



D500 Express Mail

Summary D500 describes service objectives and refund conditions for Express Mail.

1.0 SERVICE OBJECTIVES AND REFUND CONDITIONS

Express Mail Same Day Airport Service
1.1 For Express Mail Same Day Airport Service, the USPS refunds the postage for an item not available for customer pickup at destination by the time specified at acceptance, unless the delay was caused by one of the situations in 1.6.

Express Mail Custom Designed Service
1.2 For Express Mail Custom Designed Service, the USPS refunds the postage for an item not available for customer pickup at destination or not delivered to the addressee within 24 hours of mailing, unless the item was mailed under a service agreement that provides for delivery more than 24 hours after scheduled presentation at the point of origin or if the delay was caused by one of the situations in 1.6.

Express Mail Next Day and Second Day Services
1.3 For Express Mail Next Day Service, the USPS refunds the postage for an item not available for customer pickup at destination or for which delivery to the addressee was not attempted, subject to the standards for this service, unless the delay was caused by one of the situations in 1.6.

Express Mail Military Service
1.4 For Express Mail Military Service (EMMS), items presented at APO/FPO facilities before the published cut-off time are delivered the second day after acceptance. Items presented after the published cut-off time are delivered the third day after acceptance. For EMMS, the USPS refunds postage for an item not available for customer pickup at the APO/FPO of address or for which delivery to the addressee was not attempted domestically within the times specified by the standards for this service, unless the item was delayed by Customs; the item was destined for an APO/FPO that was closed on the intended day of delivery (delivery is attempted the next business day); or the delay was caused by one of the situations in 1.6.

Drop Shipment
1.5 The service guarantee for an Express Mail shipment using drop shipment procedures ends on receipt at the postal facility where the shipment is destined.

Postage Not Refunded
1.6 Postage refunds may not be available if delivery was attempted within the times required for the specific service, or if the delay of the item was caused by any of the following reasons:

- a. Properly detained for law enforcement purpose; strike or work stoppage; delayed because of an incorrect ZIP Code or address; forwarding or return service was provided after the item was made available for claim; delay or cancellation of flights. Attempted delivery occurs under any of these situations when the delivery is physically attempted, but cannot be made; the shipment is available for delivery, but the addressee made a written request that the shipment be held for a specific day or days; the delivery employee discovers that the shipment is undeliverable as addressed before leaving on the delivery route.
- b. As authorized by USPS Headquarters, when the delay was caused by governmental action beyond the control of the USPS or air carriers; war, insurrection, or civil disturbance; breakdown of a substantial portion of the USPS transportation network resulting from events or factors outside the control of the USPS; or acts of God.



2.0 MAIL DEPOSIT

Same Day Airport Service

2.1

Express Mail Same Day Airport Service items must be presented at a designated airport mail facility (AMF) retail counter. These items may not be collected, picked up, or dropped in a collection box.

Scheduled

2.2

Express Mail Custom Designed Service items must be deposited on a scheduled basis under the service agreement.

Next Day and Second Day Services

2.3

Express Mail Next Day and Second Day Service items:

- a. If not prepaid, must be deposited at places and times designated by the postmaster, including post offices, branches, or stations. The “time and date of mailing” for these items is the time and date when the items are presented and accepted.
- b. If prepaid, may be deposited in Express Mail collection boxes, handed to delivery and collection employees during their normal delivery and collection duties, or picked up by USPS pickup service. The “time and date of mailing” for items deposited in these ways is the time and date the items are brought to the Express Mail acceptance unit.
- c. If manifested, will be accepted at the locations specified in the Express Mail Manifesting agreement.

Military

2.4

Express Mail Military Service items must be presented by the times authorized by the local postmaster.

3.0 EXPRESS MAIL RESHIP SERVICE

The USPS picks up shipments made up of mail addressed to post office boxes and dispatches it as a Custom Designed or Next Day Service shipment under a service agreement (on Form 5631) between the USPS and the mailer, subject to these standards:

- a. Service frequency is scheduled.
- b. For each pickup stop, the mailer is charged the applicable pickup fee no matter how many of the same mailer’s post office boxes are checked in the same post office box unit at the same time.
- c. Express Mail postage and fees are paid by Express Mail Corporate Account or federal agency “Postage and Fees Paid” indicia.
- d. The mailer must keep a postage-due or business reply account at the postal facility where the post office box is located for any shortpaid or business reply mail. The service agreement must state that such an account exists.
- e. Express Mail reship service is not available for registered, certified, COD, insured, or Express Mail items addressed to the post office box. The mailer must give instructions for redirecting such items on Form 1093.
- f. The service agreement must: (1) list the Expedited Mail analyst at the originating office as the “Firm Representative”; (2) show the pickup time is when the USPS employee picks up the mail from the post office boxes and prepares it for dispatch as Express Mail.
- g. Commencement and termination of service agreements are subject to the standards for Express Mail Custom Designed Service.

4.0 DELIVERY

Delivery of Express Mail is subject to [D042](#).