

## 213 Prices and Eligibility

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### 1.0 Prices and Fees

#### 1.1 Prices Charged Per Piece

Express Mail postage is charged for each addressed piece according to its weight and zone. For shipments presented in Express Mail pouches under an Express Mail Custom Designed agreement, each pouch is considered an addressed piece.

#### 1.2 Price Application

Except under [1.5, Flat Rate Envelopes](#), Express Mail items are charged the 0.5-pound price for items up to 0.5 pound. Items over 0.50 pound are rounded up to the next whole pound. For example, if a piece weighs 0.25 pound, the weight (postage) increment is 0.50 pound; if a piece weighs 0.75 pound, the weight increment is 1 pound. Except for Express Mail Flat Rate Envelopes, Express Mail prices are based on weight and zone. Express Mail items mailed under a specific customer agreement are charged according to the individual agreement.

#### 1.3 Commercial Base Prices

**[4-17-11]** Express Mail commercial base prices are less than Express Mail retail prices (see [Notice 123—Price List](#)). These prices are available to:

- a. Customers who use an Express Mail Corporate Account (EMCA), including federal agency accounts.
- b. Click-N-Ship customers.
- c. Registered end-users of USPS-approved PC Postage providers when using a qualifying shipping label managed by the PC Postage system used.
- d. Customers using USPS-approved IBI postage meters that print the IBI with the appropriate price marking (see [202.3.3](#)) and who electronically transmit transactional data to the USPS and use an approved Express Mail shipping label.
- e. Customers who pay postage with a permit imprint using the Electronic Verification System (eVS) program to document and pay postage (see [705.2.9](#)).

#### 1.4 Commercial Plus Prices

Express Mail commercial plus prices are less than Express Mail retail prices (see [Notice 123—Price List](#)).

##### 1.4.1 Eligibility

Commercial plus pricing is available to customers whose cumulative account volume exceeds 5,000 pieces in the previous four quarters or who have a customer commitment agreement with USPS (see [1.4.2](#)) and who are:



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- a. Express Mail Corporate Account (EMCA) customers, including Federal Agency Accounts.
- b. Registered end-users of USPS-approved PC Postage products when using a qualifying shipping label managed by the PC Postage system used.
- c. Permit imprint customers using the eVS program to document and pay postage under 705.2.9.
- d. Customers using USPS-approved IBI postage meters that print the IBI with the appropriate price marking (see [202.3.3](#)) and who electronically transmit transactional data daily to USPS for all mailpieces and mail categories and use an approved Express Mail shipping label.

**1.4.2 New Express Mail Customers**

Commercial plus prices are available for new Express Mail customers who have a customer commitment agreement with the USPS. Shippers must contact their account manager or the manager, Shipping Support, Shipping Services (see [608.8.0](#) for address) for additional information.

**1.5 Flat Rate Envelopes**

Material mailed in USPS-produced Express Mail Flat Rate Envelopes is charged a flat price, regardless of the actual weight (up to 70 pounds) of the piece or its domestic destination. Only USPS-produced Flat Rate Envelopes are eligible for the Flat Rate Envelope price. Custom Designed items are not eligible for Flat Rate pricing. When sealing a Flat Rate Envelope, the container flaps must be able to close within the normal folds. Tape may be applied to the flaps and seams to reinforce the container provided the design of the container is not enlarged by opening the sides, and the container is not reconstructed in any way. See [Notice 123—Price List](#).

**1.6 Sunday and Holiday Premium**

When delivery is guaranteed for a Sunday or holiday, there is a premium (see [Notice 123—Price List](#)), unless paying via an Express Mail Manifesting Agreement. Customers not desiring delivery on a Sunday or a holiday may avoid the premium by opting for guaranteed delivery on the subsequent delivery day.

**1.7 Pickup on Demand**

The Pickup on Demand fee is charged every time pickup service is provided, regardless of the number of pieces picked up. This service may be combined with Priority Mail and Package Services pickups (see [507.6.0](#)). See [Notice 123—Price List](#).

**1.8 Delivery Stop**

Express Mail Custom Designed items are subject to an additional fee for each delivery stop for items presented for delivery to addressee. See [Notice 123—Price List](#).

**1.9 Determining Single-Piece Weight**

When determining single-piece weight, express all weights in decimal pounds rounded off to two decimal places (except mailers using eVS). When using a manifest mailing system, the manifest weight field must be properly completed by adhering to the rules relative to the specific manifest.

## 2.0 Content Standards for Express Mail

### 2.1 General

All mailable matter may be sent as Express Mail, except matter prohibited by standards (e.g., certain hazardous materials).

### 2.2 Matter Required to be Mailed as First-Class Mail

Mailers have the option to use Express Mail or Priority Mail for mailpieces required to be mailed as First-Class Mail; see [133.3.0](#).

## 3.0 Basic Standards for Express Mail

### 3.1 Definition

Express Mail is an expedited service for shipping any mailable matter, with guaranteed delivery, subject to the standards below. Express Mail International is available between the United States and most foreign countries (see the International Mail Manual).

### 3.2 Matter Closed Against Postal Inspection

Matter closed against postal inspection includes First-Class Mail, Critical Mail, Priority Mail, and Express Mail. The USPS may open mail other than First-Class Mail, Critical Mail, Priority Mail or Express Mail to determine whether the proper price is paid. Material wrapped or packaged so that it cannot be examined easily or examined without destruction or serious damage is closed against postal inspection and is charged the appropriate First-Class Mail, Priority Mail, or Express Mail price.

## 4.0 Service Features of Express Mail

### 4.1 General

The service features are as follows:

- a. Customers may access delivery information on the Internet by visiting [www.usps.com](http://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 waiver of signature is authorized by the mailer, the delivery employee signs upon delivery. The item is delivered to the addressee's mail receptacle or other secure location. Mailers 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 by phone. Restrictions for waiver of signature are defined in [503.1.1.7](#) and [503.1.1.8](#).

### 4.2 Express Mail Next Day Delivery

#### 4.2.1 Availability

Express Mail Next Day Delivery is available via designated USPS facilities, designated Express Mail collection boxes, or Pickup on Demand service, for overnight service to designated destination 3-digit ZIP Code delivery areas. Except for items endorsed "Guaranteed by End of Day" per an approved customer



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agreement, items are delivered to an addressee within the delivery area of the destination facility by noon or 3 p.m. on the next day. If delivery is not made, the addressee is notified, a second notice is left on the third day, and a second delivery is attempted upon customer request. For additional options, see [4.2.4, Hold for Pickup](#), and [4.4, Express Mail Custom Designed](#).

#### **4.2.2 Where Not Available**

Next Day Delivery may not be available at or between all Post Offices or at all times of deposit. An Express Mail Next Day Delivery directory is available at Post Offices.

#### **4.2.3 Acceptance Times**

Express Mail Next Day Delivery mail must be presented by the times authorized by the postmaster. Express Mail Next Day Delivery items mailed after the time authorized by the postmaster are accepted for delivery on the second day after mailing, subject to [4.3](#).

#### **4.2.4 Hold for Pickup**

Under Hold for Pickup service, items presented under [4.2.1](#) are available for claim by the addressee at the destination facility by 10 a.m., 12 p.m., or 3 p.m. of the next day the destination office is open for retail business.

#### **4.2.5 Refunds**

For Express Mail Next Day Delivery, 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 [214.3.0](#).

### **4.3 Express Mail Second Day Delivery**

#### **4.3.1 Availability**

Express Mail Second Day Delivery is available to any destination not listed in the Next Day Delivery directory mentioned in [4.2.2](#). Except for items endorsed "Guaranteed by End of Day" per an approved customer agreement, items are delivered to an addressee within the delivery area of the destination facility by noon or 3 p.m. on the second delivery day. If delivery is not made, the addressee is notified, a second notice is left on the third day, and a second delivery is attempted upon customer request. For additional options, see [4.3.4, Hold for Pickup](#), and [4.4, Express Mail Custom Designed](#).

#### **4.3.2 Acceptance**

Express Mail Second Day Delivery is accepted at designated USPS facilities, at Express Mail collection boxes, and through Pickup on Demand service.

#### **4.3.3 Acceptance Times**

Express Mail Second Day Delivery shipments must be presented by 5 p.m., or such time authorized by the postmaster.

#### **4.3.4 Hold for Pickup**

Under Hold for Pickup service, items presented under [4.3.3](#) are available to pick up by the addressee at the destination facility by 10 a.m., 12 p.m., or 3 p.m. of the second delivery day that the destination office is open for retail business.

**4.3.5 Refunds**

For Express Mail Second Day Delivery, 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 [214.3.0](#).

**4.4 Express Mail Custom Designed****4.4.1 Availability**

A service agreement is required for Custom Designed mailings. Custom Designed items are not eligible for flat-rate pricing. Express Mail Custom Designed 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.

**4.4.2 Additional Fee**

Express Mail Custom Designed items are subject to an additional fee for each delivery stop for items presented for delivery to addressee.

**4.4.3 Service Agreement Information**

Each Express Mail Custom Designed Agreement must specify the scheduled:

- a. Place, time, and day or date of origin for each shipment presented for service to each specific destination.
- b. Place, time, and day or date for claim or delivery at destination for each scheduled shipment.

**4.4.4 Service Commencement**

Service provided under a service agreement must begin not more than 10 days after the signed service agreement is presented to the USPS.

**4.4.5 Changes in Destination Address**

At least 30 days' advance notice is required to change the Express Mail destination address for origin caller service mail (accelerated reply mail).

**4.4.6 Termination by USPS**

Express Mail Custom Designed 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.

**4.4.7 Termination by Mailer**

A service agreement may be terminated by the mailer for any reason by notice to the USPS.

**4.4.8 Refunds**

For Express Mail Custom Designed, 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 [214.3.0](#).



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### **4.5 Express Mail Military Service (EMMS)**

#### **4.5.1 Objectives**

For Express Mail Military Service (EMMS), items presented at APO/FPO and DPO 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 and DPO 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 and DPO 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 [214.3.0](#).

#### **4.5.2 Availability**

EMMS (under 2.6) is available between the United States and designated APO/FPO and DPOs 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.

### **4.6 Drop Shipment**

Express Mail Custom Designed, Express Mail Next Day Delivery, and Express Mail Second Day Delivery 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 standards in [705.18.0](#).