Certified Mail Guidebook
For Industry

May 2024

Contents

Certified Mail Overview

Background

Since its inception in 1955, Certified Mail has become one of the most important and popular extra services offered by the United States Postal Service (USPS). American citizens and business continue to leverage the Certified Mail extra service to send their most important mail due to its trustworthy and credible reputation.

Certified Mail is an extra service that provides the sender with a mailing receipt, tracking history, and, upon request, electronic verification that a mail piece was delivered or that a delivery attempt was made. Certified Mail can be used with both First-Class and Priority Mail, and items sent with this extra service are dispatched and handled in transit as ordinary mail.

When a piece is sent with Certified Mail, the USPS maintains a record of delivery (which includes the recipient's signature). If the mailer would like a copy of the recipient's signature, Certified Mail can be paired with the Return Receipt or Electronic Return Receipt extra service.

The hardcopy form used for sending certified mail is PS Form 3800.

Certified Mail PS Form 3800

General Information

Certified Mail for letters/flats should not contain a linked Intelligent Mail package barcode (IMpb). The barcode construct must designate no routing information. Certified Mail for parcels must contain a linked IMpb where the physical characteristics of the parcel permit it. When a unlinked IMpb is used, a postal routing barcode must also be present.

Certified Mail items must use the existing service-specific CERTIFIED MAIL, or USPS CERTIFIED MAIL banner text above the barcode. All other label and endorsement requirements for Certified Mail must be met when the IMpb is used.

Certified Mail service provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. The recipient signs a delivery receipt — PS Form 3849, *Delivery Notice/Reminder/Receipt or sign-on screen (MDD)* — and the Postal Service stores the delivery information, including the recipient's signature. Customers can retrieve the delivery status in four ways:

1. Over the Internet at *www.usps.com* by entering the article number shown on the mailing receipt
2. By telephone at 1-800-222-1811
3. By bulk electronic file transfer for mailers who provide an electronic manifest to the USPS
4. By mobile smartphone application

Certified Mail is dispatched and handled in transit as ordinary mail. No insurance coverage is provided. Only mailable matter prepaid with postage at First-Class, First-Class Package Service, or Priority Mail prices may be sent as Certified Mail. See the Domestic Mail Manual (DMM) section 503.3.0 for detailed information.

Commercial customers can pay for Certified Mail by metered or PC Postage indicia or permit imprint.

Customers will send a Shipping Services File v 1.6 or higher, with any form of Certified Mail, with or without the following extra services:

- Return Receipt electronic or hardcopy (PS Form 3811) (electronic option not available in combination with Adult Signature services)
- Certified Mail Restricted Delivery (not available in combination with Adult Signature services)
- Certified Mail Adult Signature Required
- Certified Mail Adult Signature Restricted Delivery
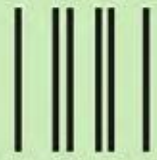
Types of Certified Mail

Depending on the exact mailing needs, Certified Mail can be paired with other extra services for more features. Below is an overview of mailing options:

Certified Mail with Return Receipt

Certified Mail is commonly combined with the Return Receipt extra service, which provides the sender with evidence of delivery that includes the recipient's signature. This comes in the form of PS Form 3811, commonly referred to as the "green card" as shown below:

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

SAMPLE

9590 9401 0000 5191 0000 12

2. Article Number *(Transfer from service label)*

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X
☐ Agent
☐ Addressee

B. Received by *(Printed Name)*   C. Date of Delivery

D. Is delivery address different from item 1?   ☐ Yes
   If YES, enter delivery address below: ☐ No

3. Service Type
☐ Adult Signature
☐ Adult Signature Restricted Delivery
☐ Certified Mail®
☐ Certified Mail Restricted Delivery
☐ Collect on Delivery
☐ Collect on Delivery Restricted Delivery
☐ Insured Mail
☐ Insured Mail Restricted Delivery (over $500)

☐ Priority Mail Express®
☐ Registered Mail™
☐ Registered Mail Restricted Delivery
☐ Return Receipt for Merchandise
☐ Signature Confirmation™
☐ Signature Confirmation Restricted Delivery

PS Form 3811, July 2015 PSN 7530-02-000-9053   Domestic Return Receipt

PS Form 3811 (side 1)

USPS TRACKING #

9590 9401 0000 5191 0000 12

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

United States Postal Service

• Sender: Please print your name, address, and ZIP+4® in this box•

SAMPLE

PS Form 3811 (side 2)

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The sender attaches the green card to the mail piece before it enters the mailstream. Upon delivery, the carrier has the recipient sign the card, and it is returned to the sender via First-Class Mail. The form will include three important pieces of information for the sender: the name and signature of the person to whom the piece was delivered, the date of delivery, and information about the recipient's actual delivery address.

Certified Mail with Electronic Return Receipt: The Electronic Return Receipt does everything the hardcopy Return Receipt does but is electronic. This means instead of receiving the green card back in the mail, the sender receives a proof of delivery letter (as a PDF) via email attachment by requesting it from the USPS website. The proof of delivery letter includes a digital copy of the recipient's signature.

The USPS will keep the record for two years from the date of mailing, and after 60 days the record will take longer to retrieve. This is cheaper than the hardcopy Return Receipt and is available electronically.

Certified Mail Restricted Delivery: Restricted Delivery allows the mailer to direct delivery of certified mail only to the addressee or an authorized agent. This means the article can be received by only the specified recipient or someone who has been authorized following the USPS guidelines. The Return Receipt or Electronic Return Receipt extra service can be used in conjunction with these extra services if the sender would like to receive a copy of the recipient's signature.

Certified Mail Adult Signature Required: Adult Signature Required allows the mailer to direct delivery of certified mail only to an adult (an individual who is 21 years of age or older). The Return Receipt or Electronic Return Receipt extra service can be used in conjunction with these extra services if the sender would like to receive a copy of the recipient's signature.

Certified Mail Adult Signature Restricted Delivery: Adult Signature Restricted Delivery allows the direct delivery of certified mail only to a specific addressee or authorized agent who is 21 years of age or older. If the specific individual is not 21 years of age or older, the mail piece will be returned to sender. The Return Receipt or Electronic Return Receipt extra service can be used in conjunction with these extra services if the sender would like to receive a copy of the recipient's signature.

Certified Mail Use Cases

All types of customers are available to send certified mail, but it plays an especially crucial role in business and legal affairs by providing evidence of acceptance and delivery that is admissible in court in the event of a legal case. These cases sometimes rise to the highest levels of the court system.
Certified Mail is commonly used for the following:
- Legal notices
- Government documents
- Debt collections
- Foreclosure notices
- Health care records

Certified Mail Cost and Prices

The Certified Mail extra service fee is available on the latest Notice 123.

Business Customer Gateway

The BCG (Business Customer Gateway) provides a single entry point for online USPS Business Services such as: Intelligent Mail Products and Services, Business Mailing Activity and Reports, Scheduling Fast Appointments, Mailer IDs (MIDs), Incentive Programs/Promotions and Information, and Shipping Services Programs.

Overview

Customers can utilize the BCG to accomplish and streamline the following tasks: prepare, track and monitor mailings, manage MIDs and permits, simplify Full-Service mailings and customer returns, send and manage large shipments, order mailing and shipping labels, enroll for shipping services, generate mail and transaction history reports, stay informed of USPS Promotions and Incentive Programs.

For more information, please visit the Business Customer Gateway website.

Term	Definition
Customer Registration ID (CRID)	• Unique ID number issued by USPS to identify a customer's physical business location (address). • CRIDs connect a company's location information across all USPS systems and applications.
Mailer ID (MID)	• Unique ID number issued by USPS to identify a specific mail owner, mailing agent or other service provider. • MIDs are either a 6-or 9-digit number based primarily on a mailer's historic mail volume.
Business Services	• Tools that can help you to make better use of all that the Postal Service has to offer. • When registering, you will get access to services that cover basic business functionality. Having access to a service means that you can see and use. • Depending on your company's needs, different employees may need access to different services. • Access to services is regulated by the Business Service Administrator (BSA) of each service.
Business Service Administrator (BSA)	• If you are the first user to request a service for your location, you will become the Business Service Administrator (BSA) of that service; you will be able to manage that service for any future users, controlling who can and cannot use it at your discretion.

Online Enrollment Steps: "Tracking Only Customers"

The Customer should be directed to the BCG site by accessing the web address https://gateway.usps.com/. Once the customer has reached the website the necessary steps with be provided to create a Business Account. The full list of steps can be found in the Appendix.

Customer Registration ID (CRID)

The USPS Customer Registration ID (CRID) is a unique number that identifies a specific business location involved in a mailing. To submit electronic documentation (and receive Full-Service benefits), customers must have a CRID assigned to their business location.

Overview

A CRID is a USPS-generated numeric code of up to 15 digits that uniquely identifies a business at a location. Each MID is owned by a single CRID at any given time and each mailing permit is owned by a single CRID at any given time.

The CRID is created for you when you create a Business Customer Gateway account. Your CRID information is visible when you log in to your Business Customer Gateway account page.

Who utilizes CRID

Mailers and mail service providers submitting electronic documentation (eDoc).
- First Class Mail
- Marketing Mail
- Package services
- Periodicals

Mailer ID (MID) Application Process

The Postal Service will issue a MID to mail owners and mailing agents for use in the Intelligent Mail container barcode, Intelligent Mail tray barcode, or Intelligent Mail barcode.

Overview

A MID is a field within the Intelligent Mail barcodes, which is used to identify the mailer. A 9-digit MID can be created by clicking on "create a new MID" and then plugging in their CRID or can entering in their clients CRID and selecting to "get new Mailer ID" and noting the user. The following steps may also be followed to attain a MID:

MID Application Steps

1. A mailer will contact their local BMEU or Mail piece Design Analyst (MDA), which can be located by accessing: https://postalpro.usps.com/ppro-tools/business-mail-entry (BMEU locator) https://postalpro.usps.com/node/776 (MDA Assistance Request Form – complete and email to MDA@usps.gov)

2. The BMEU representative or MDA will determine if the mailer wishes to participate in OneCode ACS™ or IMb Tracking™. If a mailer wishes to participate in OneCode ACS or IMb Tracing, the local BMEU or MDA will refer the customer to the following numbers:
    One Code ACS (877) 640- 0724 (select option 1)
    IMb Tracing (800) 238- 3150 (select option 1)

3. Customers wishing to obtain a MID, the BMEU representative or MDA will provide the MID application to the mailer and assist them in completing the application.
- If a mailing agent is acting on behalf of a mail owner, the mail owner and mailing agent must read, complete, and sign section 3b of the MID application.

4. The BMEU representative or MDA will verify that the MID application is complete and validate the mailing volumes through the *PostalOne!* system or other pertinent documentation that demonstrates mailing volumes.

5. The BMEU representative or MDA will forward the MID application information to include the mailer's name and volume data via email to the *PostalOne!* help desk and copy the mailer. The *PostalOne!* help desk will issue the MID and notify the customer and the BMEU within 24 hours after receiving the email.

      a. When a customer requests more than five (5) six-digit MIDs, the BMEU will forward the request to the *PostalOne!* help desk for issuance of the Mids. The help desk will issue the first five (5) six-digit MIDs to the mailer provided the volume requirements are met.

      b. Requests for six or more six-digit MID(s) are escalated to the Director, Business Acceptance Solutions, at postal headquarters.

All requests for additional MIDs must be submitted in writing, identifying the justification for requesting additional MIDs and how they will be implemented into mailing process.

Intelligent Mail
Overview
The Intelligent Mail barcode (IMb) is a 65-bar USPS barcode used to sort and track letters and flats. The USPS is promoting the use of the Intelligent Mail barcode because it expands the ability to track individual mailpieces and provides customers with greater visibility into the mailstream.

Steps to Creating Intelligent Mail Barcode

Mailers will need a 6-digit or 9-digit MID from USPS, postal barcoding software to create the barcodes, and an Intelligent Barcode font to print the barcodes. Mailers can use software solutions such as Mail.dat® / Mail.XML™ to generate unique barcodes and submit mailing information electronically to USPS. Once mailers have selected service(s), received a MID, and devised a unique serial number strategy, they are ready to put the five fields together to form the 20- to 31-digit string, encode it to 65 characters, and convert the 65-character string using the IMb font to form the 65-bar Intelligent Mail barcode.

Figure 1: Example of an IMb

Intelligent Mail® Package Barcode (IMpb)

Certified is unable to be created without an IMpb. Some labels on packages may have barcodes that are not able to be scanned while being processed through automated equipment; this could be due to distortion, label placement, movement of items within soft packaging, etc. To overcome these challenges and improve the readability of barcodes, USPS recommends using 2D IMpb GS1 Data Matrix barcodes in addition to the traditional IMpb barcode to get manually scanned and allow for customers to track.

The GS1-Data Matrix barcodes contain the same information as the IMpb barcode and are strategically placed on the label to augment the IMpb that has been a mainstay in visibility. Placing the 2D IMpb on opposing sides reduces label print errors and increases the ability for that label to be scanned, resulting in increased in-transit visibility for that package. The 2D IMpb is also recommended for use on Hazmat packages.

IMpb provides piece-level data to enable the Postal Service to increase efficiency, add value to its package product line, and enhance its package tracking capabilities.

Please refer to the DMM, section 204, for official guidance on mailing standards and for any specific service, endorsement, or program requirements:
- The Mailing Standards of the USPS DMM available at https://pe.usps.com/text/dmm300/204.htm is the official source for all mailing standards (Section 2.0 Standards for Package and Extra Service Barcodes)
- The Parcel Labeling Guide available at https://postalpro.usps.com/parcellabelingguide is meant to clarify and enhance the information in the DMM, but again does not supersede it. While some flexibility exists in design of shipping labels, using these standards will make label certification easier and processing of parcels more efficient.

How to Create Certified Mail
Overview
Prior to use, mailers must send samples of their privately printed form to the National Customer Support Center (NCSC) for review and approval (see 608.8.0 for address and PS Form 5052 for details).

Large Mail Service Providers may be able to purchase pre-approved green envelopes and utilize software with Shipping Services Files (SSF) to upload to gateway and then share samples from each printer and have each approved. These facsimiles may have different processes depending on the user and methods for getting approved.

Customers affixing both a barcoded address label and a barcoded extra service label on the same mail piece must ensure that the barcodes on both labels match. Mailers generating shipping labels bearing an IMpb must also affix the appropriate colored non-barcoded color-coded label for Registered Mail (under DMM 503.2.1.2) or Certified Mail (under DMM 503.3.2.1). For mailers printing their own barcodes, which requires sending an electronic Shipping Service File, see DMM 204.2.0.

Shipping Services Files (SSF)
The SSF is a text file that contains information about the package, such as the electronic file number, the electronic file type, and the unique IMpb barcode. The file is delimited with a pipe character ("|") and each data field requires a delimiter regardless of whether there is content. The file is submitted to the eVS database, which enables parcel mailers to submit documentation and pay postage electronically.

To create a Shipping Services File for USPS, you can use the **Click-N-Ship** service provided by USPS. With a free USPS.com account, you can access additional features available in the new, enhanced Click-N-Ship experience: file upload, bulk edits, and more. Here are the steps to create a SSF:

1. Log in to your USPS.com account and select the **Click-N-Ship** option.

2. Enter the required information about the package, such as the recipient's address, weight, and dimensions.
3. Select the **Shipping Services File** option from the **Extra Services** menu.
4. Choose the file format you want to use for the SSF.
5. Upload the SSF to the eVS database.

Private Printing Instructions:

Authorization

A mail owner must receive authorization from the Postal Service to use a privately printed PS Form 3800. The privately printed form must be nearly identical in design and color to the Postal Service form. The barcode and human-readable numbers must meet the Postal Service specifications in Chapter 4, Publication 199: Intelligent Mail Package Barcode (IMpb) Implementation Guide at https://postalpro.usps.com/pub199

Samples must be submitted to the NCSC, as the address shown below:

ATTN: CONFIRMATION SERVICES SUPPORT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1001

Dimensions PFS Form 3800

The Certified Mail barcoded label is the detachable portion of PS Form 3800 that affixes to a mailpiece. It 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 items when placed in trays. The Certified Mail receipt is the detachable portion of PS Form 3800 that must be completed by the mail owner and the origin Post Office. If the mail owner requires a receipt to be completed at the retail window, the imprint area for a privately printed Certified Mail receipt must be nearly identical in design to PS Form 3800 as specified below:

a. "Official Use": 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; 3-1/4 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.

How to Send Certified Mail

Below is a step-by-step guide for how to send certified mail with a return receipt the traditional way:

Step 1: Collect PS Form 3800 and PS Form 3811 (green card) from the window clerk at the post office.

Step 2: Fill out PS Form 3800.

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at *www.usps.com®*.

OFFICIAL USE

Certified Mail Fee
$ 3.75

Extra Services & Fees *(check box, add fee as appropriate)*
☒ Return Receipt (hardcopy) $ 3.05
☐ Return Receipt (electronic) $
☐ Certified Mail Restricted Delivery $
☐ Adult Signature Required $
☐ Adult Signature Restricted Delivery $

Postmark
Here

Postage
$ 0.58

Total Postage and Fees
$ 7.38

Sent To
Recipient Address

Street and Apt. No., or PO Box No.
123 Main Street

City, State, ZIP+4®
City, State, ZIP Code

PS Form 3800, April 2015 PSN 7530-02-000-9047   See Reverse for Instructions

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®

Step 3: Fill out both sides of PS Form 3811.

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Recipient Address
123 Main Street
City, State, ZIP Code

9590 9401 0000 5191 0000 12

2. Article Number *(Transfer from service label)*

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X   ☐ Agent
                               ☐ Addressee

B. Received by *(Printed Name)*   C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
   If YES, enter delivery address below: ☐ No

3. Service Type
☐ Adult Signature
☐ Adult Signature Restricted Delivery
☒ Certified Mail®
☐ Certified Mail Restricted Delivery
☐ Collect on Delivery
☐ Collect on Delivery Restricted Delivery
☐ Insured Mail
☐ Insured Mail Restricted Delivery (over $500)

☐ Priority Mail Express®
☐ Registered Mail™
☐ Registered Mail Restricted Delivery
☐ Return Receipt for Merchandise
☐ Signature Confirmation™
☐ Signature Confirmation Restricted Delivery

PS Form 3811, July 2015 PSN 7530-02-000-9053   Domestic Return Receipt

Step 4: Peel the tracking number label off the top of PS Form 3800 and apply it to PS Form 3811 in box 2.

Step 5: Attach PS Form 3800 to the front of your envelope, folding the green strip over the top on the dotted line.

Step 6: Attach PS Form 3811 to the back of your envelope.
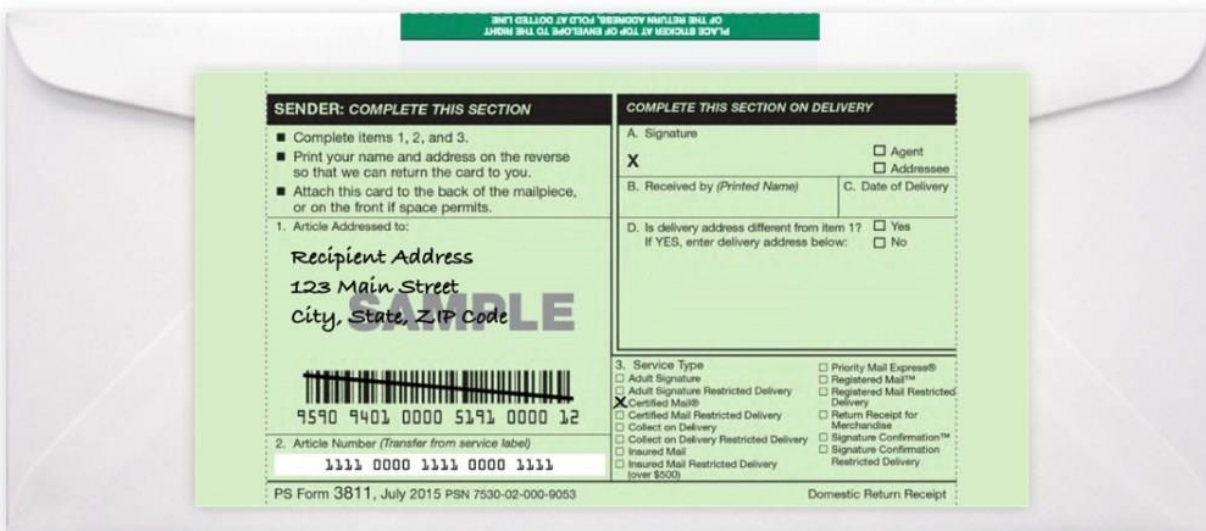
Step 7: Meter the envelope or pay for the postage and fees at the post office. The clerk will stamp PS Form 3800 and give the bottom portion back to you as proof of acceptance. Be sure to file this receipt for record-keeping.

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at *www.usps.com®.*

OFFICIAL USE

Certified Mail Fee		
$ 3.75		
Extra Services & Fees *(check box, add fee as appropriate)*		
☒ Return Receipt (hardcopy)	$ 3.05	
☐ Return Receipt (electronic)	$	
☐ Certified Mail Restricted Delivery	$	
☐ Adult Signature Required	$	
☐ Adult Signature Restricted Delivery	$	
Postage		
$ 0.58		
Total Postage and Fees		
$ 7.38		

Postmark Here
JAN 24 2021
USPS
HARTFORD CT 06103
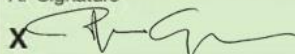
Sent To
Recipient Address
Street and Apt. No., or PO Box No.
123 Main Street
City, State, ZIP+4®
City, State, ZIP Code

PS Form 3800, April 2015 PSN 7530-02-000-9047   **See Reverse for Instructions**

Step 8: As your mail piece makes its way through the mail stream, you can track it by entering the tracking number on the USPS website.

Step 9: When your mail piece is delivered, PS Form 3811 is signed by someone at the recipient's address, then returned to you via First-Class Mail. Once returned, be sure to file it for record-keeping.

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SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Recipient Address
123 Main Street
City, State, ZIP Code

SAMPLE

9590 9401 0000 5191 0000 12

2. Article Number *(Transfer from service label)*

1111 0000 1111 0000 1111

PS Form **3811**, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X ☐ Agent ☒ Addressee

B. Received by *(Printed Name)*
Recipient Name

C. Date of Delivery
1/28/21

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☒ No

3. Service Type
☐ Adult Signature
☐ Adult Signature Restricted Delivery
☒ Certified Mail®
☐ Certified Mail Restricted Delivery
☐ Collect on Delivery
☐ Collect on Delivery Restricted Delivery
☐ Insured Mail
☐ Insured Mail Restricted Delivery (over $500)

☐ Priority Mail Express®
☐ Registered Mail™
☐ Registered Mail Restricted Delivery
☐ Return Receipt for Merchandise
☐ Signature Confirmation™
☐ Signature Confirmation Restricted Delivery

Domestic Return Receipt

How to Send Certified Mail With e-Certify

Creating, tracking, and managing certified mail with e-Certify is a simple and streamlined method. Some of the benefits include the following:

- No forms to fill out manually.
- Validate recipient addresses to ensure USPS compliant formatting.
- Eliminate human error and save time.
- Save $1.25 on each piece with the Electronic Return Receipt
- Easily search and track pieces
- Electronic return receipts securely stored in the cloud.

If you're already a customer, you can find a more detailed guide on using e-Certify on our Getting Started page. Please see below for a brief overview:

Step 1: Create your mail piece by selecting a mailing profile, entering a recipient address, and selecting a page count. If you have many pieces to create, use the file upload for batch piece creation.

Step 2: Print the banner page for your piece and insert it into a window envelope along with the item you are mailing.

Step 3: Submit your mail piece to the USPS in e-Certify, then enter it into the mailstream. When you want immediate proof that your mail pieces have been accepted into the mail stream, print the completed PS Form 3877 provided in e-Certify and bring it to the post office with your mail pieces. There, the window clerk will postmark the 3877 with a round-dated stamp, and it will be returned to you as proof of acceptance.

Step 4: Track your mail piece every step of the way through the mail stream right in e-Certify from the Piece Search page.

Step 5: After your mail piece has been delivered and signed for, you can view and download the electronic return receipt in e-Certify from the Piece Search page.

Appendix

Online Enrollment Steps For **"Tracking Only Customers"**

1. On Business Customer Gateway ([Business Customer Gateway website)](#), select/click "**Sign Up**" Button. **Note**: **If the customer currently has a username and password skip to the Online Enrollment steps.**
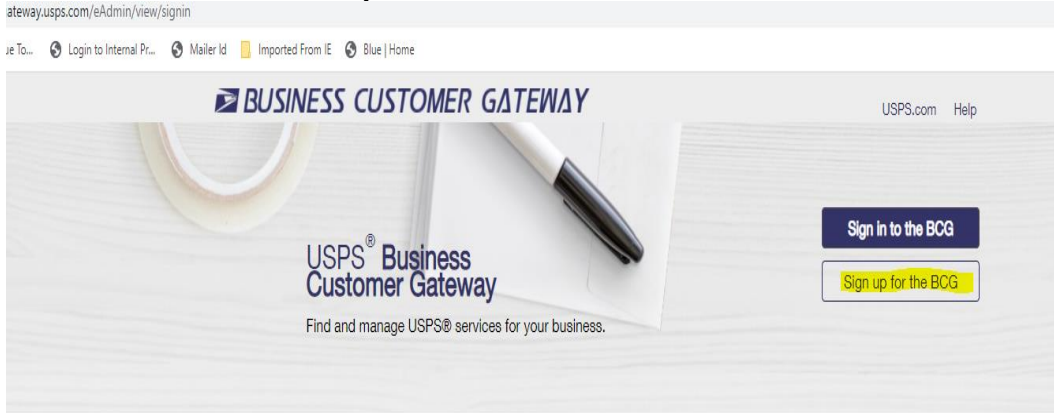
2. Customer needs to click in each section to enter Username and Password information.
   a. **Create a Business Account** and create a Username. **Note**: Usernames should be at least 6 characters long or customer can use their email address.
   b. Create a password. **Note:** Passwords should be at least 10 characters, including an uppercase and lowercase letter, a number, and a special character. Passwords are case-sensitive and cannot include the username or more than two repeat characters in a row.

3. Customer will need to Select 2 Security questions and provide the answers.

Please answer two secret questions. Answers are not case-sensitive. If you forget your password, you will be asked for this information to re-gain access to our site.

* indicates a required field

Pick Two Security Questions

* First Security Question

| Select First Question ▾ |

| **Select First Question** |
| In what city were you born? |
| What is the name of your pet? |
| What is your favorite food to eat? |
| What is your favorite holiday? |
| What is your favorite movie? |
| What is your favorite sport? |
| What is your mother's maiden name? |

* Second Security Question

| Select Second Question ▾ |

* Your Answer

| |

* Re-Type your answer

| |

Feedback

4. Enter your contact Information.

Step 3: Enter your contact information

Please review and edit your contact information for your USPS account

* indicates a required field

Name

Title

| Select ▾ |

* First Name

| |

M.I.

| |

* Last Name

| |

Suffix

| Select ▾ |

Email & Phone

* Email Address ❷

| |

* Re-Type Email Address

| |

* Type   * Phone ❷   Ext.

| US ▾ | | | | |

Mobile (U.S. Only)

| |

Can we contact you?
Get communications from USPS and our partners.

☑ From USPS

☑ From USPS Partners

5. Customer will need to select Company Identifier button to prevent accidental creation of new and redundant CRID.

Step 4: Find address by...

Please enter the address so USPS can find the best deliverable option for you.

Please choose how you would like to find your address

◉ Address   ○ ZipCode™   ○ Company Identifier

6. If selected Address button, enter the company address then click "**Verify Address**" at the bottom.

Step 5: Find by address

Fill out all the required fields and validate your address so it can be verified as a valid delivery address.

* indicates a required field
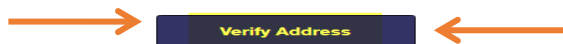
Enter your address

* Country

| UNITED STATES | ▼ |

* Company Name

* Street Address

Apt/Suite/Other

* City

* State

| Select | ▼ |

ZIP Code™

→ **Verify Address** ←

7. Once you have entered the company information, a screen will appear to inform you that you are registered. You will need to accept the "Terms and Conditions" by clicking on "**Continue" Button**

* Indicates a required field

You've successfully registered your account, and you are almost ready to use the Business Customer Gateway. We've got you signed up as:

Your Business Location:
PHOTO
202 S B B KING BLVD
MEMPHIS, TN 38103
UNITED STATES

CRID ⓘ : 94825731

You will be given permission to use several <u>USPS Business Services</u> allowing you to do things like:

- Prepare, track and monitor your mailings
- Manage Mailer IDs and Permits
- Simplify Full Service Mailing and Customer Returns
- Target Areas with Direct Mail
- Send and Manage Large Shipments
- Order Mailing and Shipping Labels
- Enroll for Shipping Services
- Generate Mail and Transaction History reports
- Stay On Top of USPS Promotions and Incentive Programs

Terms and Conditions *

If you are the first user to request a service for your location, you will become the **Business Service Administrator (BSA)** of that service; you will be able to manage that service for any future users, controlling who can and cannot use it at your business location.

By clicking Continue you agree to the <u>terms and conditions</u> of the Business Customer Gateway and consent to any future updates.

Continue ←

8. **The Online Enrollment Process.** Once you have completed the registration portion, the site will bring the customer back to the home page which they will began the enrollment process.
   a. Click on "**Online Enrollment"** located within the Favorite Services box, to the right of the screen.
   b. **Note**: If the Online Enrollment option is not available, someone within your organization is the BSA for the services (**Manage Mailing Activity, Mailer ID, and Online enrollment**) which is required to sign up for IMPB. The customer should contact the PostalOne! helpdesk for assistance at 1-800-522-9085 opt 3&6.

9. Click/ Select the applicable program, from the Drop-down Box.
   a. Select "**Tracking Only**".
   b. Select/Click on "**Continue**" Button

10. **My Profile Survey.** The following questions answered will help build the customer's profile. Note: Click "Save & Continue" after answering each question.
    a. Customer Type
       i. Select "**Other**", "**Vendor**", or "**PC Postage Only**" which ever applies to the customer.

ii. Select "**Save and Continue"**.
b. What type of customer are you? **Other**
c. What type of mail do you want to ship? **Domestic Packages and /or International Packages**
d. Which Domestic Mail Classes are you shipping? **Whichever applies except Priority Mail Express**
e. Which International Mail Classes are you shipping? **First Class Mail International**
f. What services would you like to use? **USPS Tracking**
g. Do you want to purchase Return Receipt Electronic? **No**
h. What payment option will you be using for your mailing? **Postage Meter or Permit Imprint**
i. Do you want to participate in eVS? **No**

11. Once completing the My Profile Survey, Customer is eligible to enroll in the "**Tracking Only**" Program.
a. Customer will need to click on "**Tracking Only".**
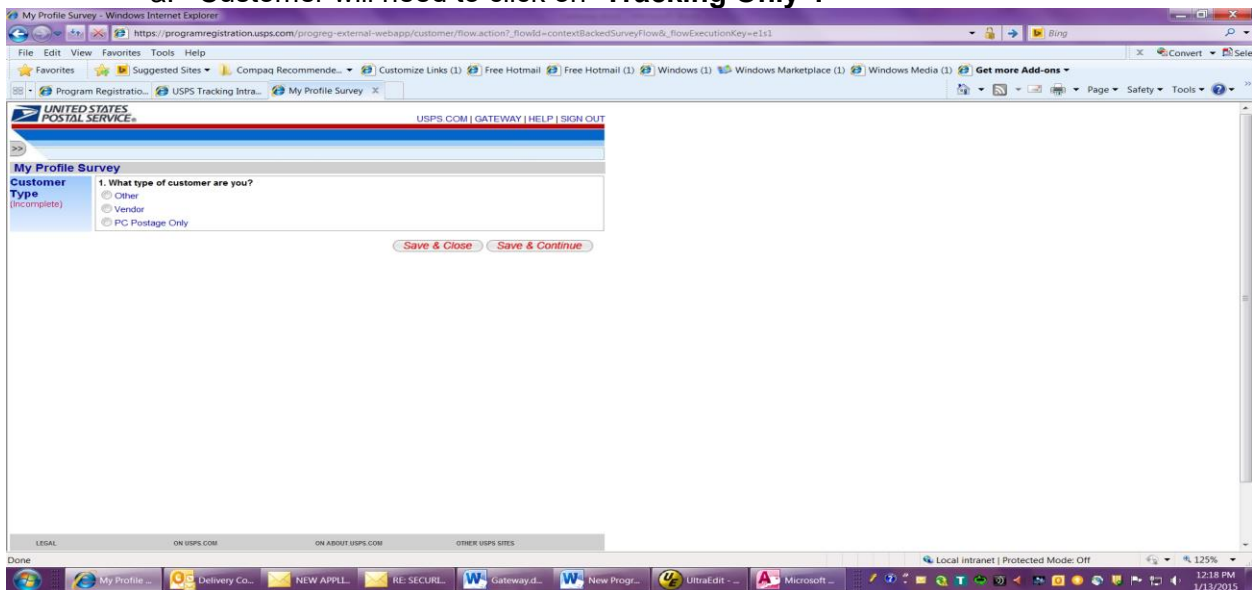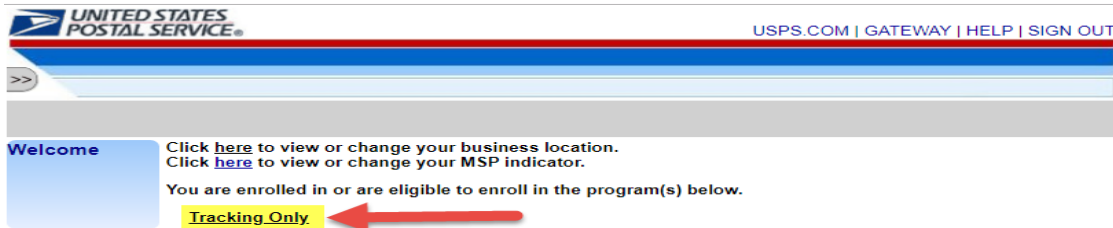
12. After selecting the Program based on the answers of the Profile Survey, select "**Begin Enrollment**" Button

    a. There will be a list of enrollment steps that are incomplete each one will need to be completed.
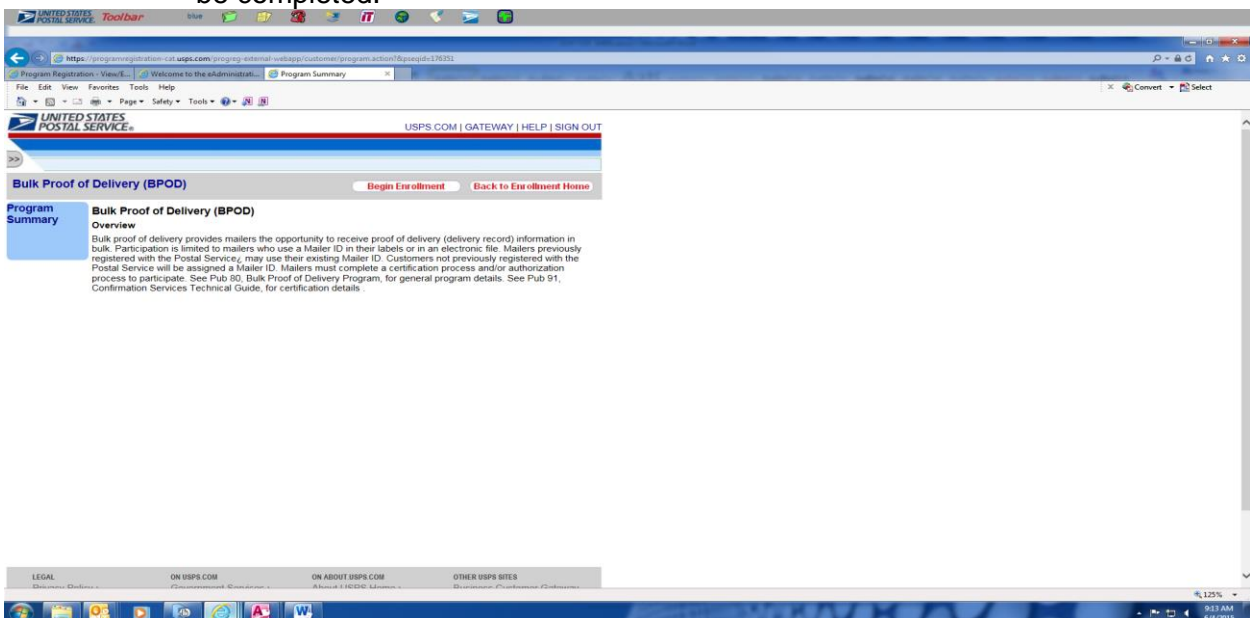
13. Click on "**Incomplete**" to complete each enrollment step. (**BPOD Agreement, Certification Questionnaire, and Manage Shipping Locations**)

    a. **Note: The Questions Below appears for the Incomplete Steps. You will Click "Save and Continue" after each question.** (Answer to each question is in RED)

    b. **CERTIFICATION Questionnaire**

        i. Will you be sending an electronic file to USPS? Yes

        ii. How will you transmit the file to USPS? Web Services

    iii.   How will you be generating your bar-coded label for packages? Printing your Own

    iv.   Will you be using a Software Vendor? Yes

    v.   What Software Vendor will you be using? Choose your vendor from drop down.

    vi.   What file format will you be using to submit your files to USPS? File Version 1.6

    vii.   How do you want USPS to provide tracking and/or postage info? Web Services

    viii.   What format would you like to receive for your Error/Warning Status file? Report format

    ix.   Do you want to receive a file of tracking events for mail pieces? Yes

    x.   Do you want to receive a report of pieces for which the USPS has not received an electronic manifest? No

    xi.   Do you want to receive a Firm Deliveries Extract file? No

    xii.   Would you like to receive your Error/Warning and Extract in a compressed format? No

14. Manage Shipping Location is the last step to complete.
15. Link your Mailer ID to the program by clicking the square next to the desired Mailer ID in the second chart.
    a.   Click "Link MID to Program".

16. Check Program Reg to see if the customer MID process into the system was.

    a. Note: After all steps are completed, let the customer know they will receive a test kit with the instructions on how to complete their certification within the following 24 hrs. Click on Gateway at the top of screen to return to the home page.