance meter (ERM-2). Numbers must be printed in nonreflective black ink. Black ink must have a minimum print contrast signal of 50 percent.

3-3.4 **Adhesive**

Privately printed labels or forms that are printed directly on the mailpiece must use a permanent adhesive or have another form of glue to securely affix the label to the mailpiece. The label must be easy to affix but able to withstand normal handling by the Postal Service.

Labels that will be affixed to the mailpiece must be coated on the back (within 1/16 inch of the outside edges of the piece) with a permanent-type, pressure-sensitive adhesive or another glue of similar strength. The adhesive must adhere immediately and firmly to various paper-type surfaces (e.g., kraft, sulfite, bond, spun-bonded olefin, and other manufactured materials normally used for packaging of mailed parcels). The adhesive must be such that any attempt to remove the label must destroy either the label or part of the paper surface to which it is adhered.

Labels printed directly onto the mailpiece do not need pressure-sensitive adhesive or any other form of glue.

4 Registered Mail — Label 200

4-1 General Information

 **NOTE**
Of the special services offered by the Postal Service, registered mail is the most secure.

Registered mail is the most secure service that the Postal Service offers. It utilizes a system of receipts to monitor the movement of the mail from the point of acceptance to the point of delivery. Registered mail service provides the sender with PS Form 3806, *Receipt for Registered Mail*, as a mailing receipt. A delivery receipt (PS Form 3849) is signed by the recipient, and the delivery information is kept by the Postal Service.

Only mailable matter prepaid with postage at First-Class Mail rates (including Priority Mail) may be registered. The face (address side) of the registered article must be at least 5 inches wide and 3-1/2 inches high, regardless of thickness. Business reply mail may not be registered. Official mail and items returned under merchandise return service may be registered without prepayment of postage fees. Mail of a government agency for which insurance is requested may not be sent as penalty mail and must have postage and fees prepaid. In addition, the mail must bear the complete names and addresses of both the sender and the addressee.

4-2 Barcoded Label

Registered mail must bear a barcoded red Label 200, *Registered Mail*, as shown in Exhibit 4-2. The barcode must also be represented in human-readable numbers printed below the barcode. The human-readable numbers must be arranged in groups of four digits. Large-volume mailers can obtain Label 200 in rolls of 100.

Exhibit 4-2
Label 200, Registered Mail



4-3 Private Printing Instructions

If authorized by the Postal Service, a mailer may use a privately printed Label 200 for domestic mail only. The privately printed label must be nearly identical in design and color to the USPS label with a barcode and human-readable numbers that meet the USPS specifications in Chapter 7.

A minimum of three privately printed preproduction samples must be submitted to the local business mail entry manager for review and approval by the mailpiece design analyst. Once the samples are approved, the printer must print sample labels with barcodes to be certified by the National Customer Support Center (NCSC) as outlined in Chapter 7.

4-3.1 Dimensions

Label 200 must be 3 to 3-1/2 inches long × 1-3/4 to 2-11/32 inches high.

4-3.2 Stock

Label 200 must be printed on one of the following stocks:

- a. White OCR bond, 20-pound basis weight (17 inches × 22 inches, 500 sheets), equal to Joint Committee on Printing (JCP) Code O-25.
- b. Smudgeproof Litho Label, 50-pound basis (17 inches × 22 inches, 500 sheets), with general-purpose permanent, pressure-sensitive adhesive coating on the back.

4-3.3 Printing

Label 200 must be printed in reverse in a match of PANTONE® Matching System (PMS) 185 (red). Ink must be unreadable (“blind”) to the scanning wands used with postal automated recordkeeping systems for accountable mail and have a print contrast signal of less than 10 percent as measured by a USPS envelope reflectance meter (ERM-2). Numbers must be printed in nonreflective black ink. Black ink must have a minimum print contrast signal of 50 percent.

4-3.4 Adhesive

Privately printed labels must use a permanent adhesive or have another form of glue to securely affix the label to the mailpiece. The label must be easy to affix but able to withstand normal handling by the Postal Service.

Labels that will be affixed to the mailpiece must be coated on the back (within 1/16 inch of the outside edges of the piece) with a permanent-type, pressure-sensitive adhesive or another form of glue with similar strength. The adhesive must adhere immediately and firmly to various paper-type surfaces (e.g., kraft, sulfite, bond, spun-bonded olefin, and other manufactured materials normally used for packaging of mailed parcels). The adhesive must be such that any attempt to remove the label must destroy either the label or part of the paper surface to which it is adhered.

Labels printed directly onto the mailpiece do not need pressure-sensitive adhesive or any other form of glue.

5 Return Receipt — PS Form 3811

5-1 General Information

Return receipt service provides a mailer with evidence of delivery (to whom the mail was delivered and the date of delivery). A return receipt also supplies the recipient's actual delivery address if it is different from the address used by the sender. A return receipt may be requested before or after mailing. Return receipt service requires one of the following classes or domestic services:

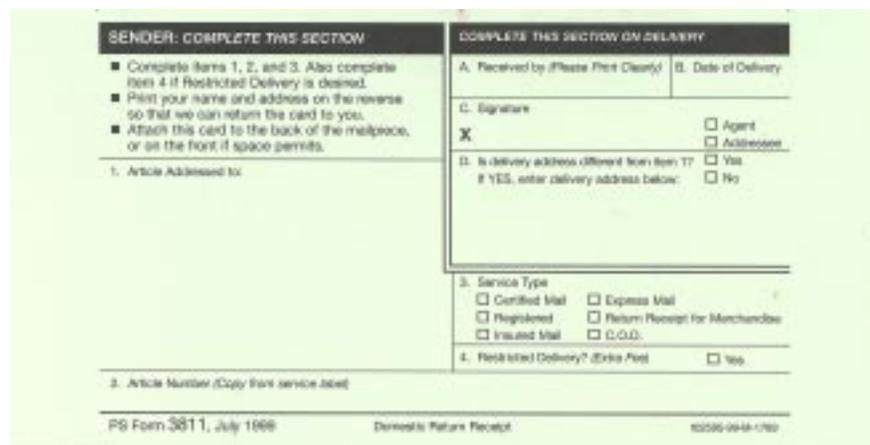
- a. Certified mail.
- b. Collect on delivery (COD).
- c. Express Mail.
- d. Insured mail (if insured for more than \$50).
- e. Registered mail.

5-2 Form

Return receipt mail must bear a green PS Form 3811, *Domestic Return Receipt*, as shown in Exhibit 5-2. PS Form 3811 does not have a barcode.

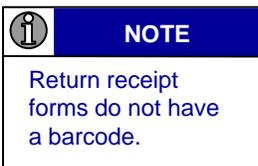
Exhibit 5-2

PS Form 3811, Domestic Return Receipt



The image shows a sample of PS Form 3811, Domestic Return Receipt. The form is divided into two main sections: 'SENDER: COMPLETE THIS SECTION' and 'COMPLETE THIS SECTION ON DELIVERY'. The 'SENDER' section includes instructions and a field for '1. Article Addressed to:'. The 'COMPLETE THIS SECTION ON DELIVERY' section includes fields for 'A. Received by (Please Print Clearly)', 'B. Date of Delivery', 'C. Signature' (with a handwritten 'X'), 'D. Is delivery address different from item 1? If YES, enter delivery address below:', 'E. Service Type' (with checkboxes for Certified Mail, Express Mail, Registered, Return Receipt for Merchandise, Insured Mail, and C.O.D.), and 'F. Restricted Delivery? (Extra Fee)'. The form also includes a footer with 'PS Form 3811, July 1999', 'Domestic Return Receipt', and '50290-0948-1760'.

5-3 Private Printing Instructions



If authorized by the Postal Service, a mailer may use a privately printed PS Form 3811. The privately printed form must be nearly identical in design and color to the USPS form. A minimum of three privately printed preproduction samples must be submitted to the local business mail entry manager for review and approval by the mailpiece design analyst.

5-3.1 Dimensions

PS Form 3811 must be 3-1/2 to 3-2/3 inches high × 7 to 7-1/8 inches long overall; 3-1/2 to 3-2/3 inches × 5-1/2 inches detached. Any form less than 3-1/2 inches high or 5 inches in length is nonmailable.

5-3.2 Stock

PS Form 3811 must be printed on stock that complies with the following specifications:

- a. A minimum thickness of 0.007 inch and a maximum thickness of 0.016 inch.
- b. 89-pound green U.S. postal card stock, 90-pound green index, 100-pound green tag, or similar quality stocks are acceptable. Bristol or high-bulk stock is unacceptable — see *Postal Bulletin* 21893, 5-11-95, page 18. Other stock may be accepted if it passes testing for machinability in USPS automation equipment.

The color of the stock must be a close match by visual inspection of PANTONE® Matching System (PMS) 9561 (green). In lieu of matching PMS 9561, the green background reflectance values, as measured by a USPS envelope reflectance meter (ERM-2), must be a minimum of 60 percent in the red and 64 percent in the green portions of the optical spectrum.

Note: At the mailer's or printer's option, white stock may be used with a surface tint of PMS 9561 (green). If this option is used, the address block area may remain white. However, the green ink must remain uniform on the rest of the form, and the background reflectance values, as measured by a USPS envelope reflectance meter (ERM-2), must be a minimum of 60 percent in the red and 64 percent in the green portions of the optical spectrum.

5-3.3 Printing

PS Form 3811 must be printed using black ink on both sides, head-to-head. Facing Identification Mark (FIM) bars on the face must be within 1/16 inch from the top edge and 2-1/8 inches from the right-side perforation. If the address is preprinted on the face of the form, it must include a complete delivery address, including the ZIP+4 Code, and a correct delivery point barcode. If the address and barcode are preprinted, FIM C must be used (as required by DMM C100.5.0) on the face of PS Form 3811. If the address

and barcode are not preprinted, FIM B must be used (as required by DMM C100.5.0).

5-3.4 **Adhesive and Perforation**

A privately printed PS Form 3811 must use a permanent adhesive or have another form of glue to securely affix the form to the mailpiece. The form must be easy to affix but able to withstand normal handling by the Postal Service.

PS Form 3811 must be perforated along the entire 3-1/2 inches to 3-2/3 inches dimension, 3/4 inch from the left and right edges. The areas between the perforations and the outside edges must be coated with a 5/8-inch-wide solid strip of permanent pressure-sensitive adhesive suitable for adhering to paper, wood, metal, unprinted and unprinted spun-bonded olefin, and corrugated fiberboard products.

6 Return Receipt for Merchandise — PS Form 3804

6-1 General Information

NOTE

Return receipt for merchandise service is available on merchandise sent as Priority Mail, pieces subject to the residual shape surcharge, and Package Services.

Return receipt for merchandise service is a type of return receipt service that provides the sender with a mailing receipt and PS Form 3811. A delivery receipt (PS Form 3849) is signed by the recipient, and the delivery information is kept by the Postal Service. Return receipt for merchandise also supplies the recipient's actual delivery address if it is different from the address used by the sender. Mail using this service is dispatched and handled in transit as ordinary mail. This service does not include insurance coverage. Return receipt for merchandise may not be requested after mailing, and restricted delivery service is not available.

6-2 Barcoded Form

Return receipt for merchandise mail must bear a barcoded brown PS Form 3804, *Return Receipt for Merchandise*, as shown in Exhibit 6-2. The barcode must also be represented in human-readable numbers printed below the barcode. The human-readable numbers must be arranged in groups of four digits.

Exhibit 6-2
PS Form 3804, Return Receipt for Merchandise

The image shows the front of a brown PS Form 3804. On the left side, there is a vertical label that reads "RETURN RECEIPT FOR MERCHANDISE". Below this label is a barcode. To the right of the barcode is the human-readable barcode number: 8111 1111 1120 0000 0126. Below the barcode and number is a section titled "WAIVER OF SIGNATURE" with a checkbox and text: "I wish delivery to be made without obtaining signature of the addressee or the addressee's agent. I authorize the delivery employee to sign that the shipment was delivered and understand that the signature of the delivery employee will constitute valid proof of delivery." Below this is a line for "CUSTOMER SIGNATURE". To the right of the signature line is another human-readable barcode number: 8111 1111 1120 0000 0126. The main form area is titled "U.S. Postal Service RETURN RECEIPT FOR MERCHANDISE (Domestic Mail Only, No Insurance Coverage Provided)". It contains several fields: "Postage" with a dollar sign and a line; "Return Receipt for Merchandise Fee (Endorsement Required)" with a line; "Special Handling Fee" with a line; "Total Postage & Fees" with a dollar sign and a line; "Waiver of Signature" with checkboxes for "YES" and "NO"; "Name (Please Print Clearly) (to be completed by mailer)" with a line; "Street, Apt. No., or PO Box No." with a line; and "City, State, ZIP+4" with a line. At the bottom left of the form is "PS Form 38004, July 1999" and at the bottom right is "See Reverse for Instructions".

6-3 Private Printing Instructions

If authorized by the Postal Service, a mailer may use a privately printed PS Form 3804. The privately printed form must be nearly identical in design and color to the USPS form with a barcode and human-readable numbers that meet the USPS specifications in Chapter 7.

A minimum of three privately printed preproduction samples must be submitted to the local business mail entry manager for review and approval by the mailpiece design analyst. Once approved, the printer must print sample labels with barcodes to be certified by the National Customer Support Center (NCSC) as outlined in Chapter 7.

6-3.1 Dimensions

The special services return receipt for merchandise label is the detachable portion of PS Form 3804 that affixes to a mailpiece.

PS label 3804 must be 3 to 3-1/2 inches long by 1-3/4 to 2-11/32 inches high.

The special services return receipt for merchandise receipt is the portion of PS Form 3804 that must be completed by the mailer and the post office. The privately printed return receipt for merchandise receipt must be nearly identical in design to PS Form 3804 as specified below.

The imprint area for return receipt for merchandise receipts must meet the following dimensions if the mailer requires a receipt to be completed at the retail window:

- a. First box (untitled): 3/4 inch down from the top; left edge of the box is 3-3/8 inches from the right edge of the form; 1/4 inch high; 3-3/8 inches long.
- b. "Postage": 1 inch down from the top; left edge of the box is 2-1/2 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- c. "Return Receipt for Merchandise Fee": 1-1/4 inches down from the top; left edge of the box is 2-1/2 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- d. "Special Handling Fee": 1-1/2 inches down from the top; left edge of the box is 2-1/2 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- e. "Total Postage & Fees": 1-3/4 inches down from the top; left edge of the box is 2-1/2 inches from the right edge of the form; 1/4 inch high; 1 inch long.
- f. "Postmark Here": 1 inch down from top; left edge of the area is 1-1/2 inches from the right edge of the form; 1-3/16 inches high; 1-1/2 inches long.

6-3.2 Stock

PS Form 3804 must be printed on white OCR bond, 20-pound basis weight (17 inches × 22 inches, 500 sheets), equal to JCP Code O-25.

6-3.3 **Printing**

PS Form 3804 must be printed in reverse in a match of Sinclair and Valentine J-30497 (brown). Ink must be unreadable (“blind”) to the scanning wands used with postal automated recordkeeping systems for accountable mail and have a print contrast signal of less than 10 percent as measured by a USPS envelope reflectance meter (ERM-2). Numbers must be printed in nonreflective black ink. Black ink must have a minimum print contrast signal of 50 percent.

6-3.4 **Adhesive**

Privately printed labels or forms not printed directly on the mailpiece must use a permanent adhesive or have another form of glue to securely affix the label to the mailpiece. The label must be easy to affix but able to withstand normal handling by the Postal Service.

Labels that will be affixed to the mailpiece must be coated on the back (within 1/16 inch of the outside edges of the piece) with a permanent-type, pressure-sensitive adhesive or another form of glue with similar strength. The adhesive must adhere immediately and firmly to various paper-type surfaces (e.g., kraft, sulfite, bond, spun-bonded olefin, and other manufactured materials normally used for packaging of mailed parcels). The adhesive must be such that any attempt to remove the label must destroy either the label or part of the paper surface to which it is adhered.

Labels printed directly onto the mailpiece do not need pressure-sensitive adhesive or any other form of glue.

7 Barcode Requirements

7-1 Barcode Elements

7-1.1 Human-readable Characters

Human-readable characters printed to represent the barcode ID must appear directly below the barcode. The human-readable characters must be arranged in groups of four digits each.

7-1.2 Package Identification Code (PIC)

Each barcode must contain a unique package identification code (PIC) that is comprised of four fields totaling 20 characters. The four required fields are as follows:

- a. Service Type Code (STC): a two-digit number that identifies the type of product or service used for each item. (See 7-6.2.)
- b. Customer ID: a nine-digit DUNS® number that uniquely identifies the producer of the form/label. Customers may request their nine-digit customer ID (i.e., their DUNS® number) from their postal representative or by contacting Dun & Bradstreet by telephone at 800-333-0505 or via the Internet at www.dnb.com. A DUNS® number is required for all privately printed forms and/or labels.
- c. Identifier Serial Number: an eight-character-fixed sequential number.
- d. Check Digit: a one-digit number.

7-2 Privately Printed Barcode Certification

Those who produce privately printed forms and/or labels must receive certification of their labels from the NCSC. To receive certification, producers must do the following:

1. Submit a minimum of three privately printed preproduction samples to their local business mail entry manger for review and approval by the mailpiece design analyst. Label producers wishing to print PS Form 3800 must receive approval for the fluorescent taggant (see section 2-3.4.1 for further instructions).

2. Complete PS Form 109, *Application to Print Special Services Barcoded Forms/Labels* (located on the last page of this publication) and either fax it to 703-292-4057 or mail it to the following address:

SPECIAL SERVICES CERTIFICATION
 US POSTAL SERVICE
 1735 N LYNN ST RM 4011
 ARLINGTON VA 22209-6040

Upon receipt of this application, the Postal Service will send you a Special Services Certification Test Kit containing all of the information necessary for certification.

3. Complete the Special Services Certification Test Kit and prepare, for evaluation and approval, a sample that includes five barcoded forms and/or labels generated by each printer. Send the completed test kit and samples to the following address:

BARCODE CERTIFICATION
 NATIONAL CUSTOMER SUPPORT CENTER
 US POSTAL SERVICE
 6060 PRIMACY PKWY STE 201
 MEMPHIS TN 38188-0001

In the event that barcode print quality falls out of tolerance on privately printed forms and/or labels after approval has been granted, the Postal Service will contact the producer of those forms and/or labels and will initiate an effort to jointly resolve the problem. If circumstances warrant, the printing and use of privately printed forms and/or labels may be discontinued until a producer's printing is recertified.

7-2.1 **Domestic Mail**

For all domestic mailpieces, mailers must use either the USS Code 128 or USS Code Interleaved 2 of 5 barcode symbology on special services forms and/or labels.

7-2.2 **International Mail**

For all international mail using special services, mailers may use only USPS-printed forms and/or labels.

7-3 **Basic Information**

USPS-printed forms and labels use USS Code 128 barcodes. Privately printed domestic forms and labels must use either USS Code 128 or USS Code Interleaved 2 of 5 barcode symbology with 20-digit package ID barcodes. Barcode elements, which are shown in Exhibits 7-3a and 7-3b, include the following:

- a. **Start Code:** All barcodes must have a symbol Start Code. USS Code 128 barcode symbologies must begin with Start Code C. The start character *is not shown in the human-readable presentation* and is not manually keyed or transmitted.

- b. Service Type Code (STC): The two-digit Service Type Code is the second part of the barcode symbology.
- c. Customer ID: Customers may request their nine-digit customer ID (i.e., their DUNS® number) from their postal representative or by contacting Dun & Bradstreet by telephone at 800-333-0505 or via the Internet at *www.dnb.com*. This number uniquely identifies business entities at specific physical addresses. Customers generating mailings at multiple locations must use the DUNS® number appropriate for each mailing location.
- d. Identifier Serial Number: Customers self-assign an eight-digit Identifier Serial Number. This number must remain unique for at least 2 years in order to ensure that it identifies only one mailpiece.
- e. Check Digit: A check digit is required for all customer-generated special services forms to detect errors resulting from manual data entry or errors from transmitted data. The algorithm for calculating the check digit appears in 7-6.3.
 - (1) The privately generated 20-digit USS Code 128 barcodes for PS Form 3800, PS Form 3813-P, Label 200, and PS Form 3804 use weighted MOD 10 and MOD 103 check digits. The weighted MOD 10 check digit that follows the final digit of the Identifier Serial Number (reading from left to right) is considered a data element, and it must appear in human-readable form so that it is transmitted as data. The MOD 103 check digit is not a human-readable number and is inherent in the USS Code 128 symbology and precedes the final Stop Code. *It must not appear in human-readable form* so that it is not transmitted as data.
 - (2) The privately generated 20-digit USS Code Interleaved 2 of 5 barcodes for PS Form 3800, PS Form 3813-P, Label 200, and PS Form 3804 use only a weighted MOD 10 check digit. The USS Code Interleaved 2 of 5 weighted MOD 10 check digit appears in the last human-readable data position. It must be included in vendor barcode software and selected to meet USPS requirements, provided it meets the weighted MOD 10 algorithm.
- f. Stop Code: All barcodes must have a symbol Stop Code. The Stop Code *is not shown in the human-readable presentation*, and it is not manually keyed or transmitted.



Exhibit 7-3a

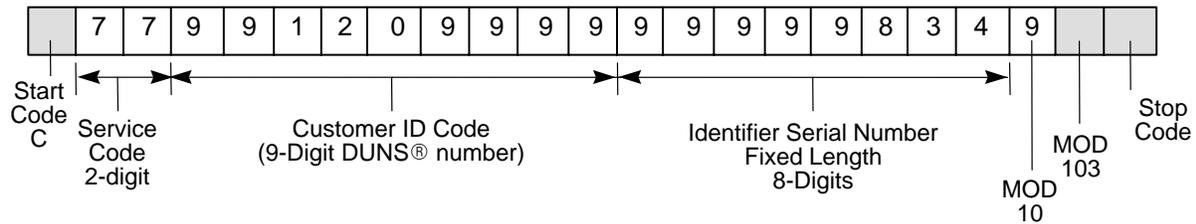
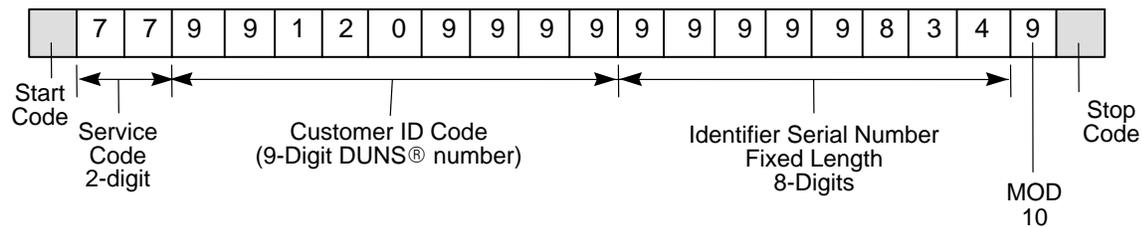
USS Code 128 Barcode Symbology

Exhibit 7-3b

USS Code Interleaved 2 of 5 Barcode Symbology

7-4 Barcode Print Specifications

7-4.1 Dimensions

	Minimum	Maximum
Preferred x-dimension	0.015 inch	0.017 inch
Allowable x-dimension	0.013 inch	0.021 inch
Height of barcode	0.75 inch	0.80 inch

The following standards apply:

- The preferred range of widths of narrow bars and spaces is 0.015 inch to 0.017 inch. The width of any narrow bar or space shall be no less than 0.013 inch nor greater than 0.021 inch.
- The height of the barcode must be a minimum of 0.75 inch, with a maximum of 0.80 inch.
- For PS Form 3800, the taggant must be a square with sides measuring between 0.5 inch and 0.7 inch.
- The ratio of wide to narrow element widths for USS Code Interleaved 2 of 5 symbology (referred to as "N") must be 2.5 to 3.0 inclusive.

7-4.2 Quiet Zone

No printing may appear in an area 0.125 inch above or below the barcode. On either side of the barcode, a minimum quiet zone equal to 10 times (10x) the average measured narrow element (bar or space) width must be

maintained, per specifications by Automatic Identification Manufacturers (AIM). When feasible, a left and right quiet zone of 0.25 inch is recommended.

7-4.3 **Reflectance**

When measured in the red spectral range between 630 nanometers to 675 nanometers, the minimum white space reflectance (Rs) must be greater than 50 percent, and the maximum bar reflectance (Rb) must be less than 25 percent. The minimum print reflectance difference (Rs – Rb) is 40 percent. The measurements must be made using a USPS-specified reflectance meter or a USPS-approved barcode verifier.

7-5 **Barcode Quality**

7-5.1 **Grade**

At least 70 percent of the privately printed barcodes must measure American National Standards Institute (ANSI) grade A or B, and none of the remaining portion can measure lower than ANSI grade C. Information concerning ANSI guideline X3.182-1990 may be obtained from the following:

AMERICAN NATIONAL STANDARDS INSTITUTE (ANSI)
11 W 42ND ST
NEW YORK NY 10036-8002

TELEPHONE: 212-642-4900
WEB SITE: www.ansi.org

7-5.2 **Specifications**

The symbol construction is based on AIM Uniform Symbology specifications:

- a. Uniform Symbology Specification, USS Code 128.
- b. Uniform Symbology Specification, USS Code Interleaved 2 of 5.

These specifications can be obtained from the following:

AIM INC
634 ALPHA DR
PITTSBURGH PA 15238-2802

TELEPHONE: 412-963-8588 (ask for Technical Department)
WEB SITE: www.aimi.org

7-6 Human-readable Numbers

7-6.1 Specifications

The following specifications apply to human-readable numbers:

- a. A human-readable numeric representation of the barcode must appear no less than 0.125 inch and no more than 0.5 inch below the barcode. The human-readable number must be printed in OCR-A font Size 1, 10 characters per inch, centered in a 1-11/16 inches by 5/8 inch area of the label that has not been printed. The character separation (i.e., the horizontal distance between the adjacent boundaries of the characters) in the groups of digits must not be less than 0.017 inch, and the centerline distance must not be less than 0.09 inch. If a space is not desired, the character separation may not be more than 0.07 inch. If a space is desired, the character separation must be more than 0.094 inch, but no more than 0.20 inch. Human-readable numbers must be arranged in groups of four digits.
- b. For the special services forms and labels, the human-readable information encoded in the PIC must meet the dimensional requirements in Exhibit 7-6.1.
- c. The human-readable representation of the barcode must conform to the following specifications:
 - (1) The human-readable representation of the barcode must be placed below the bottom quiet zone of the barcode.
 - (2) The font must be OCR-A font Size 1.
- d. The human-readable representation of the barcode must be arranged into groups of 4 digits.

Exhibit 7-6.1

Specifications for Human-readable Numbers (Not To Scale)



7-6.2 Service Type Code (STC)

A Service Type Code (STC) must be used as the first two digits in each barcode on any privately printed special services form or label. The following services require these codes:

Service	Form/Label	Code
Certified mail	PS Form 3800	71
Insured mail	PS Form 3813-P	73
Registered mail	Label 200	77
Return receipt for merchandise	PS Form 3804	81

7-6.3 Check Digit Algorithms

The USS Code 128 Subset C 20-digit barcode PIC uses a weighted MOD 10 check digit. The weighted MOD 10 check digit for these forms and labels may be calculated by listing in positional order digit number 1 up to and including the appropriate two digit Service Type Code. Digit positions are numbered from right to left for this calculation so that the weighted MOD 10 check digit is always listed in position 1. For example, assume that a PS Form 3800 PIC number is 7112345678912345678?, consisting of:

- Service Type Code = 71
- Customer ID (DUNS® number) = 123456789
- 8-digit Sequential Package ID = 12345678
- Weighted module 10 check digit = ?

The weighted MOD 10 check digit is calculated using the following steps:

Step 1

Set up a two-row matrix, labeled 20 through 1, with 1 being the most significant position in the matrix (i.e., the rightmost position). Starting from the least significant position of the matrix (position 20), copy each digit of the PIC all the way to position 2 (excluding the position of the check digit, shown in the example below by a "?").

Position	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
PIC	7	1	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	?

Note: For the following forms and labels, the dimension length of the matrix (maximum number of cells) is always 20, including the cell for the check digit:

- PS Form 3800, *Certified Mail Receipt*.
- PS Form 3813-P, *Insured Mail Receipt*.
- Label 200, *Registered Mail*.
- PS Form 3804, *Return Receipt for Merchandise*.

Step 2

Starting from position 2 of the matrix, add up the values in the even-numbered positions.

Position	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
PIC	7	1	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	?

For the example: $8 + 6 + 4 + 2 + 9 + 7 + 5 + 3 + 1 + 7 = 52$

Step 3

Multiply the result of Step 2 by the number 3.

For the example: $52 \times 3 = 156$

Step 4

Starting from position 3 of the matrix, add up the values in the odd-numbered positions, skipping position 1 because it is the position of the check digit.

Position	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
PIC	7	1	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	?

For the example: $7 + 5 + 3 + 1 + 8 + 6 + 4 + 2 + 1 = 37$

Step 5

Add up the results for steps 3 and 4.

For the example: $156 + 37 = 193$

Step 6

The check digit is the smallest number which, when added to the result obtained through step 5, gives a number that is a multiple of 10.

For the example: $193 + ? = 200$, so $? = 7 = \text{Check Digit}$

In this example, 7 is the smallest number which, when added to 193, results in a multiple of 10. Therefore, the check digit is 7.



Application to Print Special Services Barcoded Forms/Labels

How to Submit

Customers that print barcodes on special services forms/labels must register with the USPS. Complete this application and either fax it to 703-292-4057 or mail it to:

SPECIAL SERVICES CERTIFICATION
US POSTAL SERVICE
1735 N LYNN ST RM 4011
ARLINGTON VA 22209-6040

Upon receipt of your application, the USPS will verify your DUNS® number and verify if the software you are using to print barcodes has been certified by the USPS. If you do not receive a test kit within three weeks, it has been determined that your software has already been certified for the vendor from which you purchased your product. Therefore, you are exempt from the certification process and no additional action is required on your part. If your software has not been certified, you will receive a Special Services Certification Test Kit that explains what is required to receive USPS certification. The purpose of the test kit is to ensure that your barcodes are readable by our electronic software and equipment used for capturing delivery and signature information.

Customer Information

Primary Contact

Phone (Include area code)	Fax (Include area code)	Email
Company Name		
Address		
City	State	ZIP Code
Contact Dun & Bradstreet at 1-800-333-0505 or at www.dnb.com to obtain your company's unique nine-digit DUNS® number.	DUNS® Number of Company	

Forms/Labels to be Printed *(Indicate each form/label to be printed and enter the approximate annual volume for each)*

- Form 3800, *Certified Mail Receipt*: _____
- Form 3804, *Return Receipt for Merchandise*: _____
- Form 3813-P, *Insured Mail Receipt*: _____
- Label 200, *Registered Mail*: _____

Do you use forms/labels provided by a third-party vendor?

- No
- Yes - COMPLETE THE FOLLOWING:

Company Name	Phone (Include area code)
--------------	---------------------------

Do you use software provided by a third-party vendor?

- No
- Yes - COMPLETE THE FOLLOWING:

Vendor Name	Product Version
Contact	Phone (Include area code)

Postal Service Contact *(Enter the name of the mailpiece design analyst, etc., assisting you with your conversion efforts)*

Postal Representative	Title
Phone (Include area code)	Pager (Include area code)
Fax (Include area code)	Email



After we receive your application and verify your DUNS® number, we will send you a test kit containing all of the documentation necessary for certification. If you do not receive a test kit within three weeks, your software has already been certified and you do not have to take further action.