

413 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 Envelope](#), Express Mail items are charged the 0.5-pound price for items up to 0.5 pound. Items over 0.5 pound are rounded up to the next whole pound. For example, if a piece weighs 0.25 pound, the weight (postage) increment is 0.5 pound; if a piece weighs 0.75 pound, the weight (postage) increment is 1 pound; if a piece weighs 1.2 pounds, the weight (postage) increment is 2 pounds. Except for the Express Mail Flat Rate Envelope, 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

[\[1-4-10\]](#) [\[10-5-09\]](#) Express Mail commercial base prices are less than Express Mail retail prices (see [Notice 123–Price List](#)). These prices apply 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 who pay postage using information-based indicia (IBI) postage meters when using an Express Mail shipping label.
- e. Customers using USPS-approved IBI postage meters that print the IBI with the appropriate price marking (“Commercial Base Price,” “Commercial Base Pricing,” or “ComBasPrice”) and who electronically transmit transactional data to the USPS and use an approved Express Mail shipping label.
- f. 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

[\[1-4-10\]](#) Express Mail commercial plus prices are less than Express Mail retail prices (see [Notice 123–Price List](#)).

1.4.1 Existing Express Mail Customers

[1-4-10] Commercial plus pricing is available to existing customers whose cumulative account volume exceeds 6,000 pieces in the previous four quarters or who have a customer commitment agreement with the USPS (see [1.4.2](#)) and who are:

- 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](#).

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, Sales and Communication, Expedited Shipping (see [608.8.0](#) for address) for additional information.

1.5 Flat Rate Envelope

[1-4-10] Material mailed in the USPS-provided Express Mail Flat Rate Envelope 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

[1-4-10] 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

[1-4-10] 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

[1-4-10] 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 Computing Postage

For each addressed mailpiece, determine the retail price based on weight and zone. Then, multiply the retail price by 5 percent for commercial base pricing, and by 14.5 percent for commercial plus pricing to obtain the appropriate discount amount. Subtract the discount amount (without rounding off) from the retail price and round off the result (see [604.7.1.3](#)).

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. Complete descriptions of matter requiring the use of First-Class Mail are provided in [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, Priority Mail, and Express Mail. The USPS may open mail other than First-Class 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 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. 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 [503.1.1.6, Insurance and Indemnity](#), and [503.1.1.7, Additional Insurance](#).

4.2 Express Mail Next Day Delivery

4.2.1 Availability

Express Mail Next Day Delivery is available at designated USPS facilities, designated Express Mail collection boxes, or through Carrier Pickup or Pickup on Demand service, for overnight service to designated destination 3-digit ZIP Code delivery areas, facilities, or locations (Post Office to Addressee Service). Except for items endorsed “Guaranteed by End of Day” with an approved customer agreement in place, items are delivered to an addressee within the designated 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, showing detailed local information about Express Mail Next Day Delivery, 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 the standards for this service.

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 [414.3.0, Postage Refunds](#).

4.3 Express Mail Second Day Delivery

4.3.1 Availability

Express Mail Second Day Delivery is available to any 3-digit or 5-digit ZIP Code destination not listed in the Next Day Delivery directory mentioned in [4.2.2](#) (Post Office to Addressee Service). Except for items endorsed “Guaranteed by End of Day” with an approved customer agreement in place, items are delivered to an addressee within the designated 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 later 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 [414.3.0, Postage Refunds](#).

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.

4.4.2 Scheduled Basis

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.

4.4.3 Additional Fee

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

4.4.4 Service Agreement Information

Each Express Mail Custom Designed 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.

4.4.5 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.



413.4.4.6

4.4.6 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).

4.4.7 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.

4.4.8 Termination by Mailer

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

4.4.9 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 [414.3.0, Postage Refunds](#).

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 [414.3.0, Postage Refunds](#).

4.5.2 Availability

EMMS (under [2.6, Express Mail Military Service \(EMMS\)](#)) 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 corresponding standards. For more information, see [705.17.0](#).