Overview: Michigan State University partners with International Mail Service (IMS), a mail consolidator, to increase deliverability and provide postage savings. This tutorial is for international mail that routes through IMS and is valued at less than $400. Mail Services recommends that if your package is of greater value, you use FedEx or UPS.

Customs documentation is required for all international mailings that meet any of the following criteria:

- Packages that weigh over 16 oz.
- Packages measuring greater than 15” x 12” x ¾”
- Packages containing items with commercial (dutiable) value

STEP 1

From the International Mail Service website http://www.intlmailserv.com, navigate to the Customer Login link.

STEP 2

Enter the Michigan State University login information

Username: 1186
Password: M1I1C8H6
STEP 3

To prepare customs documentation, first click on Create a Package.

STEP 4

To create a customs document, first select the service type. *IPA is the default for most MSU packages.* Complete all required fields. Enter a description of the items in the package. You may enter up to ten items per package.

Note: [Tips for country-specific international address formatting](#) are available from the Universal Postal Union.
STEP 5

After submitting the customs information, you may print a label.

STEP 6

Proceed to print the page. If you are not using label stock, tape the document to the outside of the package. The barcode contains all necessary shipping information and customs documentation, so no additional customs form is required.

STEP 7

Once your package is ready, complete a Service Request to arrange pick up by University Services Logistics.