How can we help?

Search for a topic

What is Certified Mail?

Certified Mail provides the sender with a mailing receipt and electronic verification that an article was delivered or that a delivery attempt was made.

Nov 9, 2018 • FAQ

Feedback

Article Number

000003249

Customer Information

Certified Mail® service is a numbered service that:

- Provides the sender with a mailing receipt (as shown in these examples of Form 3800 / Receipt for Certified Mail)
- Also provides electronic verification that an article was delivered or that a delivery attempt was made. Delivery status can be retrieved in three ways:
  - Over the Internet at www.usps.com by entering the USPS Tracking® number shown on the mailing receipt
  - By telephone using the item's USPS Tracking number
  - By bulk electronic file transfer for mailers who provide an electronic manifest to the USPS
- Maintains a record of delivery, which includes the recipient's signature, that is kept at the Post Office™ of delivery two years from the date of mailing

NOTE: The delivery record is not automatically mailed back to the sender with this service:

- Signature proof can be requested at the time of mailing by purchasing Return Receipt Service. Customers have the option of receiving the return receipt by mail or electronically
- Certified Mail can be eligible for refunds. See Is Certified Mail® Eligible for a Refund?

Exh A

Certified Mail® service is also available combined with three other services:

- **Certified Mail Restricted Delivery** - Customers may direct delivery of Certified Mail **only** to the addressee (or addressee's authorized agent)
- **Certified Mail Adult Signature Required** - Customers may direct delivery of Certified Mail **only** to an adult (individual who is 21 years of age or older)
- **Certified Mail Adult Signature Restricted Delivery** - Customers may limit delivery of Certified Mail **only** to a specific addressee or authorized agent who is 21 years of age or older
  - Available online and to commercial mailers only

Related Information

Sending Mail & Packages

Mail & Shipping Services

Related Articles

Is Certified Mail® Eligible for a Refund?

Change of Address - The Basics

How is Undeliverable and Misdelivered Mail Handled?

PO Box - The Basics

Informed Delivery® - The Basics

Trending Articles

Where is my package?

Informed Delivery® - The Basics

Missing Mail - The Basics

Delayed mail and packages?

USPS Tracking® - The Basics

Feedback