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](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

The Customer Login will appear as mailservices@usd.msu.edu, as Mail Services is the primary account holder. Requests for forgotten username or passwords will direct to a Mail Services staff member, who will email the information.

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. For a description of each service type, click here. 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.
Thank you. Your label is now ready for printing.

What would you like to do?

Create Another Package Label
Print Package Label
Home

After submitting your package information, you may create another label or proceed to print the one you just created.
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.
IPA and ISAL labels will look like this.

The label will print on a standard printer with 8.5" x 11" paper. You may also print to a 4 x 6 label printer.

If printing to paper, cut the label to approximately 4" x 6" and completely tape the label to the package (cover entire label with tape).

If using a thermal printer, property settings on the "Options" tab must be set to: landscape, width 4, height 6, with unprintable areas all set to 0.
Warning: Do not use the back button to move back in the system.
Please use our menu to navigate.

We've added useful tools such as address books.
You can save addresses you mail to regularly.
You can also create a list of items that you send regularly.

Go to the USPS International Mail Manual to get country specific information.

What would you like to do?
- Create a Package
- Print Package Label
- Edit Sender's Address Book
- Edit Receiver's Address Book
- Manage Package Content Book
- Learn About Services
- Link to BMM Individual Country Listing
- Upload Address File

Saved Recipient Addresses

You can create a recipient address book.

At this page addresses can be saved, edited, and/or deleted.

Add New Address  Upload Address File
STEP 6

Once your package is ready, complete a Service Request to arrange pick up by University Services Logistics. More information is available in our Service Request Tutorial.pdf.