



D000 Basic Information

D010 Pickup Service

Summary D010 describes what mail classes are available for pickup service and situations when pickup service is not available. It also covers additional standards for on-call and scheduled services.

1.0 BASIC STANDARDS

Availability Pickup service is available from designated post offices for:

- 1.1
 - a. Express Mail.
 - b. Priority Mail.
 - c. Single-piece rate Parcel Post.

Special Services Certified mail, Delivery Confirmation, and Signature Confirmation are the only special postal services that may be used with pieces that are picked up.

Volume There are no limitations on the number of pieces that may be picked up. The USPS may defer pickup or make multiple pickups at no additional charge to the customer if the volume to be picked up exceeds available vehicle capacity. The USPS may establish plant load service if warranted.

Standards Each piece of Express Mail, Priority Mail, or Parcel Post must meet all applicable eligibility and preparation standards. Material prepared for Express Mail or Priority Mail drop shipment must meet the applicable standards in [M072](#).

Form 5541 When paying the fee, a customer must sign Form 5541. The USPS employee completes the information required on the form.

Collecting Other Mail Incidental amounts of other postage-affixed, full-rate mail also may be collected when pickup service is provided.

Service Changes The USPS may suspend or refuse pickup service due to exceptional or unsafe situations (e.g., hazardous weather or road conditions, facility emergencies on customer or USPS property, unforeseen employee or vehicle shortages, or unsafe or inadequate mailer facilities).

International Mail Certain types of international mail that meet all eligibility and preparation standards required in the *International Mail Manual* may be collected when pickup service is provided.

2.0 POSTAGE AND FEES

Postage The correct amount of postage must be affixed to each piece. *Exception:* Express Mail paid with a corporate account, Priority Mail or Parcel Post with a merchandise return service permit label ([S923](#)), and manifest mailings approved by Business Mailer Support (BMS) do not need to have postage affixed.

Fee Charged Pickup fees are listed in [R100](#), [R500](#), and [R700](#). The customer is charged the required fee:

- a. Every time pickup service is provided, regardless of the number of pieces or combination of classes of mail.

- b. For additional trips to pick up exceptional volume of which the serving post office was not notified.

Fee Not Charged

2.3

The customer is not charged the applicable fee for:

- a. A scheduled pickup that is canceled as required.
- b. An on-call pickup that is canceled before the USPS employee is dispatched for the pickup.
- c. Express Mail, Priority Mail, or Parcel Post that is collected during a regular delivery stop or a scheduled stop to collect mail not subject to a pickup fee.
- d. Priority Mail or Parcel Post using a merchandise return service label that indicates that the permit holder will pay for pickup service.
- e. Priority Mail reshipment service ([E120](#)).

Fee Payment Method

2.4

The pickup fee must be paid by one of these methods:

- a. Meter, precanceled, or adhesive stamps affixed to Form 5541.
- b. Federal agency number or Express Mail Corporate Account Number written on Form 5541.
- c. Check payable to the postmaster of the serving post office.
- d. Advance deposit account used by the merchandise return service permit holder to pay other applicable postage and fees ([S923](#)).
- e. Regular postage due account maintained by the mailer at the serving post office.

3.0 ON-CALL SERVICE**Availability**

3.1

On-call pickup service is available only from designated post offices with city delivery.

Requesting a Pickup

3.2

A customer may obtain information about the availability of pickup service and schedule a pickup by calling 1-800-222-1811. Pickups are made within 2 hours of the request. A pickup can be made later than 2 hours after the request if the customer and the serving post office agree and service is not adversely affected. Depending on the time of the request and the delivery schedule of the serving post office, the pickup may be deferred to the next business day. When scheduling a pickup, the customer must indicate the quantity of mail to be picked up.

4.0 SCHEDULED SERVICE**Availability**

4.1

Scheduled pickup service is available from post offices with city delivery and from other post offices where the customer's address is along the line of travel and within the regular delivery period of a rural route or highway contract route.

Service Agreement

4.2

A customer requesting scheduled pickup service must enter into a service agreement with the USPS. The agreement specifies the time, place, day or date, frequency of service, and approximate volume per pickup.

Service Hours

4.3

Scheduled pickup service may be requested during the regular business hours of the serving post office. Scheduled pickup service begins the day after the service agreement is finalized and continues until the customer cancels it.

Customer Changes

4.4

The customer must notify the serving post office at least 24 hours before a scheduled pickup if the pickup is to be canceled or the volume of mail to be picked

up is more than 20% higher than the volume specified in the service agreement.

The customer may:

- a. Amend the service agreement, effective 5 business days after the USPS receives the customer's written notice to the serving post office.
- b. Terminate scheduled pickup service, effective 24 hours after the USPS receives the customer's written notice to the serving post office. The customer must pay all fees for pickup service provided before termination of service.

USPS Changes

4.5

The USPS may:

- a. Change the service agreement, effective 5 business days after the customer receives written notice from the serving post office. The customer may appeal this notice to the district manager but must pay all fees for pickup service provided during the appeal period.
- b. Terminate scheduled pickup service, effective 24 hours after the customer receives written notice from the serving post office. Termination must be based on the customer's failure to pay postage and fees or to meet the standards for pickup service or Express Mail, Priority Mail, or Parcel Post. The customer may appeal this notice to the district manager but must pay for all fees for pickup service provided during the appeal period.

