

SCANNING at a Glance

Delivering 100% Visibility

August 2011

Table of Contents

Section 1.....	3
Overview	3
Introduction	3
USPS Scan Events	3
Shipping Partner Events	6
System Generated Events	6
Section 2.....	7
Scanning Procedures	7
Manually Entered First Initial and Last Name.....	7
Signature Waiver – Return Receipt for Merchandise and Express Mail Items	7
Firm Sheet Procedures	8
Collect On Delivery (COD) Clearance Process.....	9
Malfunctioning Equipment	9
Scanner Malfunction or Scanner not Available	9
Section 3.....	10
Post Office Operations	10
Retail Window Acceptance.....	10
Retail Back Office.....	11
Delivery.....	13
Accountable Mail Delivery.....	13
On-Street Acceptance – For All Bar coded Packages	14
Section 4.....	15
Global	15
Outbound International Mail.....	15
Other International Services	15

Section 1

Overview

This guidebook is a resource for postmasters, managers, and supervisors who manage processing and/or delivery. This guide does not apply to Army Post Office or Fleet Post Office (APO/FPO) sites, or to any U.S. territories, possession or freely associated states (with the exception of Puerto Rico and the Virgin Islands).

Introduction

The purpose of this guidebook is to provide a basic understanding of scanning programs and procedures as it relates to World Class Visibility on USPS track-able products and services. Product visibility is enabled primarily by the IMDAS, Ring Scanners, POS, IRT, APC, CARS and automation mail processing equipment (MPE). Properly scanning all barcodes will result in World Class Visibility and be instrumental in retaining and growing our shipping business and providing valuable data to drive improved operational performance and reduce costs. Additional information regarding the programs mentioned here are available in, but not limited to: Domestic Mail Manual (DMM); Postal Operations Manual (POM), Handbook 610, Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures; Publication 91, Confirmation Services Technical Guide; and Publication 804, Drop Shipment Procedures for Destination Entry.

USPS Scan Events

Today, USPS provides several delivery status events to support customer product visibility. This section includes a listing of all events available on the various end user scanning systems. Not all events are available to each scanning system. POS, IRT, APC, CARS, have a limited number of events available to the end user; the vast majority of events are available on the IMDAS handheld scanner.

<u>Event</u>	<u>Usage (Performed On/When)</u>	<u>Products</u>
AttS – No Authorized Recipient Available	Express Mail when a customer signature is required but delivery cannot be affected due to the fact that no one authorized to sign for the piece is available.	Express Mail; Firm Sheet
AttS – Receptacle Full/Item Oversized	Express Mail when delivery cannot be affected due to the mail receptacle being full or the item being too large for the mail receptacle but no authorization to leave in a secure location exists.	Express Mail; Firm Sheet
AttS – No Secure Location Available	Express Mail when signature is waived, leaving in a secure location is authorized, but no secure location is available.	Express Mail; Firm Sheet
AttS – Receptacle Blocked	Express Mail when box is blocked i.e. snow, loose dog, or other hazardous conditions exist.	Express Mail; Firm Sheet
Arrival At Unit	article/mail piece arrives at the destination delivery unit or the unit that will affect delivery.	All package products (Domestic and International) Express Mail Critical Mail
Received At Opening Unit	Open and Distribute shipment arrives at distribution office	PMOD EMOD
Available for Pick-Up	mail piece is made available for pick up by the returns shipper at RDU	PRS
Picked Up by Agent	mail piece is picked up by the returns shipper at RDU	PRS
Return to Sender – Not Picked Up	the customer fails to pick up the article/mail piece within the allotted timeframe	PRS Hold For Pick-Up
Accept/Pick Up	at Point of Acceptance for Manual Retail Offices	Excludes Express Mail
Refused	articles/mail pieces that are refused by the recipient	All Track-able services
Undeliverable As Addressed	articles/mail pieces that cannot be delivered as addressed.	All Track-able services
Forwarded	articles/mail pieces with valid Forwarding Orders on file	All Track-able services that can be forwarded
Business Closed	articles/mail addressed to business that cannot be delivered on a normal postal delivery day i.e closed on Saturday.	All Track-able services
Temporary/Vacation Hold	pieces that are addressed to a customer with a current hold order on file	All Track-able services
Dispatch to Military/Diplomatic PO	pieces when transferred to the Military PO personnel	All Track-able services
Missent	articles/mail pieces sorted to the wrong location from upstream processing facilities	All Track-able services

<u>Event</u>	<u>Usage (Performed On/When)</u>	<u>Products</u>
Return to Sender (RTS)	articles/mail pieces when being returned to sender by destinating office	All Track-able services
RTS – No Such Number	appropriate on RTS articles/mail pieces.	All Track-able services
RTS – Insufficient Address	appropriate on RTS articles/mail pieces	All Track-able services
RTS – Unable To Forward	appropriate on RTS articles/mail pieces	All Track-able services
RTS – Forward Order Expired	appropriate on RTS articles/mail pieces	All Track-able services
RTS – Addressee Unknown	appropriate on RTS articles/mail pieces	All Track-able services
RTS – Vacant	appropriate on RTS articles/mail pieces	All Track-able services
RTS – Unclaimed	appropriate on RTS articles/mail pieces	All Track-able services
RTS – Deceased	appropriate on RTS articles/mail pieces	All Track-able services
RTS – Other	appropriate on RTS articles/mail pieces	All Track-able services
Enroute	at originating and destinating plants	All Track-able services
Dead Mail (DM)	an article/mail piece cannot be forwarded or returned	All Track-able services
DM – Disposed by PO	appropriate on DM articles/mail piece	All Track-able services
DM – Sent to MRC	appropriate on DM articles/mail piece	All Track-able services
Visible Damage	articles/mail pieces when there are visible signs of potential damage to the contents	All Track-able services
Authorized Agent	articles/mail pieces when PS Form 3849 is used to authorize receipt by an agent.	All Track-able signature services
Arrive Pick-Up Point	article/mail piece when available for the customer to pick up	Hold For Pick-Up
Mis-Shipped	destination entry article/mail piece when entered at the wrong destination by shipper or consolidator	All Track-able services
USPS Handoff to Shipping Partner	article/mail piece when handed over to USPS global shipping partner	GXG
Picked-Up	Not used at this time	NA
Customer Recall	Not used at this time	NA
Attempted	at the point of delivery when the delivery cannot be affected to the customer	All Track-able Services
Delivered	article/mail piece is made available to the customer.	All Track-able Services

Shipping Partner Events

Arrived at Shipping Partner Facility – This event is provided by the shipper or consolidator and reflects that the mailer has presented the track-able package(s) to the shipper or consolidator's facility. *The item has not yet been tendered to the USPS..*

Picked up by Shipping Partner – This event is provided by the shipper or consolidator and reflects that the shipper or consolidator has picked up a track-able package(s) from the mailing customer. *The package has not yet been tendered to the USPS.*

System Generated Events

Electronic Shipping Info Received – This event is created when the USPS receives the Electronic Manifest file from a mailer or "Consolidator". *No actual item or label has been scanned and we have not necessarily received the mail at the USPS..*

Shipment Acceptance – This event is created when employees scan PS Forms 3152, 3152-E, 5630, or 8125 associated with an electronic file submitted by the mailer. It reflects the time of the shipment entry.

Origin Acceptance – This event is created when a mail piece has not yet received an acceptance scan but is processed on postal MPE and an electronic file has been received from the mailer.

Sorting/Processing Complete – This event is created for all track-able pieces that receive an AAU scan prior to the Distribution Up scan during parcel distribution at the DDU.

Out For Delivery – This event is created when employees perform AAU scans on packages at the destination unit. An OFD event is created for each item that receives an AAU scan in the facility prior to the latest Distribution Up scan on the facility barcode.

Section 2

Scanning Procedures

The Postal Service employs the use of handheld scanners as the primary means for collecting delivery and signature records that support the delivery record provision and record retention requirements for the following products and services:

- a. Express Mail
- b. Delivery Confirmation
- c. Certified Mail
- d. COD mail
- e. International accountable mail (unrecognized barcoded mail pieces)
- f. Numbered Insured mail
- g. Registered Mail
- h. Critical Mail
- i. Open and Distribute
- j. Return Receipt for merchandise
- k. Signature Confirmation
- l. Mail Class only barcode
- m. Parcel Return Service
- n. Merchandise Return Service
- o. Bound Printed Return Service
- p. Adult Signature
- q. Adult Signature Restricted Delivery

The IMD has been programmed to recognize the services being scanned and will automatically prompt the delivering employee to collect the necessary information. So employees should be instructed to follow the prompts on the device to ensure the necessary information is collected.

Manually Entered First Initial and Last Name

It's important that the information we capture – and provide to the customer - is correct.

Certain signature products and services will require collection of additional information at time of delivery. Examples of services that fall in this category include Express Mail, Signature Confirmation, Adult Signature Required, Adult Signature Restricted Delivery, and Return Receipt for Merchandise. When entering the recipient name for items that require you to obtain the first initial and last name at time of delivery, the first initial and last name must be entered correctly.

It should be noted that the information entered should be the name of the actual recipient of the mail piece, and not the name of the business establishment.

Signature Waiver – Return Receipt for Merchandise and Express Mail Items

Mailers may waive the recipient signature for Return Receipt for Merchandise and Express Mail items. If the Waiver of Signature is checked or indicated, the shipment should be delivered without attempting to obtain the customer's signature if the shipment can be delivered to the addressee's mail receptacle or left in another secure location.. In cases where a product/service is scanned that allows signature waiver, the IMD will prompt the employee to verify that waiver of signature is authorized and that the article/mail piece bears the signature waiver endorsement. Once verified, the device will allow the article/mail piece to be delivered without capturing a signature.

Note: Waiver of Signature on Express Mail Label 11 will change to the customer requesting a signature rather than a waiver.

Firm Sheet Procedures

Firm Sheet — Creation

PS Form 3849 will allow you to record up to five signature items for a single delivery point. When delivering six or more signature items to a single delivery point, USPS delivering employees should create a firm sheet to affect delivery.

All firm sheets must be created using the IMD. The IMDAS supports two types of firm sheet creation; IMDAS generated firm sheets and manual firm sheets. Manual firm sheets are the pre-bar coded PS Form(s) 3883 (Firm Delivery Receipt for Accountable and Bulk Delivery Mail) ordered from the MDC. Manual firm sheets are primarily used in small configuration IMDAS sites. They are referred to as “manual” firm sheets because once the firm sheet is created on the IMD, the label IDs must be manually transcribed onto the pre-bar-coded PS Form 3883.

The firm sheet creation process is nearly identical for both large and small configuration IMDAS sites. Only the print mode setting of the individual IMD will cause the process to differ. Because large configuration IMDAS systems are equipped with a LIM computer and printer, the devices have a print mode setting of LAN, Bluetooth, or Both. When creating a firm sheet using a device from a large configuration system, the device will assign the Firm Sheet ID and when printed will generate a bar-coded PS Form 3883. The firm sheet will list all pieces scanned during the creation.

Small configuration systems are not equipped with a printer. Devices in these systems have their print mode set to “None”. This setting will trigger the device to require the user to assign the Firm Sheet ID by scanning the pre-bar-coded PS Form 3883 at the appropriate time in the process.///

The steps for creating a firm sheet are as follows:

1. Log Onto the IMD
2. From the Main Menu, select “Firm Sheet” option.
3. From the Firm Sheet Menu, select “Create Firm Sheet”
 - a. Small Configuration – Scan/Enter Firm Sheet ID
4. Select/Enter Firm Name
5. Scan/Enter label IDs .
6. Small Configuration - Write label IDs on to the PS Form 3883

Note: A Firm Sheet should not be created for use as an accountable log.

Firm Sheet — Delivery

Delivery processes for firm sheets are the same as most other trackable signature mail pieces. Employees scan the firm sheet barcode, select the “Delivered” event, complete PS Form 3849 delivery receipt and capture first initial, last name, and signature. It is not necessary to scan the individual pieces associated with the firm sheet at point of delivery. The “Delivered” scan on the firm sheet barcode will be applied to all pieces on the firm sheet. . *Customers are not required to sign PS Form 3883.*

Refusal of Mail Piece after Delivery of Firm Sheet

If a customer refuses one or more articles *after* the employee scans the firm sheet has been “Delivered” the employee should scan the individual piece(s) with the appropriate event.

These items will be indicated in the electronic system of record as a Limited/ Invalid Delivery.

Collect On Delivery (COD) Clearance Process

Hardcopy COD delivery receipts contain additional information that is needed in the electronic delivery record, including the following:

- a. The amount returned to the mailer.
- b. The customer's check or money order number(s).

The employee responsible for submitting collected COD or customs funds to the mailer must enter this information using the handheld scanner or POS ONE terminal. The employee must complete this procedure for all individual COD and customs items *after* delivery. When submitting funds to the customer, the employee must follow normal procedures on the handheld scanner:

1. Select "COD/Customs Clearance" from the main options menu.
2. Scan/enter the COD label ID.
3. Enter the check or money order number(s).
4. Enter the dollar amount of the check or money order(s).
5. When the handheld scanner displays the message "COD Successfully Cleared," the process is completed.

Malfunctioning Equipment

Scanner Malfunction or Scanner not Available

If an employee's handheld scanner malfunctions, the employee must make the appropriate manual entries on PS Form 3849 at the time of delivery including capturing the recipient's signature on the form if required. Upon return to the office the employee should retrieve a working device to record the delivery information/signature. Refer to the following steps to complete the process.

1. Select "Manual Input" from the main options menu.
2. Enter the label ID(s).
3. Select the appropriate event
4. Enter the appropriate event date and time.
5. Capture the signature on the form if prompted to do so

For sites without a scanner, the employee must record the appropriate information on PS Form 3849 at the time of delivery. The employee should follow the standard procedures for handling a PS Form 3849, forwarding it to the designated administrative office for a USPS employee to use the Manual Input option to capture the necessary delivery record information.

Defective Equipment Replacement

Defective equipment should be reported immediately. To report defective equipment site supervisors should contact the IMDAS Helpdesk at 1 800 877-7435 or 1 800 USPS-HEL(P).

Replacement devices are shipped without batteries. When receiving a replacement device it is expected that sites will keep the battery from the defective device to be used with the replacement. See Appendix A for battery ordering information.

Section 3

Post Office Operations

Retail Window Acceptance

Currently all postage prepaid track-able packages require an Acceptance event at time of pick-up by or entry to USPS.

Accountable Mail Acceptance

Express Mail

All Express Mail labels created on-line (Electronic labels), or at an APC, must receive a retail acceptance via POS or IRT. Manual offices should use the Product Tracking System (PTS) Express Mail Label Entry application for entering Express Mail acceptance information.

Registered, Certified, COD and Insured

1. Registered, Certified and Insured articles should receive an Acceptance event when presented at a retail counter.
2. Unless purchased online or at an APC, Insured mail must be taken to a retail counter for proper acceptance into the mail stream.
3. Registered Mail must always be presented to a retail employee or a rural carrier on a rural route for proper acceptance in to the mailstream and to obtain registration.
4. An Acceptance event is not required on postage paid Certified mail dropped off at a post office or found in a collection box.

Manual Office Acceptance Scans

Manual offices should use the Product Tracking System (PTS) Express Mail Label Entry application for Express Mail acceptance entry, the ACE Customs Border Protection Manifest (CBPMAN) application for acceptance of individual pre-paid Priority Mail International shipments with a PS Form 2976A.

Customers presenting multiple pre-paid mail pieces regularly should be encouraged to use PS Form 5630.

POS Pre-Paid Acceptance Scans

An acceptance scan must be entered on pre-paid bar coded mail pieces when presented by a customer at Retail.

The pre-paid (POS) acceptance workflow should be used for pre-paid mail pieces with a customer affixed labels. Only pre-paid mail pieces are accepted in this workflow. Additional Extra Services can be offered. If a customer wants to purchase additional Extra Services, the “add Extra Service” workflow in the prepaid mail acceptance workflow should be used. Also, if the POS scale weight does not match the weight indicated on the mail piece, the regular mail workflow must be used. The pre-paid workflow was designed to provide acceptance scans for pre-paid Express Mail, Global Express Guaranteed, and Express Mail International. The pre-paid workflow was also designed to provide acceptance scans for pre-paid Adult Signature Required and Adult Signature Restricted Delivery mail pieces. Priority Mail International was added to the list of required acceptance scans because of eCustoms requirements for Customs Border Protection Manifest CBPMAN.

- Use the Prepaid Mail Acceptance workflow when the scale weight and online label weight match and no additional Extra Services are requested.
- If the scale weight doesn't match the online label weight or Extra Services are requested, use the existing Mail workflow.

*Note: For Priority Mail International (PMI) and Express Mail International (EMI) shipments with a PS Form 2976A that were pre-paid online; only Click-N-Ship, endicia.com and stamps.com shipments will use the **pre-paid workflow**. All other pre-paid PMI and EMI shipments will need to use the mail acceptance workflow in order to access the CBPMAN application.*

IRT Expedited Acceptance Scans

An Acceptance scan must be entered on pre-paid bar-coded mail pieces when presented by a customer at Retail.

The Expedited (IRT) Acceptance Workflow should be used for pre-paid mail pieces with a customer affixed label. Only pre-paid mail pieces are accepted in this workflow. No additional extra services can be offered. If a customer wants to purchase additional extra services, the regular mail workflow must be used. Also, if the IRT scale weight does not match the weight indicated on the mail piece, the regular mail workflow must be used.

- When the scale weight and online label weight match and no additional Extra Services are requested; process using the procedures already in place.
- If the scale weight doesn't match the online label weight or Extra Services are requested, use the existing Mail workflow.

*Note: For Priority Mail International (PMI) and Express Mail International (EMI) shipments with a PS Form 2976A that were pre-paid online; only Click-N-Ship, endicia.com and stamps.com shipments will use the **Expedited Workflow**. Scan or key in the Article Number into the IRT.*

All other International shipments with a PS Form 2976-A will need to be entered into the ACE CBPMAN Application.

Retail Back Office

Express Mail (Destinating)

1. Scan as 'Arrival at Unit'
2. If item is addressed to a P.O. Box, with Waiver of Signature requested, article is scanned as "Delivered" and placed in the box, otherwise scan the article as "Attempted – No Authorized Recipient Available" and place a 3849 in the box.
3. Follow local procedures for distributing to carriers for delivery

Priority Mail/First-Class Mail/Package Services/International (Destinating parcels)

1. Scan as 'Arrival at Unit'
2. Distribute as normal.
3. If addressed to a P.O. Box with no other extra service requiring a signature, article should be scanned as "delivered" if it will fit in the box.
4. If article will not fit into the P.O. Box article should be scanned "Attempted" and a 3849 placed in the box.

Express Mail Open and Distribute (EMOD)

1. Verify the tag is addressed to your facility
 - a. Scan the address label on the Blue Tag 257, Yellow Tag 267, tray boxes or flat rate envelope with a Label 257S as "Missent" if not for the correct facility
2. Remove the Blue Tag 257 and scan the barcode with the "Received at Opening Unit" event using the IMD scanner. The scan should be performed prior to COB day of receipt.
3. Open, distribute and process the contents following the standard procedures associated with the mail class.

Priority Mail Open and Distribute (PMOD)

1. Verify the tag is addressed to your facility
 - a. Scan the address label on the Pink Tag 190, GreenTag 161, tray boxes or flat rate envelope or box with a Label 190S as "Missent" if not for the correct facility.
2. Remove the pink Tag 190 and scan the barcode with the "Received at Opening Unit" event using the IMD scanner. The scan should be performed prior to COB day of receipt.
3. Open, distribute and process the contents following the standard procedures associated with the mail class.

Hold for Pickup for Express Mail, Priority Mail, First Class Mail Parcels & Parcel Select (Destinating)

1. Scan as 'Arrival at Unit'
2. Scan "Arrive Pickup Point"
3. If picked up by customer, scan as "Delivered"
4. If not picked up at the end of the specified retention period for the product scan as "Return to Sender-Not Picked up"

Parcel Select (Drop Shipments)

1. Scan one piece from shipment upon arrival with the "Arrival at Unit" event..
2. Any parcels that do not belong to the delivery unit should be scanned with the "Mis-shipped" event and returned to the driver.
 - a. Mis-shipped pieces that are part of an eVS mailing should not be returned to the driver but should be placed in the mail stream.
3. Any damaged parcels should be scanned "Visible Damage"
4. Perform the "Arrival at Unit" event on all bar coded parcels during normal distribution operations.

Parcel Return Service (PRS) for Return Delivery Units (RDU)

1. Scan PRS packages as "Available for Pickup" and stage for pickup by agent (at designated Return Delivery Units (RDU)).
2. When picked up by agent scan mail piece with the "Picked Up By Agent" event.
3. RDU PRS pieces not picked up within 96 hours, should be scanned with the "Return to Sender- Not Picked Up" event and placed in the mail stream.

Critical Mail

1. Scan Critical Mail piece with the "Arrival at Unit" event..
2. Distribute as normal.

Acceptance Scans by Clerks in Back Office

1. Verify that the package is prepaid, has a barcode and a return address (AVSEC requirements apply).
2. Use the Pre-Paid Acceptance option on the IMD to scan the mail piece(s).
3. If a Shipment Confirmation Acceptance Notice (PS Form 5630) is presented, the clerk should scan the barcode on the form in lieu of scanning the pieces.

Note: Merchandise Return Service (MRS) and Parcel Return Service (PRS) cannot be associated with a PS Form 5630. The Pre-Paid Acceptance option on the IMD should be used in all cases for these two services. **Express Mail** shipments must receive a subsequent Retail acceptance event through POS, IRT or the PTS Label Entry Application.

Arrival at Unit Scan (AAU)

The "Arrival at Unit" scan should be incorporated into the unit's current distribution process with the goal to finalize as many pieces as possible in the first handling. To align with the service standards for the various products, the "Arrival at Unit" event should be performed prior to or not later than AM distribution on the day after receipt.

The IMD should be cradled at the completion of distribution activities to ensure the timely availability of the scan event information.

Delivery

Articles/mail pieces requiring delivery status scanning should always be scanned at the point of Delivery.

1. At time of delivery scan article/mail piece barcode , select Enter and the appropriate Event Code.
 - a. NOTE: After the Event is selected, verify the destination ZIP Code is correct and press Enter.
2. If the barcode will not scan, the number should be keyed in.
3. Signature Confirmation requires that a signature be collected on the PS Form 3849. The first initial and full last name of the *recipient must* be entered into the scanner.
4. Adult Signature Required requires the signature anyone who is 21 years of age or older at the recipient's address, while Adult Signature Restricted Delivery requires the signature of the addressee (or authorized agent) who is 21 years of age or older. Signatures must be collected on PS Form 3849, and the first initial and full last name of the *recipient must* be entered into the scanner.
5. In ALL cases, follow the scanner prompts.

Additional Notes:

- Any track-able item addressed to a customer with a hold order on file must be scanned as "Temp/Vacation Hold". At time of delivery or pickup by the customer the item(s) should be scanned with the appropriate event i.e. "Delivered".
- Any track-able item for a business closed on a USPS delivery day, must be scanned as "Business Closed". At time of delivery to the business the item(s) should be scanned with the appropriate event i.e. "Delivered".
- If an item is refused and returned unopened to the Carrier/Post Office after a Delivery scan has been made, the barcode should be scanned as "Refused" and subsequently "Return to Sender" with the appropriate RTS sub-event.
- Any item being returned to sender must receive a "Delivered" event when it is delivered to the sender at the originating location.

Accountable Mail Delivery

Express Mail

1. All Express Mail items MUST be scanned as "Arrival at Unit" when the piece arrives in the delivery office. Express Mail for delivery to a PO Box or Firm Hold Out, should be scanned as Attempted-No Authorized Recipient Available"..
2. All Express Mail Hold For Pickup volume should be scanned as "Arrive at Pick Up Point". This triggers an automated notification to the customer.

Registered, Certified, COD and Insured

1. Registered, Certified, COD and mail insured for more than \$200.00 require that a signature be collected at time of delivery on the PS Form 3849.

Registered and Certified mail with Restricted Delivery service can only be signed for by the recipient or an Authorized Agent. Prior to delivery ensure that the "Authorized Agent" section of PS Form 4849 is complete or that authorization is on file at the local office.

On-Street Acceptance – For All Bar coded Packages

When a customer presents a PS Form 5630, Shipment Confirmation Acceptance Notice (SCAN Form) the carrier must do the following:

1. Ensure that the PS Form 5630 is completed and accurate before scanning the barcode.
2. Regardless of whether or not the customer supplies a PS Form 5630, packages with Parcel Return Service (PRS), or Merchandise Return Service (MRS) must be scanned individually as they cannot be manifested.

When a customer presents a package(s) to a carrier on the street for acceptance, and does not have a PS Form 5630 (SCAN form), the carrier must do the following:

1. Verify that the package is prepaid and has a USPS package barcode that can be scanned.
2. Use the hand held scanner to perform the prepaid acceptance scan (Option H).

Section 4

Global

Outbound International Mail

Delivery and Signature Confirmation

Delivery and Signature Confirmation services have been made available for some inbound international Letter Post.

A. ePackets (Inbound)

Delivery Confirmation service is required on **all** ePackets items

B. PRIME (Inbound)

Delivery Confirmation service is required on **all** PRIME items

B. Registered Mail International

This service provides delivery and signature capture. It provides the sender. It provides the sender with a mailing receipt and online access to the delivery status.

Other International Services

A. Global Express Guaranteed (GXG)

GXG is our fastest service for time-sensitive letters, documents or merchandise

- Money back guaranteed and time certain delivery.

B. Express Mail International

Express Mail is our premium service for time-sensitive letters, documents or merchandise

- Guaranteed five-day delivery for KPG countries
- Express Mail International should receive an ARRIVAL AT UNIT event upon arrival at the destinating delivery unit.

C. Priority Mail International

This is the official name of outbound international parcels as well as for all of our inbound international parcel services. Signature capture is required on all Priority Mail International items. The package must meet the **postage paid** requirements set forth in the IMM.

- Priority Mail International should receive an ARRIVAL AT UNIT event upon arrival at the destinating delivery unit.
- This service provides indemnity coverage for a lost, rifled, or damaged article. .

D. Insured Mail International

This service provides indemnity coverage for a lost, rifled, or damaged article.

- Insurance coverage for loss will be the actual value, less depreciation. No claim payments are made for sentimental losses or for any expenses incurred as a result of the loss.

Note: The Arrival at Unit event is required to be performed for all International packages by the destinating delivery unit.

Inbound International Parcel Scanning

As of January 1st, 2006, the Postal Service began assuming *liability for loss, damage or rifling of all parcels sent to the United States from a foreign country*. Properly scanning all incoming international parcels at delivery provides customers with the service they expect and at the same time minimizes the liability of the Postal Service. The US Postal Service implemented this change to comply with the new requirement established by the Universal Postal Union (UPU), which is the worldwide organization that oversees international mailing regulations and procedures. According to the UPU decision, liability applies to *all items defined as a parcel*.

Samples of International Special Service Labels:



All incoming International parcels require delivery status scanning. Generally speaking the barcodes on incoming International parcels will begin with one of the following letters:
(C - R - A - V - E - L)

For additional information please see the International Mail Field Information Kit found in the March 30, 2006 Postal Bulletin.

Unrecognized Barcodes

Although the vast majority of International Parcels and COD articles use standard barcode formats recognized by the IMD, occasionally a non standard barcode may be placed on the package. In the case where a barcode is scan or keyed that the device does not recognize, the scanner will prompt the employee to choose if the package is one of the following:

1. International
2. COD
3. Neither

If the mail piece is an International item, the proper selection is option1- International. If the mail piece is a COD, the proper selection is option 2. COD. If the article is neither International nor COD, the correct selection is option 3 Neither.