

# IAM certified mail user guide

## Overview

This guide instructs the user how to properly prepare certified mail.

## Procedure

- Step 1.** Ensure the front of your mail piece has the return address in the top left corner and a visible recipient name/address in the center or window of the envelope.
- Step 2.** Collect PS Form 3800, a dark green and white Certified Mail Receipt (Figure 1), and PS Form 3811, a light green Domestic Return Receipt (Figure 2).



Figure 1: Certified Mail Receipt.

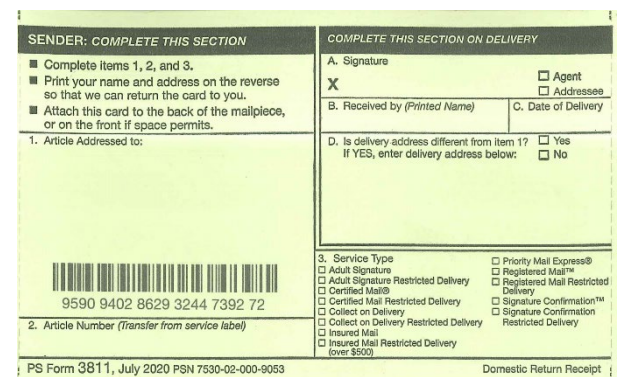


Figure 2: Domestic Return Receipt.

**Step 3.** Copy the return address on the back side of the Domestic Return Receipt, in the Sender box, to ensure your return receipt can be returned to you (Figure 3).

The image shows the back side of a Domestic Return Receipt. At the top, it says 'USPS TRACKING#' followed by a barcode and the number '9590 9402 8629 3244 7392 72'. Below this is a box labeled 'United States Postal Service'. To the right of this box is a larger box with the text '\* Sender: Please print your name, address, and ZIP+4® in this box\*'. A red arrow points to this box.

Figure 3: Sender box on back side of Domestic Return Receipt.

**Step 4.** On the front side of the Domestic Return Receipt, copy the recipient's name and address into box one; transfer the white strip with the Certified Mail number from the top of the Certified Mail Receipt to box two; and mark your desired service type, Certified Mail or Certified Mail Restricted Delivery, in box three (Figure 4).

The image shows the front side of a Domestic Return Receipt. It is divided into two main sections: 'SENDER: COMPLETE THIS SECTION' and 'COMPLETE THIS SECTION ON DELIVERY'. In the 'SENDER' section, there are three numbered boxes. Box 1 is for the article address, box 2 is for the article number (transfer from service fee), and box 3 is for the service type. In the 'ON DELIVERY' section, there are four boxes: A. Signature, B. Received by (Printed Name), C. Date of Delivery, and D. Is delivery address different from item 1? If YES, enter delivery address below. Red arrows point to boxes 1, 2, and 3 in the 'SENDER' section, and box D in the 'ON DELIVERY' section.

Figure 4: Filling out the Domestic Return Receipt.

**Step 5.** Use the sticky strips on the back of the Domestic Return Receipt to adhere it to the back of your envelope.

**Step 6.** Copy the recipient's name and address on the bottom three lines of the Certified Mail Receipt (Figure 5).

The image shows the front side of a Certified Mail Receipt. It has a green header with 'U.S. Postal Service™ CERTIFIED MAIL® RECEIPT Domestic Mail Only'. Below this is a section for 'OFFICIAL USE' with various checkboxes for services like 'Return Receipt (hardcopy)', 'Return Receipt (electronic)', 'Certified Mail Restricted Delivery', 'Adult Signature Required', and 'Adult Signature Restricted Delivery'. At the bottom, there are fields for 'Street and Apt. No., or PO Box No.', 'City, State, ZIP+4®', and 'Postmark Here'. A red arrow points to the 'City, State, ZIP+4®' field.

Figure 5: Recipient's name and address.

**Step 7.** Write your agency or division name in the top right corner on the dark green bar to ensure Interagency Mail can return your Certified Mail Receipt to you (Figure 6).

Figure 6: Adding agency or division name.

**Step 8.** Line up the dotted line of the Certified Mail Receipt with the top of the envelope and leave about three inches of space in the top right corner of the envelope for postage to be applied. The return address can be partially covered to allow room for postage to be applied. Use the sticky back to adhere it to the front of the envelope.