How to Process International Mail Customs Documentation

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

Note: 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.
Notes for Using this System

- Michigan State University login information
  Username: **1186**
  Password: **M1I1C8H6**

- IPA is the default for most MSU packages.

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

- Contact [bulkmail@msu.edu](mailto:bulkmail@msu.edu) if you have questions
Go to our website: www.intmailserv.com

Click here to go to the login page.

We specialize in the economical worldwide distribution of your international mail and parcels.

Substantial postage savings
How do you send your postage international? Interested in lowering your International mail and Canadian mail costs? Through our high volume mail consolidation and presort process, International Mail Service, Inc. can cut your international postage budget in half when compared to First Class Mail International. The postage savings are in addition to the labor savings since you don’t have to calculate and apply postage when tendering mail to IMS.

Ease of use
International Mail Service, Inc. provides customers a single source for mail piece development, list formatting, cost effective worldwide distribution via a variety of service options (including IPA and ISAL consolidation), database management, and reporting features that will make your life easier. We can also improve the deliverability of your mail with both software and manual processes.

Peace of mind
Customers are just assured that their mail is in good hands.
Enter your username and password.
If you've forgotten them, please give us a call and we will provide you with that information.
Warning: Do not use back button to move back in the system. Please use our menu to navigate.

To create a package label, start with "Create a Package."

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 IMM Individual Country Listing
- Upload Address File
Choose your mailing service.

A detailed description on each service is found by going to “Our Services” page. Or you can see a brief overview by holding your mouse over each tab.

**Which service do you want to use?**

- IPA - International Priority Airmail
- ISAL - International Surface Air Lift
- PMEI - USPS Priority Mail Express International
- PMI - USPS Priority Mail International

To find out more about the services, simply hold your mouse over the desired link and an explanation box will show.
Would you like to add a package reference?

Package Name

IPA

How should the return address print?

Person / Business Shipping

Add New Address
Select Saved Address

First Name (35)
Middle (1)
Last Name (35)
Business Name (35)

Shipper Address

Address Line 1 (35)
Address Line 2 (35)
Address Line 3 (35)
City (35)
Zip Code (20)
USA

Is this a PO Box?
Save Address to Sender’s list?

Where do you want to ship the package?

Person / Business Receiving

Select Saved Address

First Name (35)
Middle (1)
Last Name (35)
Business Name (35)

Receiver Address

Address Line 1 (35)
Address Line 2 (35)
Address Line 3 (35)
City (35)
Postal Code (11)
State (35)
Country

Is this a PO Box?
Save Address to Receiver’s list?

Package Contents

Add a Saved Item
Describe the Item (32)

Quantity
Value
Weight
Lbs.
Weight
oz.
Add Item to Package
Save Item to Contents Book
Enter a description for each unique item in the package.

Enter the value and piece weight of a single item; the program will compute the total of multiple quantities.

You can also choose to add saved items from your Contents Book.

Note that you can only enter up to 10 unique items per package.

When you have finished entering contents information, you must choose the package type that best describes your package and check the "Proof of Filing Citation" box before submitting the package.

If information has been omitted you will get an error message with details of what is missing so it can be corrected.

Note IPA and ISAL packages are limited to a maximum value of $400.
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.

To find out more about the services simply hold your mouse over the desired link and an explanation box will show.
This is the list of package labels that have been created. You can choose to print them individually or several at the same time. Note: If you choose to print multiple labels at once, you will not have the opportunity to edit each label.

Package labels will remain in this list until they have been created AND you have logged out. You can log out without printing your labels. You will automatically be logged out after one hour of inactivity.

You may not use the same package label on multiple packages - each package must have a unique id number that is assigned when the label is created.

Note: You have the ability to delete labels at this stage.

<table>
<thead>
<tr>
<th>Print Package</th>
<th>Print</th>
<th>Printed</th>
<th>Package Date</th>
<th>Recipient Business Name</th>
<th>Recipient Name</th>
<th>Package Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td></td>
<td></td>
<td>08/15/2013</td>
<td>The Edge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print</td>
<td></td>
<td></td>
<td>08/15/2013</td>
<td>The Best Business</td>
<td>Glenda Jones</td>
<td></td>
</tr>
<tr>
<td>Print</td>
<td></td>
<td></td>
<td>08/15/2013</td>
<td></td>
<td>Glenda Jones</td>
<td></td>
</tr>
<tr>
<td>Print</td>
<td></td>
<td></td>
<td>08/15/2013</td>
<td></td>
<td>Glenda Jones</td>
<td>TEST 1</td>
</tr>
<tr>
<td>Print</td>
<td></td>
<td></td>
<td>08/15/2013</td>
<td></td>
<td>Glenda Jones</td>
<td></td>
</tr>
<tr>
<td>Print</td>
<td></td>
<td></td>
<td>08/15/2013</td>
<td></td>
<td>Glenda Jones</td>
<td></td>
</tr>
<tr>
<td>Print</td>
<td></td>
<td></td>
<td>08/15/2013</td>
<td>The Backporch</td>
<td>Bobby Jones</td>
<td></td>
</tr>
<tr>
<td>Print</td>
<td></td>
<td></td>
<td>08/15/2013</td>
<td></td>
<td>Bobby Jones</td>
<td></td>
</tr>
<tr>
<td>Print</td>
<td></td>
<td></td>
<td>08/15/2013</td>
<td>The Library Resource</td>
<td>Glenda Smithers</td>
<td>Order # 123</td>
</tr>
</tbody>
</table>

Please note; no print preview available for batch printing.
When you choose to print a single label, this warning will appear reminding you to review the information you have entered.
Carefully review the information.

If changes are required, go to "Edit" to make and save corrections. If the label is correct, then chose "Proceed to Print Page."

Print Preview!

**CN 22**

**CUSTOMS DECLARATION**

<table>
<thead>
<tr>
<th>Description of Contents</th>
<th>Qty</th>
<th>Weight</th>
<th>Value</th>
<th>HS Tariff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Important</td>
<td>1</td>
<td>0.5</td>
<td>15.00</td>
<td></td>
</tr>
<tr>
<td>Book Logs</td>
<td>1</td>
<td>0</td>
<td>5.00</td>
<td></td>
</tr>
</tbody>
</table>

**U.S. Postage PAID**

Kalamazoo MI 49009
Permit No 1900
Intl Priority Airmail

**SHIP TO:**

Johnny B Goode
456 Overhill Drive
Vancouver BC V1L 2N6
CANADA

*LM 54283326 US*

Page dimensions: 612.0x792.0
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.
Saved Recipient Addresses

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Initial</th>
<th>Last Name</th>
<th>Business</th>
<th>Address 1</th>
<th>Address 2</th>
<th>Address 3</th>
<th>City</th>
<th>State</th>
<th>Postal Code</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annie</td>
<td></td>
<td></td>
<td>Apple Orchard</td>
<td>123 The Old Dirt Road</td>
<td></td>
<td></td>
<td>Sydney</td>
<td>NSW</td>
<td>6012</td>
<td>AUSTRALIA</td>
</tr>
<tr>
<td>Bobby</td>
<td></td>
<td></td>
<td>Book Store</td>
<td>456 Pickering Ave</td>
<td></td>
<td></td>
<td>Harare</td>
<td></td>
<td></td>
<td>ZIMBABWE</td>
</tr>
<tr>
<td>Quarry</td>
<td></td>
<td></td>
<td>End</td>
<td>Westend Towers</td>
<td>987 Westend Drive, Suite 87</td>
<td></td>
<td>Perth</td>
<td>WA</td>
<td>6166</td>
<td>AUSTRALIA</td>
</tr>
<tr>
<td>Bill</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Vancouver</td>
<td>BC</td>
<td>V1L 2M6</td>
<td>CANADA</td>
</tr>
<tr>
<td>Bob</td>
<td>T</td>
<td>Jones</td>
<td>Jones and Associates</td>
<td>1234 Test street</td>
<td>Suite A</td>
<td></td>
<td>London</td>
<td>ON</td>
<td>L2L 3L3</td>
<td>CANADA</td>
</tr>
<tr>
<td>Glenda</td>
<td>K</td>
<td>Smithers</td>
<td>The Library Resource</td>
<td>654 Old Town Trail</td>
<td></td>
<td></td>
<td>Windsor</td>
<td>ON</td>
<td>N0X 3Z1</td>
<td>CANADA</td>
</tr>
</tbody>
</table>

You can create an address book of recipients.

At this page addresses can be saved, edited, and/or deleted.
Create a list of items that you regularly send.

At this page, you can add, delete and/or edit package contents items.

### Saved Package Contents

<table>
<thead>
<tr>
<th>Item</th>
<th>Value</th>
<th>Pounds (lbs) per item</th>
<th>Ounces (oz) per item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book</td>
<td>$1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Candles</td>
<td>$5</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Desk</td>
<td>$1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Duck Calls</td>
<td>$90</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>DVD Set</td>
<td>$1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Fish Scales</td>
<td>$1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Files</td>
<td>$10</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Granny Doll</td>
<td>$8.62</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Hammer</td>
<td>$1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

- **Edit** button for each item
- **Delete** button for each item

[Image of page with arrows pointing to 'Edit' and 'Delete' buttons]