

# Frequently Asked Questions

- **Do all shipments need a customs form?**
  - You ***do not*** need a customs form if you're sending:
    - Documents *ONLY*
    - First-Class Mail that weighs under 16 ounces.
    - First Class Mail International® that weighs under 16 ounces.
      - First-Class Mail International must contain only nonnegotiable documents or correspondence.
- **Do I need a customs form for packages going to an APO/FPO/DPO?**
  - Yes. We will provide them for you at the post office.
- **What are the weight, size, & shape requirements?**
  - Total package weight may NOT exceed 70 lbs.
  - Total girth (calculation below) of your package may not exceed:
    - **\*\* Girth = Length + (Width x 2) + (Height x 2) \*\***
    - Standard Shipping Service (2-6 weeks) = 130 inches<sup>32</sup>
    - Priority Mail Service (7-10 business days) = 108 inches

# Frequently Asked Questions

- ▶ **Can I complete a customs form at the Post Office?**
  - ▶ *If you didn't complete your customs form online or are using postage stamps on a package that requires a customs form, visit your local Post Office and they will be able to assist you there.*
- ▶ **What items are considered prohibited to mail?**
  - ▶ *All USPS customers are responsible for:*
  - ▶ *Reviewing USPS Publication 52, Hazardous, Restricted, & Perishable Mail and the International Mail Manual to find out if your item is mailable, and reviewing the Individual Country Listings page to discover if the destination country permits its receipt.*
  - ▶ *Complying with Postal Service regulations, U.S. related laws and regulations, and the laws of your destination country.*
  - ▶ *Packing your package securely and marking it as required.*
  - ▶ *A detailed list of Internationally prohibited items can be found at:  
<https://www.usps.com/international/shipping-restrictions.htm>*
- ▶ **How do I resolve Click-N-Ship issues on my MAC computer?**
  - ▶ *<https://faq.usps.com/s/article/How-do-I-resolve-Click-N-Ship-issues-on-my-Mac-computer>*