



# 414 Postage Payment and Documentation

## Overview

- 1.0 Basic Standards for Postage Payment Options
- 2.0 Corporate Accounts
- 3.0 Postage Refunds

## 1.0 Basic Standards for Postage Payment Options

Federal agency and USPS official Express Mail may use the appropriate indicia, subject to [703.7.0, Official Mail \(Penalty\)](#). The mailer is responsible for proper payment of postage. Customers may pay postage with a permit imprint via the electronic verification system (eVS) program to manifest Express Mail items. Request authorization to use eVS according to the procedures in [705.2.9.9](#).

### 1.1 Commercial Base Pricing

Commercial Base Express Mail postage may be paid with:

- a. An Express Mail Corporate Account (see [2.0](#)), including federal agency accounts.
- b. Click-N-Ship.
- c. USPS-approved PC Postage products by registered end-users in conjunction with a qualifying shipping label managed by the PC Postage system used.
- d. USPS-approved IBI postage meters that print the IBI with the appropriate price marking (see [402.2.1](#)) and transactional data is electronically transmitted to USPS with an approved Express Mail shipping label.
- e. Permit imprint through the Electronic Verification System (eVS) under [705.2.9](#).

### 1.2 Commercial Plus Pricing

Commercial Plus Express Mail postage may be paid with:

- a. An Express Mail Corporate Account (see [2.0](#)), including federal agency accounts.
- b. USPS-approved PC Postage products by registered end-users in conjunction with a qualifying shipping label managed by the PC Postage system used.
- c. Permit imprint through the Electronic Verification System (eVS) under [705.2.9](#).
- d. USPS-approved IBI postage meters that print the IBI with the appropriate price marking (see [402.2.1](#)) and transactional data is electronically transmitted daily to USPS for all mailpieces and mail categories with an approved Express Mail shipping label.



414.2.1



## 2.0 Corporate Accounts

### 2.1 Availability

An Express Mail Corporate Account (EMCA) is available to any mailer, subject to [2.3](#) through [2.6](#) in *Corporate Accounts* and the terms on Form 5639. The address provided by the mailer on Form 5639 must be valid as a condition of an account being opened.

### 2.2 Account

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 [705.2.6](#).

### 2.3 Postage Liability

The mailer must pay all postage and fees resulting from shipments presented bearing the assigned account number while the account is active and up to 30 days after the account is closed. After that, any shipment bearing the account number is refused and returned to the mailer.

### 2.4 Payment Method

For opening and maintaining an account, the mailer may do any of the following:

- a. Use a personal or business credit card.
- b. Authorize the USPS to originate an Automated Clearing House (ACH) debit from a specified bank account.
- c. Participate in the Centralized Account Processing System (CAPS) debit only if combined with other *PostalOne!* accounts such as permit imprint, Periodicals, and Business Reply Mail.
- d. Existing EMCA customers who deposit cash and checks in local trust accounts must maintain a minimum balance in the account equal to an average week's postage and fees, or \$100, whichever is higher.

### 2.5 USPS Report

By the 10th of the month, the account holder receives a mailing activity report for the previous month. This report includes beginning and ending balances; deposits made; and postage and fees deducted. Accounts with activity have an itemized page included in the report. This itemization lists each piece mailed, the mailing date, label number, origin and destination ZIP Codes, and postage and fees. Deposits, withdrawals, and adjustments also are itemized.

### 2.6 Closing Account

The USPS may close an account with 10 days' written advance notice to the account holder, (and reserves the right to refer closed corporate accounts with negative balances or unpaid mailings to a collection agency), for any of the following reasons:

- a. The ending balance on the mailing activity report is below the minimum balance required for two consecutive months.



- b. The account remains inactive for one year, unless circumstances warrant otherwise (e.g., a seasonal mailer, positive balance, etc.).
- c. For any unpaid mailings.
- d. There are repetitive unpaid mailings due to rejection of payment by the account holders' credit card company or ACH institution. The closing of an account due to repetitive unpaid mailings caused by the rejection of the payment by the banking institution is subject to review by the manager, Business Mail Entry.

### 3.0 Postage Refunds

Postage refunds may not be available if delivery was attempted within the times required for the specific service, or for any of the following reasons:

- a. The item was properly detained for law enforcement purposes.
- b. The item was delayed due to strike or work stoppage.
- c. The item was delayed because of an incorrect ZIP Code or address; forwarding or return service was provided after the item was made available for claim.
- d. The shipment is available for delivery, but the addressee made a written request, i.e. Hold Mail request, that the shipment be held for a specific day(s).
- e. The delivery employee discovers that the shipment is undeliverable as addressed before leaving on the delivery route.
- f. If authorized by USPS Headquarters, and the delay was caused by governmental action beyond the control of USPS or air carriers; war, insurrection, or civil disturbance; delay or cancellation of flights; projected or scheduled transportation delays; breakdown of a substantial portion of USPS transportation network resulting from events or factors outside the control of USPS; or acts of God.
- g. The shipment contained live animals and was delivered or delivery was attempted within 3 days of the date of mailing.
- h. The Express Mail Next Day shipment was mailed December 22 through December 25 and was delivered or delivery was attempted within 2 business days of the date of mailing.
- i. Postage refunds, other than for loss, may not be obtained if the Express Mail piece is destined to Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, the Republic of the Marshall Islands, or the Federated States of Micronesia (see [608.2.4.1](#) for ZIP Codes).

