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Return Receipt - The Basics

General information, eligible mail classes, compatible extra services, and images associated with Return Receipt service (PS Form 3811) and what you should expect.

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Customer Information

How is Return Receipt Used?	What does a Return Receipt (Green Card) look like?	How much does a Return Receipt cost?
What domestic mail classes can be used with Return Receipt?	Compatible Extra Services	Is Return Receipt Eligible for a Refund?

General Information

How is Return Receipt Used?

Return Receipt provides the sender with proof of delivery (the recipient's signature along with information about the delivery address, if different, and date of and time of delivery).

- A Return Receipt may be purchased at the time of mailing. **A mailer can no longer purchase a Return Receipt After** Mailing, but can request information from the delivery record if the

previously purchased Return Receipt did not arrive.

- A mailer purchasing return receipt service may choose to receive the return receipt by mail (by use of PS Form 3811) or email (by Electronic Return Receipt?).
- Proof of delivery includes the following information:
  - Date of Delivery.
  - Signature of Recipient (or Recipient's Authorized Agent).
  - Information about the recipient's actual delivery address, if different.
    - If provided by email, the Return Receipt includes a link to the USPS Tracking® prepopulated with tracking/delivery information on the mail item.
- If the correct fees, postage, and form are affixed, a mailpiece with Return Receipt may be mailed from the home, office, or dropped in a Collection Box® receptacle. Aviation Mail Security restrictions apply.
- PS Form 3811, *Domestic Return Receipt*, includes a barcode and Related Tracking Number for tracking of the proof of delivery as it is being sent to the mailer after delivery of the mailpiece.

Back to Top

What does a Return Receipt (Green Card) look like?

The hardcopy PS Form 3811, *Domestic Return Receipt* (seen below), or any USPS-approved copy includes a barcode with a Tracking Number. This Tracking Number is **not** to track the mailpiece sent by the mailer. Entering this Related Tracking Number into USPS Tracking provides tracking information on the hardcopy Return Receipt itself as it is being mailed to the original mailer who requested this service.

NOTE: A Return Receipt cannot be viewed online.

Image of the front of PS Form 3811*, Domestic Return Receipt:*

Image of the back of PS Form 3811, *Domestic Return Receipt:*

Back to Top

How much does a Return Receipt cost?

For detailed information on fees, go to Notice 123 or "Insurance & Extra Services."

Back to Top

What domestic mail classes can be used with Return Receipt?

Return Receipt service (PS Form 3811) is available for:

- Priority Mail Express® (Form 3811 only)
- Priority Mail®, First-Class Mail®, First-Class Package Service-Commercial™, and Parcel Select (if purchased with Certified Mail, Collect on Delivery (COD), Insurance over $500, or Registered Mail®)
- USPS Marketing Mail™ (parcels only, excluding Marketing Parcels; if purchased with Bulk Insurance over $500)
- Parcel Select Lightweight (if purchased with Bulk Insurance over $500)
- USPS Retail Ground®, Bound Printed Matter, Library Mail, Media Mail (if purchased with Collect on Delivery or Insurance over $500)

Back to Top

The following extra services can be combined with Return Receipt service (PS Form 3811)

- Certified Mail
- Certified Mail Restricted Delivery
- Certified Mail Adult Signature Required
- Certified Mail Adult Signature Restricted Delivery
- Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Registered Mail
- Registered Mail Restricted Delivery
- USPS Tracking
- Signature Confirmation Restricted Delivery (Form 3811 only)
- Signature Confirmation (Form 3811 only)
- Insurance (when insured for more than $500, Form 3811 only)
- Special Handling-Fragile (Priority Mail, First-Class Mail®, First Class Mail Package Service-Commercial™, USPS Retail Ground®, Parcel Select, Bound Printed Matter, Library Mail, and Media Mail)
- Adult Signature Requested (Form 3811 only)
- Adult Signature Restricted Delivery (Form 3811 only) (Priority Mail Express and Priority Mail only

Back to Top

Is Return Receipt Eligible for a Refund?

It may be eligible under certain conditions.

Mailers can use USPS Tracking® to check the status of the delivery record after delivery of a mailpiece with a hardcopy Return Receipt.

Return Receipt fees are refunded only if the USPS® fails to provide the recipient's signature (if not otherwise refused, unclaimed, or returned to sender). Visit www.usps.com/help or your origin Post Office™ to request a refund, not less than 10 days, or more than 60 days from the date of mailing. If you have purchased a Return Receipt at a retail Post Office™ location and have not received the return receipt (or receive an incomplete receipt), you may request a refund or replacement record either:

- After 21 calendar days from date of mailing.
- Any time after you know the item has been delivered.

The applicable fee is not charged at retail if the sender can produce their receipt showing the return receipt fee was paid.

If you have purchased an electronic Return Receipt and have not received your electronic return receipt via email within 3-5 days of your request, we suggest you visit USPS.com® and check the delivery status of your item.

- If you discover that your item has been delivered, we suggest that you check your email or junk folder. Occasionally email that is not junk will be sent to the folder if it does not meet your criteria for acceptable email.

- As a final alternative, we suggest that you request your electronic Return Receipt again. To do this, enter the tracking number in USPS Tracking®, select "Return Receipt Electronic" under "Available Actions", and provide your email address.

Back to Top

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