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# MAIL SERVICES DIVISION CUSTOMER MAIL GUIDE

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Department of Administration



# Table of Contents

Mail Services Division Customer Mail Guide.....	2
Production .....	3
Rural Mailing Machines and postage requests (QUADIENT).....	5
One Time Rural Requests .....	5
Rural Account for Pitney Bowes .....	5
Interdepartmental Delivery .....	5
Business Reply and Business Reply Artwork .....	7
NCOA Address Validation .....	7
CERTIFIED MAIL.....	8
Registered Mail.....	10
USPS Holidays .....	16

# Mail Services Division Customer Mail Guide

The Mail Services Division provides mail services to participating state and local government agencies in the Carson City, Reno, and Las Vegas areas. Services include pickup, processing, and delivery of outgoing, overnight, and interoffice mail (including service between Carson City and Las Vegas). The United States Postal Service processes and delivers all in-bound mail to the individual agencies on a daily basis. Other services provided in the Carson City and Reno areas include folding, inserting, pressure sealing, addressing, and bulk mailing. Statutory Authority: NRS 378.143-149.

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## Mail Services Carson City Address

**720 E. Fifth Street**

**Carson City, NV 89701**

**Hours - 7am-5pm**

**Phone - 775-684-1860**

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## Mail Services Las Vegas Address

**505 E CAPOVILLA #107**

**Las Vegas NV 89119**

**Hours - 730am – 5pm**

**Phone – 702-486-2480**

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## Contacts

**Website-** <https://admin.nv.gov/MailSvcs/Home/MailSvcs/>

**Email-** [mailservices@admin.nv.gov](mailto:mailservices@admin.nv.gov)

**Administrator 775-684-1864**

**Program Officer 2 – 775-684-1862**

**Program Officer 1 – 775-684-1866**

**Carson City Mail Services Supervisor 775-684-1863**

**Las Vegas Mail Services Supervisor 702-486-2485**

**Las Vegas Lead 702-486-2481**

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Mail Services currently charges an administrative fee for total monthly postage applied to letters and packages. Current administrative fee rates can be found on our website. Customer agencies are expected to prepare mailings prior to pick up. Mail Services does not prepare mail for agencies (completing recipient or sender information,

certified/registered mail forms, international forms, etc.). Mail missing information will be sent back to the agency for correction when needed. Mail Services encourage customers to visit the USPS Domestic Mail Manual for questions on mail regulations and preparation. <https://pe.usps.com/DMM300/Index>

Current pricing for USPS packages can be found below.

[https://pe.usps.com/text/dmm300/Notice123.htm?\\_gl=1\\*\\_ke9wpl\\*\\_ga\\*MTAyMTAxNzQyNy4xNzM0NTYzNzly\\*\\_ga\\_QM3XHZ2B95\\*MTczODAwNDk2Ni44LjAuMTczODAwNDk2Ni4wLjAuMA..\\*\\_gcl\\_au\\*MTY3ODE1OTQxNi4xNzM1ODg3NzA5\\*\\_ga\\_3NXP3C8S9V\\*MTczODAwNDkxNS4xNy4xLjE3MzgwMDQ5NjYuMC4wLjA](https://pe.usps.com/text/dmm300/Notice123.htm?_gl=1*_ke9wpl*_ga*MTAyMTAxNzQyNy4xNzM0NTYzNzly*_ga_QM3XHZ2B95*MTczODAwNDk2Ni44LjAuMTczODAwNDk2Ni4wLjAuMA..*_gcl_au*MTY3ODE1OTQxNi4xNzM1ODg3NzA5*_ga_3NXP3C8S9V*MTczODAwNDkxNS4xNy4xLjE3MzgwMDQ5NjYuMC4wLjA).

The USPS Postage Calculator can be found below.

<https://postcalc.usps.com/>

Mail Services has some mailing supplies on hand. Customers are free to request boxes for moving offices, priority boxes and envelopes from shipping vendors (FedEX and USPS) and interoffice manila envelopes when available. Please feel free to have your agency donate any extra interoffice envelopes on hand for redistribution. If Mail Services does not have any interoffice envelopes available, customer agencies are responsible for ordering interoffice envelopes from their preferred vendor.

## Production

Production in Mail Services involves any folding, inserting, tabbing, addressing, pressure sealing, NCOA Move Update reports, or sorting bulk mailings for customers.

Turnaround time on production depends on the size of the mailing. For more details about turnaround for a job, please reach out to Mail Services at [mailservices@admin.nv.gov](mailto:mailservices@admin.nv.gov). Jobs under 3000 pieces typically have the same day or next day turnaround (depending on delivery time). Please provide appropriate lead time for large jobs, the more time Mail Services has to process a job, the more likely it is to meet a due date.

Mail Services recommends using 6x9 envelopes for any job that has letters that are more than 7 pages. The equipment struggles to insert large page counts tri-folded into a regular #10 envelope. Additionally, the sorter equipment struggles with larger letters. Large page counts inserted into a #10 can result in your letter becoming a large envelope (flat) if its weight or dimensions exceed the criteria to qualify as a letter. This could increase charges for mail jobs and potentially result in mail being returned for insufficient postage.

Mail Services recommends that any jobs submitted with more than a single page have OMR barcodes to prevent breaches caused by mixed letters containing personal identifiable information (PII).

Mail Services typically aims to have all production letters sent at the commercial first-class rate. If there are mitigating circumstances such as equipment failure, Mail Services may have to full-rate letters to meet deadlines. For customers where this is a concern, Mail Services will attempt to reach out and get confirmation from the agency prior to sending letters at the full rate.

Before placing any printing orders, agencies should have it reviewed by Mail Services Program Officers. Even if the order is a reorder, have it reviewed every time as there could be new regulation that requires changes to your order. Agencies are welcome to provide test jobs to Mail Services to make sure the pieces comply and that the job goes smoothly as intended.

All mailed materials MUST MEET POSTAL REGULATIONS. Please refer to the USPS Domestic Mail Manual for additional details on regulations. <https://pe.usps.com/DMM300/Index>

Mail Services production meters have been changed to print the permit indicia with a date, instead of metered postage, this change occurred in June 2025. This change was made to follow the USPS compliance requirement to transition from IMI (Intelligent Mail Indicia) to IBI (Information Based Indicia). With the change to Permit, agencies with production letters will not be charged postage until their mail is bound for USPS.

Mail Services requests that customer agencies provide a work order for incoming jobs that require production for tracking and integrity purposes (folding / inserting / pressure sealing / tabbing / addressing / etc.) The work order form can be found on our website. This form contains important information for production such as an agency contact, number of mailers, date to be completed, and any special notes such as “requires return envelope.” This form should be emailed to [mailservices@admin.nv.gov](mailto:mailservices@admin.nv.gov) prior to a job arriving.

Customer agencies should have materials (such as envelopes) on hand and delivered to Mail Services prior to the production job arriving. Mail Services can provide quotes for production upon request. These services will be billed the following month. Rates for services can be found on our website. <https://admin.nv.gov/MailSvcs/Home/MailSvcs/>

## Rural Mailing Machines and Postage Requests (QUADIENT)

The Mail Services Division maintains a prepaid balance with Quadient for rural customer mailing meters. Agencies with this Mail Services account associated with their equipment are required to email a request for postage funds to [mailservices@admin.nv.gov](mailto:mailservices@admin.nv.gov) and receive approval prior to extracting funds from the account. These postage requests will be billed the following month. We ask that customers please deposit funds into the mailing machine as soon as possible (within 48 hours) after approval to avoid billing discrepancies. Mail Services recommends that agencies set limits to deposit amounts for their equipment to avoid adding more funds than intended. Mail Services is unable to obtain refunds for postage added to meters. Funds can be removed from the meter once the meter is returned to the vendor and withdrawn from the system.

## One Time Rural Requests

Customer agencies can reach out to [mailservices@admin.nv.gov](mailto:mailservices@admin.nv.gov) to have a shipping labels created and emailed for emergency situations. Please provide the sender/recipient address, weight, and dimensions for the package upon request.

## Rural Account for Pitney Bowes

Rural agencies that are unable to participate in interoffice delivery due to location can be designated a “rural account” through Mail Services PB Software. The agency will need to request an account from Mail Services and meet the criteria to have a rural account. Mail Services only provides delivery and pick up to the Reno, Carson City and Las Vegas areas. Any agency with mailings needs from a rural area such as Ely, Elko, Lovelock, Gardnerville, Fallon, etc. are eligible for this service. The account will need to be associated with an email and a specific user for accountability. These accounts are locked to the customer agency budget account and other budgets cannot be accessed or charged. Agencies can submit a special request for additional BA access if they have a justified reason for doing so. Agencies and users using this service are responsible for any postage applied. These charges are billed out the following month. Mail Services recommends that any agency using this service purchases a scale to get proper weight and mail pricing. Stamp sheets are available upon request; there are 120 Stamps per order. Stamps will be mailed to your rural location, the postage for the stamp delivery will be charged to the customer agency. Agencies will be required to provide a JV request to Mail Services prior to mailing out the stamp sheet so that Mail Services receives reimbursement.

## Interdepartmental Delivery

Interdepartmental mail consists of regular correspondence being picked up daily and delivered between participating state agencies and mail going to the USPS.

Rates for interdepartmental mailings are calculated each biennium based on the number of participating agencies. Agencies are billed annually for interdepartmental services.

Interdepartmental delivery services are available to state and local government agencies in the Carson City, Reno, and Las Vegas areas. To start, end, or change the address for service, the customer will need to complete the Mail Services Interoffice Request Form and submit to [mailservices@admin.nv.gov](mailto:mailservices@admin.nv.gov). This form is available on our website or upon request.

NOTE: Agencies do not need to participate in interoffice mail to have postage added to letters or packages. Non-participants are allowed to drop off mailings at our northern and southern facilities for postage and mailing. The agency budget account to be charged is required to be on the top left of each envelope processed.

Interoffice mail must be segregated from mail that needs postage. Please segregate letters by budget account and please segregate international mail.

Use black or blue ink on white envelopes going to the Post Office. Mail Services equipment has difficulty reading other colored ink such as pink, purple or green.

Use the blue interoffice envelopes or the string tie manila interoffice envelopes. If you use regular white or manila envelopes, postage may be applied unnecessarily. If you must use a regular envelope, please clearly write INTEROFFICE or INTERDEPARTMENTAL on the front of the envelope.

We do not send freight or large boxes through the inter-office mail system.



Packages weighing over 25 pounds or that are bigger than a banker's box will be sent via FedEx ground.

Additional interoffice charges for weight are below.

INTEROFFICE MAIL RATES CARSON TO /FROM VEGAS

LBS	RATE	LBS	RATE	LBS	RATE
2	\$0.60	11	\$3.30	21	\$6.30
3	\$0.90	12	\$3.60	22	\$6.60
4	\$1.20	13	\$3.90	23	\$6.90
5	\$1.50	14	\$4.20	24	\$7.20
6	\$1.80	15	\$4.50	25	\$7.50
7	\$2.10	16	\$4.80	26	\$7.80
8	\$2.40	17	\$5.10	27	\$8.10
9	\$2.70	18	\$5.40	28	\$8.40
10	\$3.00	19	\$5.70	29	\$8.70
11	\$3.30	20	\$6.00	30	\$9.00

Effective 07/01/2018

High value and breakable items such as computers, laptops, and monitors are not recommended for interdepartmental mailing and should be sent via FedEx Ground with proper insurance. The Mail Services Division will not be held liable for any damaged items in interdepartmental transit. Mail Services requests that agencies submit documentation confirming approval to send high-value items via interoffice mail to mailservices@admin.nv.gov.

There is a 3:00pm deadline for interoffice mail.

Customers should be aware that the United States Postal Services (USPS) does not refund postage with no date. For this reason, Mail Services is also unable to refund no date postage and requests for refunds will be denied.

\*If your agency has extra interoffice envelopes, please donate those to Mail Services to redistribute to agencies in need.

## Business Reply and Business Reply Artwork

Mail Services can have #9 business reply envelopes created for your agency through USPS, just send a request to [mailservices@admin.nv.gov](mailto:mailservices@admin.nv.gov). There is no charge for new artwork or a change to an existing business reply envelope. When sending a request, please include the address to be applied to the envelope.

Business reply mail received by Mail Services will be logged for postage and billing and then be sent via interdepartmental mail to the agency.

Mail Services maintains a postage due and business reply prepaid account with USPS.

## NCOA Address Validation

Mail Services offers address validation to customers through vendor software. This software will check for address changes and updates with the USPS database to minimize return mail. This allows customers to make corrections to addresses prior to mailing. To use this service, please provide an Excel spreadsheet with address information to [mailservices@admin.nv.gov](mailto:mailservices@admin.nv.gov). An example of an Excel format can be provided upon request. The charge for this service is \$25 per report.

## New Requirement: Detailed Content Descriptions for All International Packages

Source: <https://www.usps.com/international/customs-forms.htm#new-rules>

If you're sending packages from the U.S. to any other country, you must now put more detailed item descriptions on your customs forms.

If you don't follow customs forms requirements, the customs officials in the receiving country may reject, return, or potentially even destroy your package.

Note: If you're mailing First-Class Mail International® service envelopes containing only documents that don't require customs forms, these new rules don't apply to you.

These rules apply to all international packages, here's what you need to know:

All outbound international packages, including small personal gifts, ecommerce orders, and military and diplomatic mail (APO/DPO/FPO) must follow these rules.

Every item in your package needs an appropriately detailed description on the customs form.

Each description must be specific: Detailed descriptions should make it clear what the item is, what it's made of, and what its purpose is. For example, instead of a general category like "electronics," you must be specific about the type of electronics, like "laptop computer," "mobile phone," or "television."

### **Guidance for Acceptable Descriptions**

<b>Unacceptable</b>	<b>Acceptable</b>
Clothes	Men's cotton shirts, girls' denim vest, artificial fur coat
Appliances	18 cubic feet refrigerator and freezer, microwave oven
Artwork	Original oil painting, pencil sketch, bronze statue
Battery	Lithium batteries
Gifts	One scented candle, remote-controlled toy car, cashmere scarf
Medicine	Painkillers (ibuprofen), antiviral spray medication
Health & Beauty Products	Laundry detergent, toothbrush, cotton towels
Vegetables	Fresh eggplant, sun-dried tomatoes, frozen broccoli
Nuts	Container of mixed nuts
Tools	Screwdriver, power drill, rubber mallet

USPS tools may also ask for other types of information (like the Universal Product Code, known as "UPC code," the brand name, etc.) to help identify the right Harmonized System (HS) code for an item.

Customers do not need to look up these numerical codes themselves; if you use USPS tools (like Click-N-Ship, Customs Forms Online, the International Retail Postage Price Calculator, or Global Shipping Software) and give acceptable descriptions, USPS will be able to assign the correct HS Codes on your customs declaration form.

**HS Tariff Codes** can be found at this link:

[https://tools.usps.com/hscodes/?\\_gl=1\\*z8jv85\\*\\_up\\*MQ..\\*\\_gs\\*MQ..\\*\\_ga\\*MTg2MDIxNDk4OS4xNzU5MzU0NDU5\\*\\_ga\\_QM3XH22B95\\*\\_czE3NjM0OTg1NTc0b2gkZzEkdDE3NjM0OTg1ODckajMwJGwwJGgw&gclid=CjwKCAiAz\\_DIBhBJEiwAVH2XwN0xTVCAuGlq-2q51FKU\\_xMhb3Vb3-ZKmAetSq86clhEHVl-vGhK9hoCG7gQAvD\\_BwE&gclid=aw.ds&gbraid=OAAAAADpMVX8ARLJWDxk2l1yn\\_OsDIsDtm](https://tools.usps.com/hscodes/?_gl=1*z8jv85*_up*MQ..*_gs*MQ..*_ga*MTg2MDIxNDk4OS4xNzU5MzU0NDU5*_ga_QM3XH22B95*_czE3NjM0OTg1NTc0b2gkZzEkdDE3NjM0OTg1ODckajMwJGwwJGgw&gclid=CjwKCAiAz_DIBhBJEiwAVH2XwN0xTVCAuGlq-2q51FKU_xMhb3Vb3-ZKmAetSq86clhEHVl-vGhK9hoCG7gQAvD_BwE&gclid=aw.ds&gbraid=OAAAAADpMVX8ARLJWDxk2l1yn_OsDIsDtm)



# CERTIFIED MAIL

Certified mail is used for tracking and to obtain a signature of the recipient.

Mail Services has these supplies on hand. Customers can walk in for supplies or send an email to have it delivered interoffice.

Certified mail is not for international mail delivery.

## PREPARING CERTIFIED MAIL:

Follow all the addressing guidelines.

You must fill out Postal form PS 3800 (Certified Mail Receipt). Fill in SENT TO, STREET & NUMBER, CITY and STATE & ZIP CODE sections. Also, on the back of the PS 3800 write your name & agency so the receipt can be returned to you after mailing.

Leave the PS 3800 intact and pull the adhesive strip cover off the back. Attach the PS 3800 to the top of your envelope as close to your return address as possible. See example below.

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

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®.

OFFICIAL USE

1111 0000 1111 0000 1111  
1111 0000 1111 0000 1111  
1111 0000 1111 0000 1111  
1111 0000 1111 0000 1111

PLEASE PROTECT THIS LABEL FROM THE ELEMENTS OF THE WEATHER. REMOVE THIS LABEL AT DELIVERY TIME.

**CERTIFIED MAIL®**

Certified Mail Fee \$

Extra Services & Fees (check box, add fee as appropriate)

<input type="checkbox"/> Return Receipt (hardcopy)	\$
<input type="checkbox"/> Return Receipt (electronic)	\$
<input type="checkbox"/> Certified Mail Restricted Delivery	\$
<input type="checkbox"/> Adult Signature Required	\$
<input type="checkbox"/> Adult Signature Restricted Delivery	\$

Postmark Here

Postage \$

Total Postage and Fees \$


Sent To

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

City, State, ZIP+4®

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

If you want to use a RETURN RECEIPT postcard (Postal form PS 3811) to get a signature, you must fill out the front of the PS 3811 with your address, then fill out the address you're sending to, then copy the number from the Certified Mail Receipt (PS 3800 has a peel off self-adhesive number on the back), or if Express Mail, use the number on the 11-B label and lastly, check the box for certified. Be sure your envelope is sealed and then remove the cover from the adhesive strips on the PS3811 and stick it to the back of your envelope. If you are using a manila envelope, attach the return receipt postcard to the front of the envelope.

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> <li>Complete items 1, 2, and 3.</li> <li>Print your name and address on the reverse so that we can return the card to you.</li> <li>Attach this card to the back of the mailpiece, or on the front if space permits.</li> </ul> <p>1. Article Addressed to:</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">SAMPLE</p>  <p>9590 9401 0000 5191 0000 12</p> <p>2. Article Number (Transfer from service label)</p>	<p>A. Signature <input type="checkbox"/> Agent <input checked="" type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p> <p>3. Service Type <input type="checkbox"/> Priority Mail Express®  <input type="checkbox"/> Adult Signature <input type="checkbox"/> Registered Mail™  <input type="checkbox"/> Adult Signature Restricted Delivery <input type="checkbox"/> Registered Mail Restricted Delivery  <input type="checkbox"/> Certified Mail® <input type="checkbox"/> Certified Mail Restricted Delivery  <input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Return Receipt for Merchandise  <input type="checkbox"/> Collect on Delivery <input type="checkbox"/> Signature Confirmation™  <input type="checkbox"/> Insured Mail <input type="checkbox"/> Signature Confirmation Restricted Delivery  <input type="checkbox"/> Insured Mail Restricted Delivery (over \$500) <input type="checkbox"/> Restricted Delivery</p>
PS Form 3811, July 2015 PSN 7530-02-000-9053	Domestic Return Receipt

Do not use the return receipt postcard for a mailing address label.

### Electronic Certified Mail

NOTE: All Electronic Certified letters received are automatically processed with an electronic return receipt, unless the agency specifies otherwise. Electronic Return Receipts are cheaper than regular certified return receipts. The cost for certified mail is \$4.35. If you wish to have a return receipt, that is an additional \$3.55, if you opt for e-return it is \$2.20.

An e-certified letter does not need a return receipt postcard! This is all handled digitally.

Electronic Certified stickers can be identified by the Pitney Bowes on the side (highlighted).



Here is the link to enter the tracking number.

[https://tools.usps.com/go/TrackConfirmAction\\_input](https://tools.usps.com/go/TrackConfirmAction_input)

Once entered you will see this: (please see the following page)

**Track Packages Anytime, Anywhere** Get the free Informed Delivery® feature to receive automated notifications on your packages **Learn More**

Tracking Number: **9489009000276458909526** Remove X  
 Copy Add to Informed Delivery

**Latest Update**

Your item was delivered to an individual at the address at 11:55 am on December 20, 2022 in CARSON CITY, NV 89701.

Get More Out of USPS Tracking:  
[USPS Tracking Plus®](#)

✔ **Delivered**  
**Delivered, Left with Individual**  
 CARSON CITY, NV 89701  
 December 20, 2022, 11:55 am  
[See All Tracking History](#)  
[What Do USPS Tracking Statuses Mean?](#)

Text & Email Updates ▼

Return Receipt Electronic ▼

USPS Tracking Plus® ▼

Product Information ▼

[See Less ^](#)

Click Return Receipt Electronic and it will prompt for your name and email.

**Return Receipt Electronic** ^

To request a Return Receipt Electronic with full details including a delivery address, [sign in to your USPS.com® account.](#) >

For a Return Receipt Electronic without a delivery address, provide your name and email address below.

\*Indicates a required field

<small>*First Name</small>	<small>M.I.</small>	<small>*Last Name</small>
<input style="width: 95%;" type="text" value="First"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="Last"/>

\*Email Return Receipt to up to three email addresses

[Add Another Email +](#)

**Request Email**

Once you request the email, you will see the info (signature) in the PDF attached.

## Registered Mail

It is important to discuss Certified and Registered Mail in general. First, both of the named United States Postal Service, USPS, services allow a sender proof that they have sent a mail piece and to track and verify delivery of the item. However, the Registered mail service can provide higher security for valuable items and allows for providing insurance on the mailed piece.

**The major aspect that the Nevada State Mail Services Division uses for the Registered Mail application is when a State Mail Services' customer desires proof of service for an international or out-of-country letter.**

The Registered Mail requires a higher degree of manual manipulation by the Mail Clerk. Ultimately, it will be required to take the mail piece to the USPS for final processing in person.

From the USPS website:

\*\*\*\*\*

#### Certified Mail®

Prove you sent it. See when it was delivered or that a delivery attempt was made, and get the signature of the person who accepts the mailing when combined with Return Receipt.

#### Notes

- Present for mailing to a Postal employee if a postmarked sender's receipt is requested.
- Combine with Return Receipt to get an electronic or physical delivery record showing the recipient's signature.

#### VERSUS

#### Registered Mail

Get maximum security for your valuable items. Registered Mail® items can be insured for up to \$50,000 at your Post Office™ location.

#### Notes

- Receive a mailing receipt, and upon request, electronic verification that an article was delivered or that a delivery attempt was made.

To continue, both Certified and Registered mailing services have similar aspects, which include:

- A BARCODE STICKER with the designated mail piece's "ARTICLE NUMBER"  
(color coded dark GREEN for CERTIFIED MAILINGS)  
(color coded RED for REGISTERED MAILINGS)
- A MAILING RECEIPT for proof of initial mailing  
(CERTIFIED RECEIPT: PS Form 3800) – attached to the green barcode sticker  
(REGISTERED RECEIPT: PS Form 3806) – a separate receipt form
- An appropriate RETURN RECEIPT card  
(color coded light GREEN for CERTIFIED MAILINGS: PS Form 3811)  
(color coded PINK for REGISTERED MAILINGS: PS Form 2865)

BARCODE STICKER:



REGISTERED MAIL RECEIPT:

<b>Registered No.</b>		<b>Date Stamp</b>
To Be Completed By Post Office	Postage \$	Extra Services & Fees (continued)
	Extra Services & Fees	<input type="checkbox"/> Signature Confirmation \$
	<input type="checkbox"/> Registered Mail \$	<input type="checkbox"/> Signature Confirmation Restricted Delivery \$
	<input type="checkbox"/> Return Receipt (hardcopy) \$	<input type="checkbox"/> Return Receipt (electronic) \$
	<input type="checkbox"/> Return Receipt (electronic) \$	<input type="checkbox"/> Restricted Delivery \$
<b>Customer Must Declare Full Value</b> \$		<b>Total Postage &amp; Fees</b> \$
Received by		Domestic Insurance up to \$50,000 is included based upon the declared value. International indemnity is limited. (See Reverse).
<b>OFFICIAL USE</b>		
To Be Completed By Customer (Please Print) All Entries Must Be in Ballpoint or Typed	<b>FROM</b>	
	<b>TO</b>	
PS Form 3806, Registered Mail Receipt		Copy 1 - Customer
April 2015, PSN 7530-02-000-9051		(See Information on Reverse)
For domestic delivery information, visit our website at <a href="http://www.usps.com">www.usps.com</a> ®		

REGISTERED RETURN RECEIPT CARD (front):

<b>Return Receipt for International Mail</b> (Registered Mail™ and Insured Mail)	
UNITED STATES POSTAL SERVICE®	
Administration des Postes des Etats-Unis d'Amérique	<b>A.R. Par Avion</b>
	Postmark of the office returning the receipt (Timbre du bureau renvoyant l'avis)
Sender: Please print your name, address, and ZIP + 4®. (Expéditeur: S'il vous plaît, fournir votre nom, adresse, et code postal.)	
Name or Firm (Nom ou raison sociale)	
Street and Number (Rue et no.)	
City, State, and ZIP + 4 (Localité et code postal)	
UNITED STATES OF AMERICA	Etats-Unis d'Amérique
PS Form 2865, July 2013	<b>Avis de réception</b>
	<b>CN07</b>

**REGISTERED RETURN RECEIPT CARD (back):**

Completed by the office of origin. (A remplir par le bureau d'origine.)	Item Description (Nature de l'envoi)		<input type="checkbox"/> Registered Article (Envoi recommandé)	<input type="checkbox"/> Insured Parcel (Colis avec valeur déclarée)
	Article Number (Numéro d'article)		Insured Value (Valeur déclarée)	
	Office of Mailing (Bureau de dépôt)		Date of Posting (Date de dépôt)	
	Name of Person or Firm Receiving the Article (Nom ou raison sociale du destinataire)			
	Street and No. (Rue et no.)			
Completed at destination. (A compléter à destination.)	This receipt must be signed by: (1) the addressee, or (2) a person authorized to sign under the regulations of the country of destination; or (3) if those regulations so provide, by the employee of the office of destination. This signed form will be returned to the sender by the first mail. (Cet avis doit être signé par le destinataire ou par une personne y autorisée en vertu des règlements du pays de destination, ou, si ces règlements le comportent, par l'agent du bureau de destination, et renvoyé par le premier courrier directement à l'expéditeur.)			Postmark of the office of destination (Timbre du bureau de destination)
	Office of Destination Employee Signature (Signature de l'agent du bureau de destination)		Date	
	Signature of Addressee (Signature du destinataire)			
	(Circular stamp area)			

PS Form 2865, July 2013 (Reverse) PSN 7530-01-000-9775 UNITED STATES POSTAL SERVICE®

**REGISTERED MAIL PROCESSING PROCEDURE:**

**I. PRELIMINARY CHECK:**

BEFORE STARTING, VERIFY THAT THE CUSTOMER PROVIDED INTERNATIONAL MAIL PIECE INCLUDES THE NECESSARY DOCUMENTATION, AND THAT IT HAS BEEN PROPERLY FILLED OUT (completed in ink, or by typewriter).

**REQUIRED ITEMS:**

- 1) PS Form 3806 – Registered Mail Receipt
  - A. Customer must, completely, fill out the “TO” & “FROM” information;
  - B. Customer MUST DECLARE A VALUE for the mail piece (even if the Declared Value = \$0.00)
- 2) PS Form 2865 – Return Receipt for International Mail (**Pink** Return Receipt Card)
  - A. On the front - SENDER INFO must be filled out, including Name and Address of the Sender;
  - B. On the back - check the ITEM DESCRIPTION (ie. “Registered Article”)
  - C. On the back - the DELIVERY INFO should be filled out, including the Delivery Name & Address.

**NOTE:** The Barcode Sticker for the Registered Mail piece is, ultimately, required. However, the customer may, but does not have to provide it for initial mailing. Many times, Mail Services will provide the Barcode Sticker for the customer at this point, if necessary.

## I. REQUIRED SECURITY COMPLIANCE SEALING:

- A) FLAP SEALED: First, make sure that the international letter has the flap sealed.
- B) COVER EXPOSED LETTER SEAMS: All exposed mail piece seams must be covered with reinforced paper tape for security compliance purposes.
  - 1. Measure and cut reinforced paper sealing tape in necessary widths and lengths to cover various exposed seams on the back of letter.
  - 2. Activate the adhesive on the back of the sealing tape with water.
  - 3. Quickly, place the activated sealing tape, covering the exposed seams (NOTE: The adhesive is very strong and dries quickly – you must work fast!)

## II. ENTER PRELIMINARY MAIL PIECE INFORMATION INTO USPS FIRM MAILING BOOK:

("Firm Mailing Book For Accountable Mail" PS Form 3877)

**\*\* NOTE: A *separate page* must be filled out *for each SENDER*. \*\***

- A) If necessary, attach the **Registered Mail Barcode Sticker** at this point, if the customer has not already done so. (USPS instructions for Registered Articles: "Affix Label 200 above the address and to the right of the returned address.")
- B) Enter the **Name and Address of the Sender**. (upper left-hand corner of page)
- C) **Check type of mail or service**. (top center of page)
- D) Enter the **Article Number**.  
(The **Article Number** corresponds to the affixed **Registered Mail Barcode Sticker**.)
- E) Enter the **Name and Address of the Addressee**.

**\*\*NOTE:** Final Mail Services' entry into the "Firm Mailing Book" will take place in the next section.

## III. PROCESS THE INTERNATIONAL LETTER W/ APPROPRIATE POSTAL FEES:

- A) Adjust postal processing machine to correct settings for **International Registered Letter w/ Return Receipt**.
  - 1. CLASS: **International First Class Letter**
  - 2. EXTRA SERVICES:
    - a. **Registered**;
    - b. **w/ Return Receipt**
- B) Include required **Budget Account** information.

- C) Weigh out the mail piece.
- D) Print out and affix the **Postage Meter Tag** to the mail piece.
- E) Enter the mail piece Postal Rate information into the "Firm Mailing Book."
  - 1. "**Postage**" = the applicable **International Postage Amount** for the letter.
  - 2. "**Fee**" = the **Registered Fee Amount**.
  - 3. "**RR Fee**" = the **Return Receipt Fee Amount**.

#### IV. FINAL PROCESSING BY USPS PERSONNEL:

- A) A designated Nevada State Mail Services staff member will take the Registered Mail and Firm Book to the USPS for final processing.
  - 1. **Proper Postage Amount:** The USPS mail clerk will verify that the mail piece has the proper postage amount. If correct, then, a zero-meter tape (\$0.00) will be affixed to the mail piece with an associated ink stamp to designate the date and post office location.
  - 2. **Security Standards Satisfied:** The USPS mail clerk will verify that all previously exposed letters have been properly covered to meet security standards. If standards are met, the mail clerk will place numerous ink stamps (as above) at various locations upon the reinforced tape. These ink stamps provide further Security to establish that no tampering of the mail has occurred before arriving at its final destination.
  - 3. **Final Firm Book Recordation:** The USPS mail clerk will complete the final recordation information into the Firm Book.
    - a. Total Number of Pieces Listed by Sender (located at lower left-hand corner of page);
    - b. Total Number of Pieces Received at Post Office;
    - c. Name of receiving employee; (bottom center of page)
    - d. All unused portions of the "Addressee" column will be obliterated by drawing a diagonal line through the unused portion of each form.
    - e. Final Postmark with date and place of mailing will be placed page.

## USPS Holidays – Mail Services will hold mail until the next business day.

### November 11

Veterans Day

### THURSDAY

### November 28

Thanksgiving Day

### WEDNESDAY

### December 25

Christmas Day

### WEDNESDAY

### January 1

New Year's Day

### MONDAY

### January 20

Martin Luther King, Jr. Birthday

### MONDAY

### February 17

Presidents' Day

### MONDAY

### May 26

Memorial Day

### THURSDAY

### June 19

Juneteenth National Independence Day

### FRIDAY

### July 4

Independence Day

### MONDAY

### September 1

Labor Day

### MONDAY

### October 13

Columbus Day

### TUESDAY

### November 11

Veterans Day

### THURSDAY

### November 27

Thanksgiving Day

### THURSDAY

### December 25

Christmas Day