FAQ'S ELECTRONIC CUSTOMS FORM

Q: What if I don't have a computer? Will there be computers to utilize at the post office?

A: You can access the USPS app through any cellular device and fill out your customs form through the app. Once it is your turn in line, you will present the barcode on your phone and the postal clerk will be able to scan your barcode if you've filled it out an hour before getting in line.

  Yes, Northside post office will have 4 computers available in the finance lobby. The Northside Post Office will be getting more computers as holiday season starts approaching sooner. The Northside Post Office will have printers available to print out the customs forms. Kapaun Post Office will also have their sections dedicated towards click n ship as well.

Q: How will this work for Amazon returns or other returns with prepaid postage? The custom form creator on the website always goes to a payment page.

A: Paper Forms will be available to customers with return packages when an online custom form won't print.

Q: Is it acceptable to guess-timate the weight of the items in the package? Is it a problem if they don't match exactly?

A: Weight does not need to match exactly if you don't have a scale at home. We will be providing scales in our lobby as well.

Q: For people PCS-ing and shipping huge packages, can there be a separate line or an appointment policy so they don't hold up the line? **This may come up for holiday season too with people sending multiple packages**

A: As of right now, appointments are only available during holiday season

*Lots of commenters were encouraging others to utilize the PirateShip service. I've seen questions in the past about how to drop these packages off. Here's a question we can can include:

Q: What is the drop-off process if using a different online service to create customs forms and pay for postage, do I still need to wait in line?

A: As long as you have a prepaid USPS label and customs form on the box it is considered click n ship and you can go to the express line to drop off. We only ask to see your ID before you drop off your package.

HOW TO INSTUSTIONS WITH COMPLETING CUSTOM FORM ONLINE

USPS Customs Declaration Form

Option #1 • Click-N-Ship (Pre-Paid) • MUST have a USPS account)

If you don't have a **USPS account**, please **Register** for an account. Its **100% free** and **easy** to complete. The USPS Online customs form website requires a **phone number** before you can proceed with the creation of an online customs form. However, the site also allows you to enter "**0000000000**," using the standard American telephone number digits to create an online customs form.

1. **LOG INTO:** *https://www.usps.com/*.
   Once you're on the site, please **sign** in to your account.

2. On the top bar click on **Mail & Ship Tab**. On the drop down, click **CLICK-N-SHIP**

3. Once you click **Click-N-Ship, 4 Tabs** at the top should appear...

4. **Create Label Tab** – Input the specific details that will be going on your **shipping label**. **Extra insurance** as well as **extra services** (i.e. signature confirmation) are also located on this tab.
   (You only fill in the information with an **asterisk*** next to it.)

5. **Preferences Tab** – In this tab, you will input:
   • **Whether or not your package is shipping at flat rate.**
   • **Re-input package weight/dimensions.**
   • **Notification/Label printing preferences.**
   • **Specify return address.**

6. **Shipping History Tab**
   This tab will have a **list of your previous shipments** using Click-N-Ship.

7. **Address Book Tab** – Addresses you've added in the past.

8. Once the order is in your complete, you can proceed to the payment page and then finally...

9. The printing of your label!

Option #2 • No USPS account needed • Must pay at the finance counter

1. Log on to *https://www.usps.com/international/customs-forms.htm*

2. Click on the link that reads USPS Customs Form Tool.

3. Input **TO** and **FROM** address. Once complete, click the button **select a service** at the very bottom.
   (You only fill in the information with an **asterisk*** next to it.)

4. Choose which service you'd like (based on what type of box/envelope you're using).

5. The next page features:
   • **Non-Delivery Options**
   • **Contents of your package**
   • **Details of the contents including weight and value**
   • **Export Information**
   *For the **AES Exemption** most will choose **NOEEI. 30.37 (a) Package value is less than $2500***
   Once complete, click on **review and print**.

6. On the review and print page, please confirm the information you have entered. If you would like to edit your information, then click the appropriate "Edit" link to make your changes. Otherwise, click on the **"Print Customs Form"**

7. Final product before you print.

8. After label is printed, please head to the finance counter to finish payment process.