

help determine an accurate value.)  
Examples of acceptable evidence are:

\* \* \* \* \*

*[Revise item b to read as follows:]*

b. For items valued up to \$100, the customer's own statement describing the lost or damaged article and including the date and place of purchase, the amount paid, and whether the item was new or used (only if a sales receipt or invoice is not available). If the article mailed is a hobby, craft, or similar handmade item, the statement must include the cost of the materials used in making the item. The statement must describe the article in sufficient detail to determine whether the value claimed is accurate.

\* \* \* \* \*

*[Add new item g to read as follows:]*

g. A copy of a canceled check, money order receipt, credit card statement, or other documentation indicating the amount paid.

*[Add new item h to read as follows:]*

h. For Internet transactions conducted through a Web-based payment network that offers payment services through a stored value account, a computer printout of an online transaction identifying the purchaser and seller, price paid, date of transaction, description of item purchased, and assurance that the transaction status is completed. The printout must clearly identify the Web-based payment network provider through which the Internet transaction was conducted.

## 2.7 Missing Contents

*[Revise 2.7 to read as follows:]*

If a claim is filed because some or all of the contents are missing, the addressee must present the container and packaging to the USPS with the claim. Failure to do so will result in denial of the claim.

## 2.8 Damage

*[Revise 2.8 to read as follows:]*

If the addressee files the claim, the addressee must present the article with the packaging and mailing container to the USPS for inspection. If the sender files the claim, the St. Louis ASC will notify the addressee by letter to present the article, packaging, and container to the USPS for inspection. Failure to do so will result in denial of the claim.

## 2.9 Proof of Loss

*[Revise 2.9 to read as follows:]*

To file a claim, the sender must provide proof of loss for unnumbered Insured Mail. Proof of loss is not required for numbered Insured Mail, Registered Mail, COD, or Express Mail

claims. For proof of loss, the addressee must provide a letter or statement, dated at least 21 days after the date that the unnumbered Insured Mail article was mailed, reporting that the addressee did not receive the article. The statement or a copy of it must be attached to the claim.

## 2.10 Duplicate Claim

*[Revise 2.10 to read as follows:]*

A customer must file any duplicate claim no sooner than 30 days and no later than 60 days from the date the original claim was filed.

*[Delete the table.]*

\* \* \* \* \*

## 2.14 Nonpayable Claims

*[Revise introductory text to read as follows:]*

Indemnity is not paid for Insured Mail, Registered Mail, COD, or Express Mail services in these situations:

\* \* \* \* \*

*[Add items ac through ah to read as follows:]*

ac. Mailer refuses to accept delivery of the parcel on return.

ad. Mail not bearing the complete names and addresses of the sender and addressee, or that is undeliverable as addressed to either the addressee or sender.

ae. Event or transportation tickets (e.g., concert, theater, sport, airline, bus, train, etc.) received after the event date. Such items are insured for loss, but not for delay or receipt after the event date for which they were purchased unless sent by Express Mail service and the loss is attributable solely to the failure to meet the guaranteed delivery standard under the terms and conditions for the Express Mail offering selected.

af. Software installed onto computers that have been lost or damaged.

ag. Damaged articles not claimed within 30 days.

ah. Personal time used to make hobby, craft, or similar handmade items.

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## 3.0 PAYMENT

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## 3.3 Dual Claim

*[Revise 3.3 to read as follows:]*

If the sender and the addressee both claim insurance and cannot agree on which one should receive the payment, any payment due is made to the sender unless the claim has already been paid to the addressee upon presentation of the original mailing receipt.

\* \* \* \* \*

## 4.0 ADJUDICATION

### 4.1 Initial

*[Revise 4.1 to read as follows:]*

The St. Louis Accounting Service Center (ASC) adjudicates and pays or disallows all domestic claims except those appealed under 4.3.

### 4.2 Appeal

*[Revise 4.2 to read as follows:]*

A customer may appeal a claim decision by filing a written appeal within 60 days of the date of the original decision. The customer must send the appeal directly to Claims Appeals (see G043 for address).

### 4.3 Final USPS Decision

*[Revise 4.3 to read as follows:]*

If the manager of Claims Appeals at the St. Louis ASC sustains the denial of a claim, the customer may submit an additional appeal within 60 days for final review and decision to the Consumer Advocate, USPS Headquarters, who may waive the standards in S010 in favor of the customer.

*[Delete 5.0. Sampling process will be discontinued with the implementation of CCRS.]*

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## S900 Special Postal Services

### S910 Security and Accountability

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### S913 Insured Mail

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## 2.0 MAILING

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## 2.7 Receipt

*[Revise 2.7 to read as follows:]*

For each Insured Mail article mailed, the mailer receives a USPS sales receipt and the appropriate postmarked (i.e., round date) Insured Mail form as follows:

a. Form 3813 when the insurance coverage is \$50 or less.

b. Form 3813-P when the insurance coverage is more than \$50.

\* \* \* \* \*

### S920 Convenience

### S921 Collect on Delivery (COD) Mail

## 1.0 BASIC INFORMATION

*[Insert text after first sentence to read as follows:]*

\* \* \* The recipient has the option to pay the COD charges using either cash or personal check. Only one form of