



USPS® EXTRA SERVICES – WHEN, WHY, HOW?

Mailstream Goals

- Mitigate postage expenditures by using the appropriate USPS[®] Extra Services to meet business objectives
- Heighten Awareness of Alternate Access Channels
- Leverage the Intelligent Mail[®] Barcode to maximize the value of mail
- Reduce carrier expenditures, especially related to accessorial fees, by using Priority Mail[®] and Express Mail[®]

Objective: Evidence of Mailing

- Certificate of Mailing™
 - Provides evidence of mailing *only*
 - First-Class Mail® , Priority Mail® , Standard Mail® , Package Services
 - Must be presented to the USPS®

- Single-piece (itemized)
- \$1.15

- 3 or more (itemized)
- \$0.42

- Bulk – for identical pieces
- First 1000 \$6.50
- Per additional 1000 \$0.75

U.S. POSTAL SERVICE CERTIFICATE OF MAILING

MAY BE USED FOR DOMESTIC AND INTERNATIONAL MAIL. DOES NOT PROVIDE FOR INSURANCE-POSTMASTER

Received From:

One piece of ordinary mail addressed to:

PS Form 3817, January 2001

Name and Address of Sender

Check class of mail or service: Certified Registered Mail International Registered Mail Registered Mail Restricted Registered Mail Signature Confirmation Registered Mail Signature Confirmation International Registered Mail Signature Confirmation International

Check class of mail or service: Certified Registered Mail International Registered Mail Registered Mail Restricted Registered Mail Signature Confirmation Registered Mail Signature Confirmation International Registered Mail Signature Confirmation International

Article Number	Address/Name/Street/Zip/State/ZIP Code	Postage	Fee	Tracking Charge	Actual Weight (Pounds)	Declared Value (Dollars)	Class of Mail	PSN	PSN	PSN	PSN	PSN	PSN	PSN	PSN
1															
2															
3															
4															
5															
6															
7															
8															

PS Form 3877, February 2002 (Page 1 of 2)

United States Postal Service
Certificate of Bulk Mailing

MAILER: Prepare this statement in ink. Affix meter stamp or uncanceled postage stamps covering fee in the block to the right. Present for certification.

Fee for Certificate			Use Current Rate Chart			
Up to 1,000 pieces (1 certificate for total number)			Meter stamp or postage (uncanceled) stamps in payment of fee to be affixed here and canceled by postmarking, including date.			
For each additional 1,000 pieces, or fraction						
Duplicate Copy						
Number of Identical Pieces	Class of Mail	Postage on Each	Number of Pieces to the Pound	Total Number of Pounds	Total Postage Paid	Fee Paid
Mailed For		Mailed By				

Postmaster's Certificate

It is hereby certified that the above-described mailing has been received and number of pieces and postage verified.

(Postmaster or Designee)

PS Form 3806, May 1992

Objective: Confirmation of Delivery

- Certified Mail™
 - Business-critical documents having potential legal ramifications
- Delivery Confirmation™
 - Important documents enclosed in parcel-shaped packaging
 - Packages / merchandise

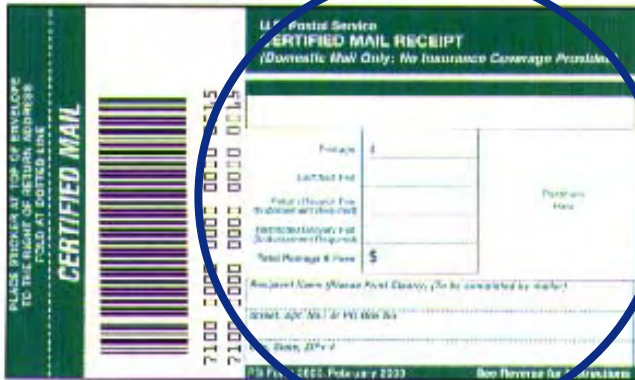
Certified Mail™

- Proof of delivery for business-critical documents to USA, territories, APO'S-FPO's, United Nations Post Office
 - Available for Priority Mail® and First-Class Mail®
- Delivery status:
 - www.usps.com (Track and Confirm – 6 months)
 - 1-800-222-1811
 - Bulk electronic file transfer
- Cost-effective alternative to Registered Mail™

Certified Mail™ *continued*

- Optional proof of mailing when accepted at Post Office
- PS Form 3800 – traditional / electronic
- \$2.80

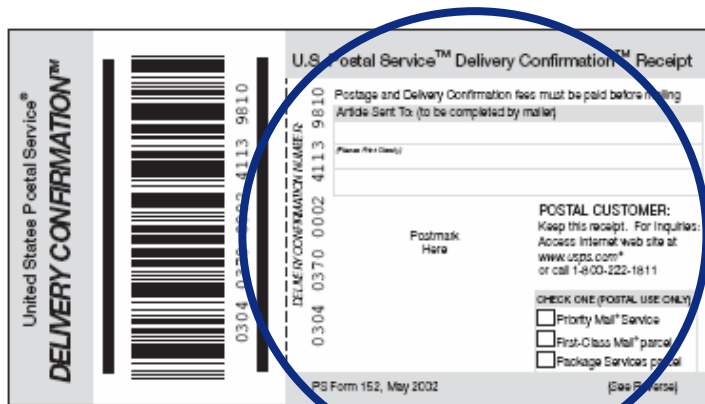
PS Form 3800, Certified Mail Receipt



Name and Address of Sender		Check type of mail or service:				Affix Stamp Here (If issued as a certificate of mailing, or for additional copies of this list) Postmark and Date of Receipt						
		<input type="checkbox"/> Certified	<input type="checkbox"/> Registered Delivery (International)	<input type="checkbox"/> COD	<input type="checkbox"/> Return Receipt for Merchandise							
		<input type="checkbox"/> Delivery Confirmation	<input type="checkbox"/> Signature Confirmation	<input type="checkbox"/> Express Mail	<input type="checkbox"/> Insured							
Article Number	Address (Name, Street, City, State & ZIP Code)	Postage	Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	DC Fee	SC Fee	SH Fee	RD Fee	RR Fee
<div style="border: 1px solid gray; padding: 5px; display: inline-block;">3 or more</div>												
91 7108 2133 3930 0658 9529 PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE. CERTIFIED MAIL												
91 7108 2133 3930 0658 9529												
Delivery Confirmation Signature Confirmation Special Handling Restricted Delivery Return Receipt												
Privacy Act Statement on Reverse												

Delivery Confirmation™

- Provides date and time of delivery or attempted delivery
 - Retail option also provides proof of mailing receipt
- Track and Confirm – 6 months



Name and Address of Sender		Check type of mail or service:		Affix Stamp Here (If issued as a multiple of pieces)	
		<input type="checkbox"/> Certified <input type="checkbox"/> COD® <input type="checkbox"/> Delivery Confirmation <input type="checkbox"/> Express Mail <input type="checkbox"/> Insured		<input type="checkbox"/> Registered Mail® (International) <input type="checkbox"/> Return <input type="checkbox"/> Signature <input type="checkbox"/> Signature Confirmation®	
Article Number		Address (Name, Street, City, State & ZIP+4®)		<div style="border: 1px solid gray; padding: 5px; display: inline-block;">3 or more, 42¢/piece</div>	
1.					
2.					
3.					
4.				Delivery Confirmation Signature Confirmation Special Handling Registered Mail® Return Receipt	
5.					
6.					
7.					
8.					
Total Number of Pieces Listed by Sender		Total Number of Pieces Received at Post Office		Postmaster, Per (Name of receiving employee)	
				See Privacy Act Statement on Reverse	
PS Form 3877, February 2002 (Page 1 of 2)		Complete by Typewriter, Ink, or Ball Point Pen			

Delivery Confirmation™ *continued*

- All Priority Mail®
 - Electronic free, retail 70¢
- Parcel Select®
 - Electronic free
- First-Class Mail®, Standard Mail® and Package Services® PARCELS
 - Electronic 19¢, retail 80¢

Some statutes and regulations governing the mailing of documents with legal significance may require the use of Certified Mail™ or Registered Mail™ rather than Delivery Confirmation™.

Cost Comparison

Certified Mail™

1 ounce envelope	\$0.44
Certified Mail™	<u>\$2.80</u>
Total	\$3.24



Delivery Confirmation™

3 ounce parcel	\$1.56
Retail DelCon	\$0.80
Parcel*	<u>\$0.50</u>
Total	\$2.86

or

3 ounce parcel	\$1.56
e-DelCon	\$0.19
Parcel*	<u>\$0.50</u>
Total	\$2.25

Savings \$0.38 - \$0.99!

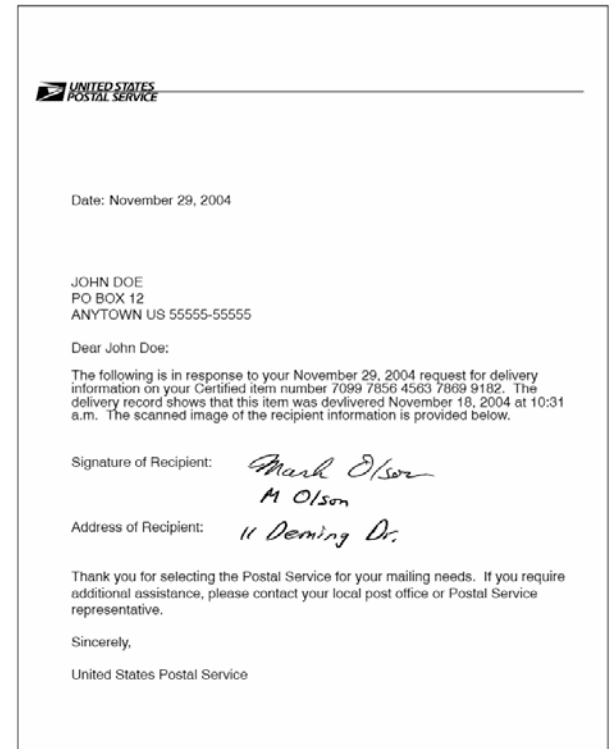
* reflects estimated cost of parcel box

Objective: Delivery Info w/ Signature

- Certified Mail™ w/ Return Receipt
 - Business-critical documents having potential legal ramifications
- Signature Confirmation™
 - Business-critical documents
 - Packages / merchandise

Return Receipt

- Provides evidence of delivery (to whom the mail was delivered and date of delivery), along with information about recipient's actual delivery address
- Available for
 - Express Mail[®], First-Class Mail[®] – w/Certified Mail[™], COD, Registered Mail[™] or insured mail, Standard Mail[®] w/ bulk insurance, Package Services
- Fees
 - At mailing – receive by mail \$2.30
 - At mailing – receive electronically \$1.10
 - Request after mailing (PS Form 3811A) - receive by fax, mail, e-mail \$4.60



UNITED STATES POSTAL SERVICE

Date: November 29, 2004

JOHN DOE
PO BOX 12
ANYTOWN US 55555-55555

Dear John Doe:

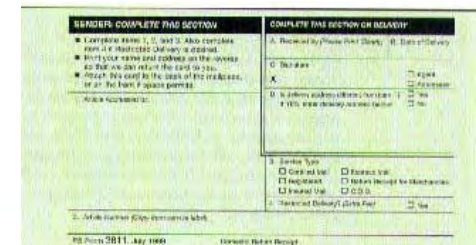
The following is in response to your November 29, 2004 request for delivery information on your Certified item number 7099 7856 4563 7869 9182. The delivery record shows that this item was delivered November 18, 2004 at 10:31 a.m. The scanned image of the recipient information is provided below.

Signature of Recipient: *Mark Olson*
M Olson

Address of Recipient: *11 Deming Dr.*

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,
United States Postal Service



SENDER - COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> ■ Complete items 1, 2, and 3. Also complete item 4 if mail is to be delivered. ■ If this is a return receipt, complete items 5 and 6 on the reverse side and return the card to you. ■ Attach this card to the back of the envelope, or at the back of a paper parcel. 	<ul style="list-style-type: none"> A. Received by (Print Name) _____ B. Date of Delivery _____ C. The date _____ X. <input checked="" type="checkbox"/> Signature of Recipient _____ D. Is delivery address different from item 2? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No E. If Yes, new delivery address (Print) _____
<ul style="list-style-type: none"> 3. Service type: <input type="checkbox"/> Certified Mail <input type="checkbox"/> Registered Mail <input type="checkbox"/> Insured Mail <input type="checkbox"/> Signature Required 4. Additional services: <input type="checkbox"/> Return Receipt by First-Class Mail <input type="checkbox"/> Return Receipt by Registered Mail <input type="checkbox"/> Return Receipt by Insured Mail <input type="checkbox"/> Return Receipt by Signature Required 	<ul style="list-style-type: none"> 5. Signature of Recipient (Print Name) _____ 6. Signature of Recipient (Print Name) _____

PS Form 3811A, July 1999

Determining the use of Return Receipts

- Will you need a proof of delivery source for potential legal or other situations?
 - If you answer “yes”, then use the Return Receipt (at the time of mailing). electronic Return Receipt may be the most cost-effective and efficient option!

- When the receipts come back, do you always file them appropriately? And are they always signed? Can you always identify the originator? Do you always need to prove the letter was delivered with a signature?
 - If you answer “no” to any of these questions, you need to look at why you are routinely spending \$2.30 for every Return Receipt!

Signature Confirmation™

- Provides date and time of delivery or attempted delivery, name/signature of recipient
 - Retail option also provides proof of mailing receipt
- Delivery status:
 - www.usps.com ; Track and Confirm – 6 months
 - 1-800-222-1811
 - Bulk electronic file transfer



Signature Confirmation™ *continued*

- All Priority Mail®, Package Services® Parcels, First-Class Mail® Parcels
 - Electronic \$1.95
 - Retail \$2.35

Some statutes and regulations governing the mailing of documents with legal significance may require the use of Certified Mail™ or Registered Mail™ rather than Delivery Confirmation™.

Cost Comparison

Certified Mail™ Return Receipt

1 ounce envelope	\$0.44
Return Receipt	\$2.30
Certified Mail™	<u>\$2.80</u>
Total	\$5.54

Signature Confirmation™

3 ounce parcel	\$1.56
Retail SigCon	\$2.35
Parcel*	<u>\$0.50</u>
Total	\$4.41

Savings \$1.13

or

or

1 ounce envelope	\$0.44
E-Return Receipt	\$1.10
Certified Mail™	<u>\$2.80</u>
Total	\$4.34

3 ounce parcel	\$1.56
e-SigCon	\$1.95
Parcel*	<u>\$0.50</u>
Total	\$4.01

Savings \$0.33

*reflects estimated cost of parcel box

Protection in Transit

Registered Mail™	Insured Mail	Express Mail®												
<ul style="list-style-type: none"> ■ Most secure service for First-Class Mail®, Priority Mail® ■ Provides mailing receipt and delivery status ■ Max. liability \$25,000; handling charges apply for articles valued > \$25,000 ■ Without insurance, declared value \$0.00 = \$10.00 With insurance, declared value \$0.01 to 100.00 = \$10.80 	<ul style="list-style-type: none"> ■ Purchased retail - indemnity coverage of up to \$5,000; purchased online - up to \$500 indemnity ■ Standard Mail® parcels, Package Services, or First-Class Mail® or Priority Mail® merchandise ■ Fee based on value 	<ul style="list-style-type: none"> ■ Guaranteed service, evidence of mailing and proof of delivery ■ Insured coverage \$100.00; can purchase more insurance ■ Customers may access delivery information via www.usps.com or 1-800-222-1811 ■ A delivery record, including the recipient's signature, faxed or mailed upon request. 												
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">8 ounce First-Class Mail® parcel</td> <td style="text-align: right;">\$ 2.41</td> </tr> <tr> <td>Reg Mail w/insur</td> <td style="text-align: right;"><u>\$11.50</u></td> </tr> <tr> <td>Total</td> <td style="text-align: right;">\$13.91</td> </tr> </table>	8 ounce First-Class Mail® parcel	\$ 2.41	Reg Mail w/insur	<u>\$11.50</u>	Total	\$13.91	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">8 ounce First-Class Mail® parcel</td> <td style="text-align: right;">\$2.41</td> </tr> <tr> <td>Insurance</td> <td style="text-align: right;"><u>\$2.25</u></td> </tr> <tr> <td>Total</td> <td style="text-align: right;">\$4.66</td> </tr> </table>	8 ounce First-Class Mail® parcel	\$2.41	Insurance	<u>\$2.25</u>	Total	\$4.66	<p>Express Mail® ½ pound envelope \$17.50</p>
8 ounce First-Class Mail® parcel	\$ 2.41													
Reg Mail w/insur	<u>\$11.50</u>													
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Total	\$4.66													

Alternate Access Solutions

Extra Services are available through these alternate access channels:

- Automated Postal Centers (APCs)
- Online
 - www.usps.com
- Third-party providers

Automated Postal Centers

Customer-friendly self-service option



24 x 7 x 365 Days Per Year

Prints shipping labels

- Certified Mail
- Return Receipt
- Delivery Confirmation
- Insurance

Credit and debit cards accepted

Online

Go to www.usps.com

- Click-N-Ship (CNS) – create labels with postage
 - Delivery Confirmation
 - Signature Confirmation
 - Insurance (up to \$500)
- Postal Store – order forms/labels
- Schedule Carrier Pickup

Third-Party Providers

Go to <http://ribbs.usps.gov>

- Barcode Certified Vendors – list on Rapid Information Bulletin Board System (RIBBS)
- Click the following:
 - Site Index
 - Vendor Information
 - All Other Vendor Information
 - Extra Services Labels Vendor List

The Intelligent Mail[®] Barcode

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Type Ind		Special Svcs			Mailer ID						Adj Field			Unique Serial Number						Routing ZIP										
2N		3N			6N						3N			6N						11N										

Illustration: USPS[®] Mailpiece Quality presentation 052207



- 65 bars reflecting a “Data Payload” of 31 digits of tracking and routing codes
- Barcode Indicator: 2-digits to define presort level with an OEL
- Services: 3-digit field to identify Confirm[®], ACS[™]
- Mailer ID (MID): 6 or 9-digit unique mailer identifier (assigned by USPS[®])
 - Mailers < 10MM Mail Pieces/Year: 9-digit MID (allowing 6-digit sequence number)
 - Mailers > 10MM Mail Pieces/Year: 6-digit MID (allowing 9-digit sequence number)
- Adjustable Field: 3-digit field used for MID (if 9-digit MID), or to assign additional unique serial numbers to mailpieces (if 6-digit MID)
- Unique Sequence / Serial Number: 6-digit field used to uniquely identify mailpieces (expanded to 9-digits using adjustable field digits)
- Destination ZIP Code[™] for routing: 11-digit Delivery Point ZIP Code[™]

Track Inbound and Outbound Mail

- Mailers can use OneCode Confirm[®] service to align their business processes and resources with the actual processing and delivery status of their outgoing and incoming reply mailpieces.
- Benefits: Reduce costs, Enhance marketing efforts, Improve customer relationships!



- For automation-compatible First-Class Mail[®], Standard Mail[®] and Periodicals mail letters and flats
- Requires that mailers display prescribed IM[™] barcode which allows Postal Service[™] to generate and distribute scan data to the mailer

OneCode Confirm[®]

Destination Confirm – Outgoing mail

Provides electronic notification when outgoing mailpieces are inducted at a Postal Service facility and mailpiece processing data that helps them determine delivery.

- Improved integration of marketing efforts to increase response rates and reduce costs
- Increased return on investment (ROI) on marketing and advertising expenditures
- Reduced unnecessary outbound customer contact calls
- Optimized work force staffing

Origin Confirm – Incoming mail

Remittance mail processors and mail order companies use Origin Confirm to receive advance notice of incoming payments and orders.

- Collections and dunning optimization
- Estimated cash flows for improved cash management
- Improved customer service and retention
- Improved remittance center processing performance

Improve Address Accuracy and Reduce Notification Costs

Notifications are more timely and lower in cost than the manual or electronic notification methods!

- OneCode ACS[®] with the Intelligent Mail[®] barcode encodes
 - Service Type ID indicating the ancillary service requested
 - Mailer ID
 - Serial number / unique numeric mailpiece identifier (Keyline equivalent)
- For First-Class Mail[®], Standard Mail[®] and Periodicals letters and flats
- Fees
 - First-Class Mail[®] letters (first two notices) — \$0.02, per additional notice — \$0.08
 - Standard Mail[®] letters (first two notices)—\$0.05, per additional notice — \$0.20



OneCode[®] Advantages

CONFIRM[®]

ACST[™]

	Intelligent Mail [®] Barcode	PLANET Code [®]		Intelligent Mail [®] Barcode	Alpha-numeric
Unique Numbers	1 Billion	1 Million	Percent Electronic	High 90's	80-85% plus hardcopy
Can Combine Services	Yes	No	Can Combine Services	Yes	No
Cost	Same Pricing	Same Pricing	Response Time	Hours	Days

Accessorial Charges

- Address corrections Ground / Air
- Surcharges for fuel
- Saturday delivery
- Mailers choice of packaging
- Waybill / Airbill errors
- Rural Delivery Area Surcharge
- Delivery and Residential Area Surcharges
- Delivery Reattempt fee
- Excess tracking, Tracing and Refund charges
- Commercial Customer Residential Zip

Value-Added /Assessorial Charges

	List	Residential Surcharge	Delivery Area Surcharge	Address Correction	Sub Total	Fuel Surcharge	Total
Carrier A	\$9.60	\$2.05	\$2.40	\$8.00	\$22.05	\$2.54	\$24.59
Carrier B	\$6.67	\$2.05	\$2.40	\$10.00	\$21.12	\$2.43	\$23.55
USPS® Priority Mail®	\$4.95 Retail	N/A	N/A	N/A	\$4.95	N/A	\$4.95

- Cost of 1-pound item, Zone 2, 2-3 day delivery service.
- 01/01/08 Retail Counter Rates shown for major express and ground carriers
- * Represents the Residential Delivery Area Surcharge; subject to change.

Next Day Service Comparison

		Zone 1-2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
8-ounce Letter / Pak	Express Mail®	\$13.05	\$15.20	\$18.50	\$19.80	\$20.10	\$20.90	\$21.20
	Carrier A*	\$14.35	\$16.65	\$19.80	\$20.80	\$21.20	\$21.95	\$23.00
	Carrier B	\$17.00	\$20.05	\$23.05	\$24.30	\$25.00	\$26.80	\$27.70
1 Pound	Express Mail®	\$15.00	\$19.80	\$23.60	\$24.20	\$24.70	\$25.05	\$25.15
	Carrier A*	\$16.55	\$21.65	\$28.20	\$31.30	\$34.00	\$35.65	\$37.00
	Carrier B	\$20.20	\$27.20	\$33.30	\$37.05	\$40.20	\$42.75	\$43.95

*Carrier A 2009 Rates Shown. 2009 Rates Not Available At Print.

To these carrier base prices, consider the addition of possible surcharges:

- \$10 Address Correction Charge
- \$1.60 Delivery Area Surcharge to a Commercial address, \$2.40 for Residential
- *New!* - Additional Residential Extended Delivery Area Surcharge of \$.25
- \$5.25** Signature Confirmation
- 11.5% Fuel Surcharge Added to the Sum of the Base Price and Surcharges

** Price can vary from \$3 - \$15, depending on carrier and class of service

Priority Mail®

- Delivered Overnight Locally!
(1- 3 day service nationally)
- Free Electronic Delivery Confirmation™!
- electronic Signature Confirmation™ and Certified Mail™ options!

Express Mail®



- Next-day delivery is guaranteed by noon or 3 p.m. to many U.S. destinations
- Insured up to \$100 against loss or damage
- Free Delivery Record w/ Signature

- Free Packaging and supplies
- Flat-rate boxes (Priority Mail®) and envelopes (Priority Mail® and Express Mail®)
- No Extra Charge for Saturday Delivery! Express Mail® Sunday and Holiday delivery for a small fee!
- No Residential Surcharges, No Delivery Area Surcharges, No Fuel Surcharges
- No Address Error Fees
- Carrier Pickup™ and Pickup On Demand® (small fee for Pickup On Demand® \$15.30)

Session True/False Question

- Delivery Confirmation™ can be used for a First-Class Mail® letter or flat.
- The only difference between the traditional Return Receipt (Form 3811) and an electronic Return Receipt is the price.
- A cost-effective solution to confirm delivery of a Package Services parcel is Certified Mail™.

THANK YOU!

Elizabeth Lombard CMDSM, CMDSS, EMCM, MQC
National Postal-Carrier Manager
Pitney Bowes Inc.
elizabeth.lombard@pb.com

Tandelyia (Tangie) Samuels
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