

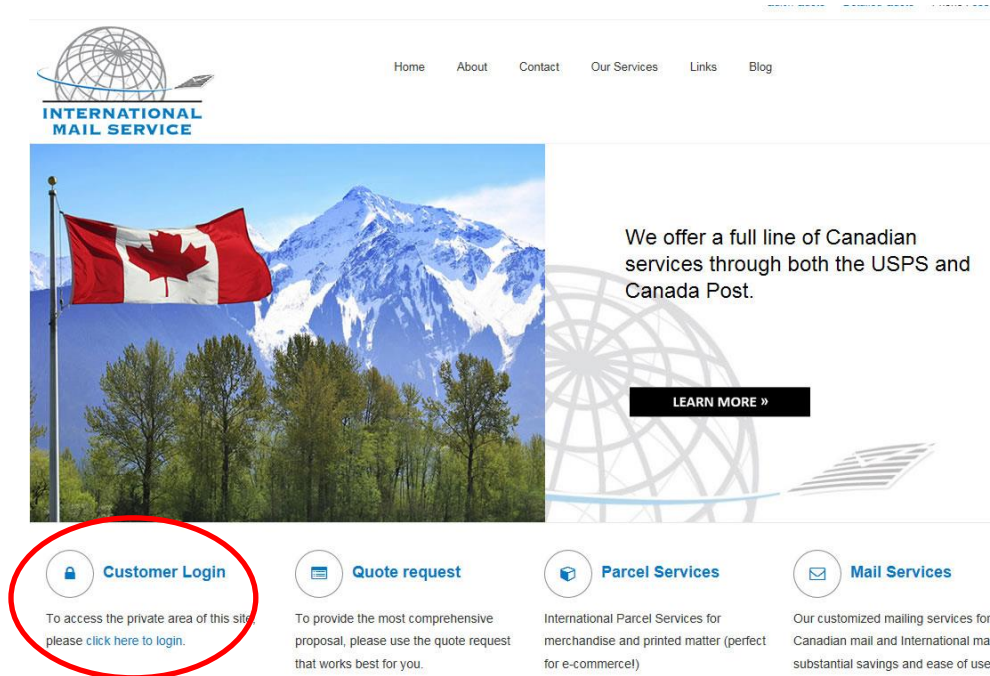
Overview: Michigan State University partners with International Mail Service (IMS), a mail consolidator, to increase deliverability and provide postage savings. This tutorial is for international mail that routes through IMS and is valued at less than \$400. Mail Services recommends that if your package 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 3/4"
- 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**

The screenshot shows the International Mail Service website interface. At the top left is the logo for International Mail Service. The navigation menu includes 'Home', 'Create a Package', 'Print Package Label', 'Our Services', and 'Logout'. The user is logged in as 'Hello, MICHIGAN STATE UNIVERSITY'. A blue warning box on the left states: 'Warning: Do not use back button to move back in the system. Please use our menu to navigate.' The main heading is 'What would you like to do?'. Below this heading is a vertical list of buttons: 'Create a Package' (circled in red), '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', and 'Upload Address File'. To the right of this list are two buttons: 'Create Airbill' and 'View Previous Airbills'. The word 'INTERNATIONAL' is displayed in large, light blue letters at the bottom of the page.

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

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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.

CN 22 CUSTOMS DECLARATION		Package Type			
Merchandise					
Detailed Description of Contents					
Books	1	4	4	0.00	
Pen	1	1	1	0.00	
Staples	1	2	2	0.00	
Stapler	1	1	1	0.00	
Printer Ink	1	1	1	0.00	
Books (Hardcover)	1	1	15	0.00	
Books (Hardcover)	1	1	4	0.00	
Power Cord (for printer)	1	1	1	0.00	
Power Cord	1	1	1	0.00	
Book	1	1	1	0.00	
Pen	1	1	1	0.00	
Exemption/Exclusion Legend		N001 30 37(2)			
Sender's Signature and Date 1234 postage 20120815					


LN 54283584 82

John Jones The Book Store 147 Wetherbee Lane Kalamazoo MI 49009	U.S. Postage PAID Kalamazoo MI 49009 Permit No. 1990 Infl Priority Airmail
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SHIP TO:

Bob T Jones
Jones and Associates
1234 Test street
Suite A
London ON L2L 3L3
CANADA

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.

STEP 7

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