



E500 Express Mail

Summary E500 describes the standards and services available for Express Mail and its five basic domestic offerings: Same Day Airport Service, Custom Designed Service, Next Day Service, Second Day Service, and Military Service.

1.0 STANDARDS FOR ALL EXPRESS MAIL

Basic Classification All mailable matter may be sent as Express Mail. Specific types of mailable matter must be sent as Express Mail or First-Class Mail; see [E110](#). Express Mail is considered closed against postal inspection.

1.1

Availability Express Mail is an expedited postal service available in five basic domestic service offerings (Same Day Airport Service, Custom Designed Service, Next Day Service, Second Day Service, and Military Service) for shipping any mailable matter, subject to the standards below. Express Mail International Service is available between the United States and most foreign countries (see the *International Mail Manual*).

1.2

Service Features The service features are as follows:

1.3

- a. Customers may access delivery information on the Internet by visiting www.usps.com or calling 1-800-222-1811 toll-free and providing the article number. A delivery record, including the recipient's signature, will be faxed or mailed upon request.
- b. When a waiver of signature is authorized by the customer, the delivery employee signs upon delivery if the addressee or addressee's agent is not available. The item must be left in a secure location. Customers who waive the signature requirement will be provided only the delivery date and will not receive an image of the signature when accessing the delivery record on the Internet or when calling the toll-free number. Restrictions for waiver of signature are defined in [S500.1.6](#) and [1.7](#).

Drop Shipment Express Mail Custom Designed Service, Express Mail Next Day Service, and Express Mail Second Day Service may be used to expedite movement of any other class of mail from one domestic USPS facility to another by Express Mail drop shipment, subject to the corresponding standards.

1.4

Per Piece Charge Express Mail postage is charged for each addressed piece according to its weight and the service option chosen by the mailer. For shipments presented in Express Mail pouches under an Express Mail Custom Designed Service agreement, each pouch is considered an addressed piece.

1.5

Flat-Rate Envelope Material mailed in the special flat-rate envelope available from the USPS is subject to the postage rate for a 1/2-pound piece at the service level requested by the customer, regardless of the actual weight of the piece.

1.6

USPS-Provided Packaging Matter mailed in USPS-provided Express Mail packaging is subject to Express Mail rates regardless of how the packaging is reconfigured or how markings may be obliterated.

1.7



- Service Agreement**
1.8 A service agreement is required before mailings may be made under Express Mail Custom Designed Service. An Express Mail Manifesting agreement is required for all manifested Express Mail items accepted under [P910.6.0](#).
- Account**
1.9 Written application is required to mail with an Express Mail corporate account. Mailers must pay postage through an Express Mail corporate account for all Express Mail items accepted under the terms of an Express Mail Manifesting agreement in [P910](#).
- 2.0 FEES**
- Pickup Service**
2.1 The required pickup fee is charged every time pickup service is provided, regardless of the number of pieces picked up, as described in [D010](#).
- Address Correction**
2.2 The fee for manual or automated address correction service is charged per notice issued.
- 3.0 EXPRESS MAIL SAME DAY AIRPORT SERVICE**
This service is not currently available.
- 4.0 EXPRESS MAIL CUSTOM DESIGNED SERVICE**
- Availability**
4.1 Express Mail Custom Designed Service is available to and from any location in the United States.
- Scheduled Basis**
4.2 Express Mail Custom Designed Service is available only on a scheduled basis between designated USPS facilities or other designated locations for mailable matter presented under the service agreement between the USPS and the mailer.
- Additional Fee**
4.3 Express Mail Custom Designed Service items are subject to an additional fee for each delivery stop for items presented for delivery to addressee.
- Service Agreement**
4.4 Each Express Mail Custom Designed Service Agreement must specify the scheduled:
- a. Place and day or date of origin for each shipment presented for service to each specific destination.
 - b. Place and day or date for claim or delivery at destination for each scheduled shipment.
 - c. Times of day for presenting at origin and for claim or delivery at destination.
- Service Commencement**
4.5 Service provided under a service agreement must begin not more than 10 days after the signed service agreement is presented to the USPS.
- Changes**
4.6 At least 30 days' advance notice is required to change the Express Mail destination address for origin caller service mail (accelerated reply mail).
- Termination by USPS**
4.7 Express Mail Custom Designed Service provided under a service agreement may be terminated by the USPS on 10 days' written notice to the mailer, if service cannot be provided for reasons beyond the control of the USPS or because of changes in USPS facilities or operations, or if the mailer fails to adhere to the terms of the service agreement or these standards.
- Termination by Mailer**
4.8 A service agreement may be terminated by the mailer for any reason by notice to the USPS.



5.0 EXPRESS MAIL NEXT DAY SERVICE

- Where Available**
5.1 Express Mail Next Day Service is available at designated USPS facilities, designated Express Mail collection boxes, or through pickup service, for overnight service to designated destination 3-digit ZIP Code delivery areas, facilities, or locations.
- Where Not Available**
5.2 Next Day Service may not be available at or between all post offices or at all times of deposit. An Express Mail Next Day Service directory, showing detailed local information about Express Mail Next Day Service, is available at post offices.
- Acceptance Times**
5.3 Express Mail Next Day Service mail must be presented by the times authorized by the postmaster. Express Mail Next Day Service items mailed after the time authorized by the postmaster are accepted for delivery on the second day after mailing, subject to the standards for this service, unless the item was:
- a. Delayed by strike or work stoppage.
 - b. Made available for claim, or delivery was attempted within the times specified by the standards for this service, and then the item was delayed because forwarding or return service was provided.
- Post Office to Post Office**
5.4 Under Post Office to Post Office Service, items presented under 5.1 are available for claim by the addressee at the destination facility by 10 a.m. of the next day the destination office is open for retail business.
- Post Office to Addressee**
5.5 Under Post Office to Addressee Service, items presented under 5.1 are delivered to an addressee within the designated delivery area of the destination facility by noon or 3 p.m. of the next day. If delivery is not made, the addressee is notified and a second delivery attempted.

6.0 EXPRESS MAIL SECOND DAY SERVICE

- Acceptance**
6.1 Express Mail Second Day Service is accepted at designated USPS facilities, at Express Mail collection boxes, and through pickup service.
- Acceptance Times**
6.2 Express Mail Second Day Service shipments must be presented by 5 p.m., or such later time authorized by the postmaster. For Second Day Service, the USPS refunds postage for an item not available for customer pickup or for which delivery was not attempted, subject to the standards for this service, unless the item was:
- a. Delayed by strike or work stoppage.
 - b. Made available for claim, or delivery was attempted within the times specified by the standards for this service, and then the item was delayed because forwarding or return service was provided.
- Availability**
6.3 Express Mail Second Day Service is available to any 3-digit or 5-digit ZIP Code destination not listed in the Next Day Service directory mentioned in 5.2.
- Post Office to Post Office**
6.4 Under Post Office to Post Office Service, items presented under 6.2 are available for claim by the addressee at the destination facility by 10 a.m. of the second day that the destination office is open for retail business.
- Post Office to Addressee**
6.5 Under Post Office to Addressee Service, items presented under 6.2 are delivered to an addressee within the designated delivery area of the destination facility by noon or 3 p.m. of the second day. If delivery is not made, the addressee is notified and a second delivery attempted.



7.0 EXPRESS MAIL MILITARY SERVICE (EMMS)

- Availability**
7.1 EMMS is available between the United States and designated APOs and FPOs to provide Department of Defense personnel stationed overseas, and others entitled to APO and FPO mailing privileges, an expedited delivery service to or from the United States. EMMS Custom Designed Service and EMMS drop shipment service are available to authorized APO/FPO destinations.
- Rates**
7.2 EMMS postage rates correspond to the type of service requested, based on the weight of the addressed piece.
- Designated Acceptance Sites**
7.3 EMMS is available at designated USPS facilities for 2-day or 3-day service to designated APO/FPO 5-digit ZIP Codes and at designated APO/FPO facilities for 2-day or 3-day service to designated 3-digit destination ZIP Code areas, facilities, or locations in the United States. The 3-day service option is offered from U.S. acceptance offices to APOs/FPOs to which 2-day EMMS is not logistically supportable. (All 2-day EMMS acceptance offices can accept EMMS shipments for 3-day service after the local cutoff time for normal 2-day service. Designated APO/FPO facilities overseas can accept 3-day service EMMS shipments for 3-digit destination ZIP Code areas in the United States not included on their 2-day service network.)
- Service Limitation**
7.4 EMMS may not be available at or between all post offices or at all times of deposit. An EMMS directory, showing detailed local information about EMMS, is available at post offices.
- Acceptance**
7.5 EMMS items must be presented by the times authorized by the local postmaster.
- Post Office to Addressee (To APO/FPO)**
7.6 Under Post Office to Addressee Service to APO/FPO destinations, items presented under 7.0 for an APO/FPO address are available for delivery at the destination APO/FPO facility by 3 p.m. of the second day after mailing unless the APO/FPO facility is closed that day; in such cases, the item is available for delivery on the following business day. Items presented for 3-day service are available for delivery at the destination APO/FPO facility by 3 p.m. of the third day after mailing unless the APO/FPO facility is closed that day; in such cases, the item is available for delivery on the following business day.
- Post Office to Addressee (From APO/FPO)**
7.7 Under Post Office to Addressee Service from APO/FPO to U.S. destination, items presented under 7.0 are delivered to an addressee within the delivery area of the destination facility by 3 p.m. of the second day after mailing. Items presented for 3-day service are delivered to an addressee within the delivery area of the destination facility by 3 p.m. of the third day after mailing.