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: package weighs over 16 oz.; package measures greater than 15” x 12” x ¾”; or package contains items with commercial (dutiable) value.

1. From the International Mail Service website (intlmailserv.com), navigate to the Customer Login link.

2. Enter the MSU login information.

Username: 1186

Password: M1iIC8H6

If you have any questions, please contact Mail Services at 884-6084 or upl.dl.mailservices@msu.edu.
3. Select the Create a Package option to begin preparing customs documentation.

4. To create a customs document, first select the service type. **International Priority Airmail (IPA)** is the default for most MSU packages.

5. Complete all required fields on the service form, as well as a description of the items in the package using the **Package Contents** function.

   *Note:* You may enter up to ten items per package.

   *Note:* Tips for **country-specific international address** formatting are available from the Universal Postal Union.

6. Click the **Submit Package** button at the bottom of the page.
7. After submission, print your label. 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.

8. Once your package is ready, complete a Service Request Form to arrange pick up by University Procurement and Logistics.