

Priority Mail Express - Webinar

Start Time: 11:00 AM ET

United States Postal Service

Tiffany Jesse
A / Manager Shipping Development

Garry Rodriguez
Classification Specialist

To listen to/view a recording of this presentation: [Click here](#)

- Overview
- Eligibility
- Enhancements
- Service Commitments
 - PME 1-Day
 - PME 2-Day
 - PME Military Mail
- Open and Distribute
- Shipping Supplies
- Flat Rate Options
- Pricing
 - Retail
 - Commercial Base
 - Commercial Plus
- Accounts
- Value Added Services
- Pickup Services
- Extra Services
- Mail Prep/ Labels
- Claims/Refunds

Priority Mail Express (PME)

USPS **Priority Mail Express** is:

- Our fastest domestic service
- Offers an overnight scheduled delivery to most U.S. addresses, including PO Boxes
- Available 365 days a year
- Includes a money-back guarantee
- Includes a minimum of \$100 insurance coverage with all shipments
- Includes proof of delivery signature record (requested at the time of purchase)
- Includes tracking information with USPS Tracking™



Other features included with Priority Mail Express are:

- No Saturday delivery charges, no residential surcharges, no fuel surcharges
- Additional charges will apply if Saturday falls on a National holiday
- Free Package Pickup service at customers' home or office

Service Eligibility

- ✓ Must meet Priority Mail Express (PME) standards. (e.g. certain hazardous materials are not accepted for mailing by USPS).
- ✓ Dropped off at a designated USPS facilities, designated **Priority Mail Express collection boxes**, or through Package Pickup/Pickup on Demand service.
- ✓ Visit https://tools.usps.com/go/POLocatorAction_input for a listing of PME collection boxes.
- ✓ Items must be presented by cut-off times to guarantee service commitment. *(Pieces deposited after cut-off times, will have a day added to their scheduled delivery date)*
- ✓ Maximum Weight is 70 lbs.
- ✓ Combined length and girth (girth is the distance around the thickest part of the mailpiece) is less than 108 inches.



Certain materials are not allowed to be shipped Priority Mail Express, or must be given special care in transport. Please consult Publication 52 for details.

Hazardous Materials

Examples:

- poisons
- explosives
- corrosives



Restricted Materials

Examples:

- Alcohol
- Knives
- Firearms

Perishable Goods(Special Handling Required)

Examples:

- meat and produce
- live animals
- dry ice
- biological materials



Change	Description
--------	-------------

New Zone 9

- For Freely Associated States (FAS)
- Separate zone to align price with cost of transportation

10:30 AM Delivery

- Based on origin and destination ZIP Codes
- Additional \$5.00 fee plus postage
- Hold For Pickup service available

“Scheduled Delivery Day” - Displayed on internal guaranteed products

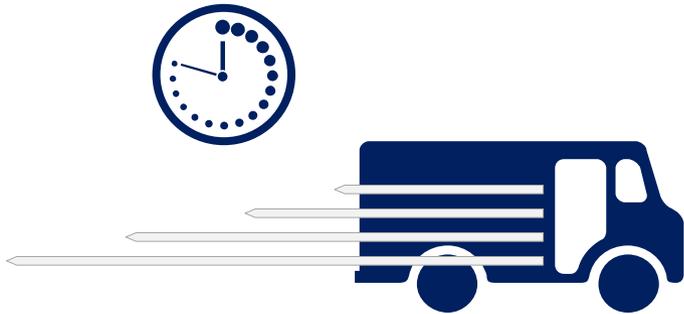
- Click-N-Ship
- Click-N-Ship for Business
- Retail Systems
- Self Service Kiosk
- Optional for PC Postage and Commercial shippers

Change wording “label #” on customer receipts to:

- USPS Tracking #
- USPS Certified Mail #

USPS Priority Mail Express offers a variety of flexible solutions for retail customers and businesses of all sizes and needs.

Priority Mail Express 1 - Day



Priority Mail Express 2 - Day



Priority Mail Express Military Service



Priority Mail Express 1-Day Delivery



- **Availability** - Items can be deposited at USPS facilities, collection boxes, or through one of our Package Pickup services.*



- **Acceptance Times** - Although times may vary, to qualify for Priority Mail Express 1-Day Delivery, items must be inducted by the cut off times.



- **Delivery Times** - Unless endorsed “Guaranteed by End of Day”, items are delivered to an addressee within the delivery area of the destination facility by **12:00 p.m. or 3 p.m.**



- **10:30am Delivery** - For an additional \$5 fee customers can request for their packages or envelopes to be delivered by 10:30am. The service is only available to qualifying origin & destination pairs.
- **Hold For Pickup** – Packages are available for pick up by the addressee at the destination facility by **10:30 a.m. or 3 p.m.** of the next day the destination office is open for retail business.

*A Priority Mail Express 1-Day Delivery directory is available at Post Offices.

Priority Mail Express 2-Day Delivery



- **Availability** - Priority Mail Express 2-Day Delivery is available to any destination not listed in the Priority Mail Express 1-Day Delivery directory.*



- **Acceptance Times** - Although times may vary, to qualify for Priority Mail Express 2-Day Delivery, items must be inducted by the cut off times.



- **Delivery Times** - Unless endorsed “Guaranteed by End of Day”, items are delivered to an addressee within the delivery area of the destination facility by **12:00 p.m. or 3 p.m.** on the second delivery day.



- **10:30am Delivery** - For an additional \$5 fee customers can request for their packages or envelopes to be delivered by 10:30am. The service is only available to qualifying origin & destination pairs.
- **Hold For Pickup** – Items are available for pick up by the addressee at the destination facility by **10:30 a.m. or 3 p.m.** of the second delivery day the destination office is open for retail business.

*A Priority Mail Express 1-Day Delivery directory is available at Post Offices.

Priority Mail Express Military Service

- Available between the United States and designated APO/FPO and DPOs to provide Department of Defense personnel and others entitled to military mailing privileges, an expedited delivery service to or from the United States.
- Under the Priority Mail Express Military Service (PMEMA) agreement, mail addressed to Military personnel or sent by Military personnel (see DMM [137.561](#)) is delivered to the recipient within a 2 or 3 day guarantee.
- The Postal Service also offers a \$2.00 “military discount” when Priority Mail Express packages are sent to an APO/FPO address.
- The discount is applied automatically based on the APO/FPO address when either large flat rate box, or special military boxes are used.



Product Description

- PMEOD is designed to maximize the speed of domestic mailings while minimizing costs.
- Designed exclusively for all classes of mail commingled into an approved container.
- The Priority Mail Express service guarantee for PMEOD is receipt by end of day (11:59 p.m.) and ends upon receipt by scan of the PMEOD container at the destination postal facility. The service guarantee does not apply to the delivery of the enclosed mail to the address.

Features & Benefits

- Postage paid is based on weight of the contents of the container, rather than volume, saving money.
- Using the Priority Mail Express network expedites shipments to be distributed at their final destination.

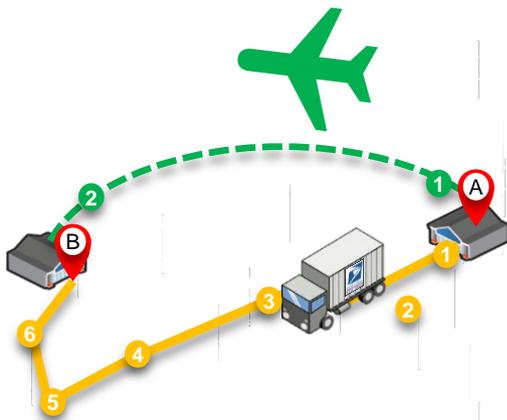
	Eligible Mail Class	Label Types
	<p>All mail classes are eligible to be consolidated and shipped Priority Mail.</p>	<ul style="list-style-type: none"> • Tag 161/Tag 161 eVS • Label 161PB • Tag 190/ Tag 190 eVS • Tag 190S/Tag 190S eVS • Label 190PB

Using Priority Mail Express Open and Distribute

How can a mailer take advantage of mail entry discounts and possibly get the mail in homes faster?

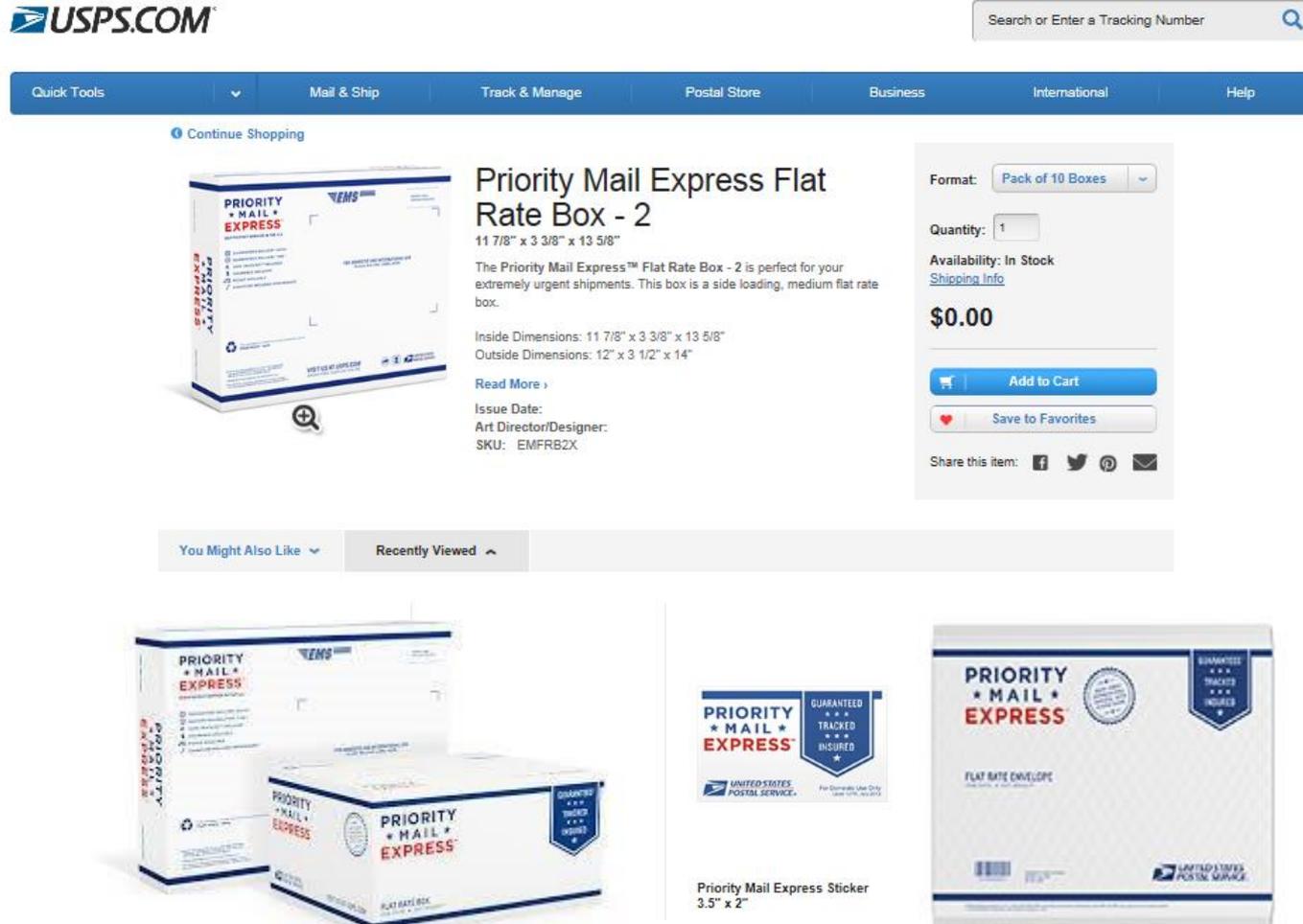
Example:

Let's say your business is based in Philadelphia (A) but you want to do a mailing in Chicago (B) using Standard Mail Flats. You prepare your mailing of 10,000 as you normally would. And then you bring it to a BMEU unit in Philadelphia for entry.



	With PMEOD	Without PMEOD
Total Postage Cost	\$1,560	\$2,110
Cost per mailpiece ²	15.6 cents ³	21.1 cents
Cost of Shipping 15 half tray boxes ²	\$267.45	N/A
		PMEOD SAVINGS
		\$282.53
		5 days
Total Cost	\$1827.45	\$2,110
Estimated In-Home Timing	3 days ⁴	8 days ⁴

Ordering PME Shipping Supplies at USPS.com



The screenshot shows the USPS.com website interface. At the top, there is a search bar with the text "Search or Enter a Tracking Number" and a magnifying glass icon. Below the search bar is a navigation menu with tabs for "Quick Tools", "Mail & Ship", "Track & Manage", "Postal Store", "Business", "International", and "Help". A "Continue Shopping" button is visible below the navigation menu.

The main product listing is for "Priority Mail Express Flat Rate Box - 2". The product image shows a white box with "PRIORITY MAIL EXPRESS" and "EMSR" branding. The product title is "Priority Mail Express Flat Rate Box - 2" with dimensions "11 7/8\" x 3 3/8\" x 13 5/8\"". The description states: "The Priority Mail Express™ Flat Rate Box - 2 is perfect for your extremely urgent shipments. This box is a side loading, medium flat rate box." It also lists "Inside Dimensions: 11 7/8\" x 3 3/8\" x 13 5/8\"", "Outside Dimensions: 12\" x 3 1/2\" x 14\"", "Read More", "Issue Date:", "Art Director/Designer:", and "SKU: EMFRB2X".

To the right of the product listing is a purchase summary section. It shows "Format: Pack of 10 Boxes", "Quantity: 1", "Availability: In Stock" with a "Shipping Info" link, and a price of "\$0.00". There are buttons for "Add to Cart" and "Save to Favorites". Below these are social sharing icons for Facebook, Twitter, Pinterest, and Email.

Below the main product listing are two tabs: "You Might Also Like" and "Recently Viewed". Under "Recently Viewed", there are three product images: a stack of Priority Mail Express Flat Rate Boxes, a Priority Mail Express Sticker (3.5\" x 2\"), and a Priority Mail Express Flat Rate Envelope (3.5\" x 5.5\").

All USPS prices are available online in USPS Notice 123 – Price List



Price List

UPDATED

Notice 123 • Effective May 31, 2015

7-13-15

DOMESTIC		INTERNATIONAL		SERVICES AND FEES	
Retail Prices	Page	Retail Prices	Page	Domestic	Page
Priority Mail Express™	2	Global Express Guaranteed	30	Extra Services and Fees	58-59
Priority Mail®	3	Priority Mail Express International™	31-32	Other Services	60
First-Class Mail®	1	Priority Mail International Canada	33	PO Boxes	61
Standard Post™	4-5	Priority Mail International®	34-35	Business Mailing Fees	62
Media Mail®	6	First-Class Mail International®	36	Stationary	62
Library Mail	6	First-Class Package International Service®	36	Address Management Systems	63-64
Commercial Prices		Airmail M-Bags	36	International	
Priority Mail Express	7-8	Commercial Prices		Extra Services	65
Priority Mail	9-11	Global Express Guaranteed	37-38	Quick References	
First-Class Mail	12-13	Priority Mail Express International	39-42	Postage Stamp Denominations	66
First-Class Package Service®	13	Priority Mail International Canada	43-44	Flat Rate Pricing	67
Standard Mail®		Priority Mail International	45-48	International	68
Letters	14-15	First-Class Package International Service	49	Domestic	69
Flats	16-17	IPF®	50-51		
Parcels	18-19	ISAL®	52-53		
Parcel Select®	20-24	Country Price Groups	54-57		
Media Mail	25				
Library Mail	25				
Bound Printed Matter	26-27				
Parcel Return Service	28				
Periodicals	29				

Postal Explorer® pe.usps.com

RETAIL

First-Class Mail – Single Piece

Letters ¹ (Stamped)		Large Envelopes (Flats) ²		Parcels ³	
Weight Not Over (ounces)		Weight Not Over (ounces)		Weight Not Over (ounces)	
1	\$0.40	1	\$0.08	1	\$2.54
2	0.71	2	1.20	2	2.54
3	0.93	3	1.42	3	2.54
3.5 ⁴	1.15	4	1.64	4	2.74
		5	1.86	5	2.94
Letters ¹ (Metered)					
1	\$0.465	6	2.08	6	3.14
2	0.705	7	2.30	7	3.34
3	0.925	8	2.52	8	3.54
3.5 ⁴	1.145	9	2.74	9	3.74
		10	2.96	10	3.94
		11	3.18	11	4.14
		12	3.40	12	4.34
Postcard ⁵	\$0.35	13	3.62	13	4.54

EDDM - Retail⁶

Flats up to 3.3 oz.	\$0.163
Semi-Postal Stamps	
Breast Cancer Research, etc.	\$0.60

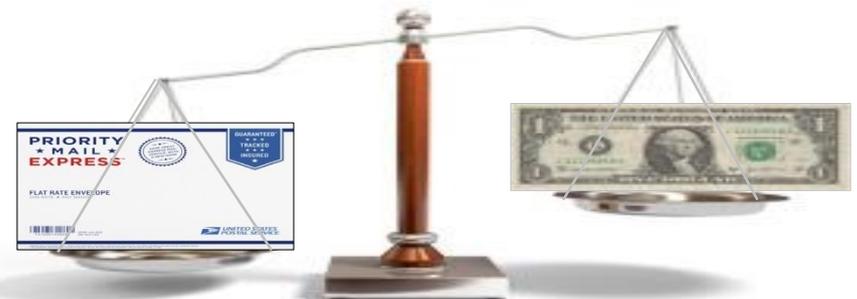
- Letters that meet one or more of the nonmachinable characteristics in DMM 1011.2 are subject to the \$0.22 nonmachinable surcharge.
 - Large envelope-sized pieces that are rigid, nonrectangular, or not uniformly thick pay parcel prices.
 - For keys and identification devices, add \$0.85. If more than 13 ounces, see Priority Mail (footnote #4) on page 3.
 - For weights over 3.5 ounces, see Large Envelopes prices.
 - The card price applies to each single or double postcard when originally mailed; reply half of double postcard must be designed for reply mail purposes only.
 - EDDM - Retail: Standard Mail EDDM Flats accepted at retail (see DMM 140).
- See page (59) for postcard, letter, large envelope, and parcel dimensions.

Envelope Type	Shipping Price	Dimensions	What's it great for?	Packaging
<u>Flat Rate Envelope</u>	<u>See Notice 123 Price List</u>	12 1/2" x 9 1/2"	Documents Manuscripts 	
<u>Legal Flat Rate Envelope</u>	<u>See Notice 123 Price List</u>	15" x 9 1/2"	Legal Documents 	
<u>Padded Flat Rate Envelope</u>	<u>See Notice 123 Price List</u>	12 1/2" x 9 1/2"	Clothing Books Boxed Jewelry 	
<u>Flat Rate Box — 1 (top-loading)</u>	<u>See Notice 123 Price List</u>	Outside: 11 1/4" x 8 3/4" x 6" Inside: 11" x 8 1/2" x 5 1/2"	Office Supplies Shoes 	
<u>Flat Rate Box — 2 (side-loading)</u>	<u>See Notice 123 Price List</u>	Outside: 14" x 12" x 3 1/2" Inside: 13 5/8" x 11 7/8" x 3 3/8"	Puzzle Boxes Small Merchandise 	



Prices Charged Per Piece (Retail)

- Except for the Priority Mail Express Flat Rate packaging, Priority Mail Express prices are based on weight and zone. Items are charged the 0.5-pound price for weights up to 0.5 pound (i.e. If a piece weighs 0.25 pound, the weight (postage) increment is 0.5 pound).
- Items over a 0.5 pound are rounded up to the next whole pound (i.e. If a piece weighs 0.75 pound, the weight (postage) increment is 1 pound or if a piece weighs 1.2 pounds, the weight (postage) increment is 2 pounds).
- Items mailed in USPS-produced Priority Mail Express Flat Rate packaging is charged one flat price regardless of weight (up to 70 pounds) or domestic destination. Only USPS-produced Flat Rate packaging is eligible for the Priority Mail Express Flat Rate price
- Retail Priority Mail Express postage may be paid by adhesive stamps (DMM 604.1.0) or postage meter (DMM 604.4.0).



Note: Priority Mail Express items mailed under a specific customer agreement are charged according to the individual agreement.

Priority Mail Express Commercial Base prices are less than Priority Mail Express retail prices (see [Notice 123—Price List](#)). These prices are available to:

- a. Customers who use a USPS Corporate Account (USPSCA), 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 DMM [202.3.3](#)) and who electronically transmit transactional data to the USPS and use an approved Priority Mail Express shipping label.
- e. Customers who pay postage with a permit imprint using the Electronic Verification System (eVS) program to document and pay postage (see DMM [705.2.9](#)).



Priority Mail Express Commercial Plus Pricing is available to customers who commit to ship more than five thousand (**5,000**) pieces using the Priority Mail Express® service during the twelve months that begin on the activation date. During this period, a customer will be eligible for Priority Mail Express Commercial Plus® Pricing™ for Priority Mail Express® parcels, (including Flat Rate Envelopes (FREs), and letters (see [Notice 123—Price List](#)). These prices are available to:

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



Sign Up

USPS Corporate Account (USPSCA) is available by completing an application (PS Form 5639).



Account Required

Application is required, mailers must pay postage through a USPS Corporate Account for all Priority Mail Express items accepted under the terms of a Priority Mail Express Manifesting agreement.



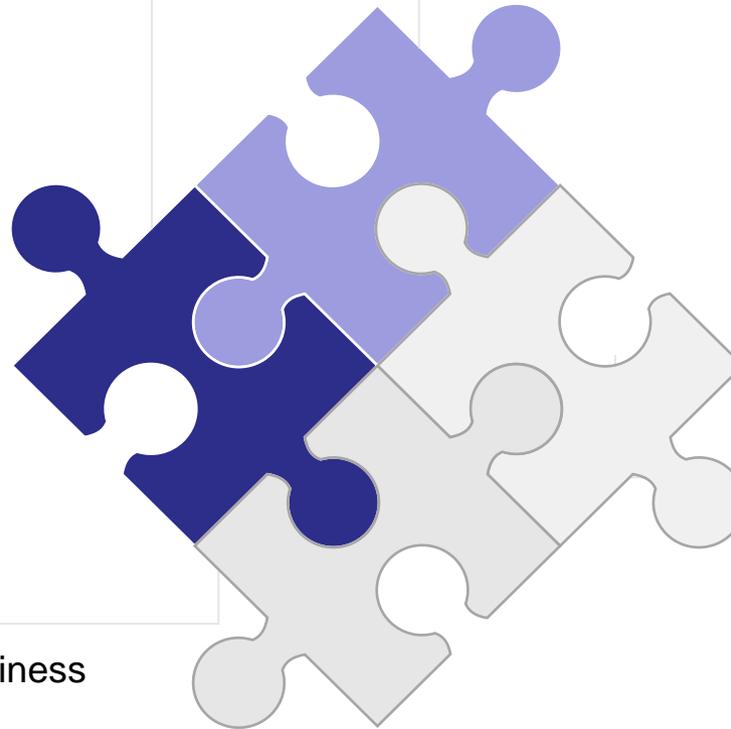
Postage Liability

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.



Payment Method

1. Use a personal or business credit card.
2. Authorize the USPS to originate an Automated Clearing House (ACH) debit from a specified bank account.
3. Participate in CAPS.
4. Must maintain a minimum balance.



Mailing Activity Report



By the 10th of the month, the account holder receives a mailing activity report for the previous month. Including:

- Beginning and ending balances;
- Deposits made
- Postage and fees deducted

This itemization lists:

- Each piece mailed, mailing date, label number, origin and destination ZIP Codes, postage and fees, deposits, withdrawals, and adjustments



United States Postal Service
CAPS Customer Inquiry System
Priority Mail Express Activity Report
CAPS Account 55555
Sorted by: Transaction
Start Date: 05/01/2013
Ending Date: 05/06/2013

Date	Charge	Label Number	Orig ZIP	Dest ZIP	Tran Type	Postage	Pickup Fee	Delivery Fee	Deposits	Withdrawals	CSA	LTD
USPSCA Account: 099123												
5/02/13		EM7381502605	10533	07072	M	\$12.53						
5/02/13		EM72150293705	10007	07072	M	\$13.30						
5/02/13		EM7214763205	37661	07071	M	\$11.16						
5/02/13		EM7199080405	10059	07072	M	\$11.16						
5/02/13		EM7027540105	06106	75019	M	\$12.85						
5/02/13					E				\$141.00			
					Total	\$61.00	\$0.00	\$0.00	\$141.00	\$0.00		
USPSCA Account: 431270												
5/02/13	000001	EV97112233405	75782	21740	M	\$39.95						
5/4/2013					E				\$139.95			
					Total	\$39.95	\$0.00	\$0.00	\$139.95	\$0.00		
USPSCA Account: 815911												
5/02/13	001000		94179		P	\$20.00						
5/02/13	000012	EM18051478305	94615	95131	M	\$15.58						
5/5/2013					E				\$55.58			
					Total	\$15.58	\$20.00	\$0.00	\$55.58	\$0.00		
USPSCA Account: 871280												
5/02/13	000004		93032		P	\$20.00						
5/02/13	000001	EM2551234505	93932	21740	M	\$18.11						
5/4/2013					E				\$78.11			
					Total	\$18.11	\$20.00	\$0.00	\$78.11	\$0.00		

Closing an Account



USPS may close an account with 10 days' written advance notice to the account holder, for any of the following reasons:

- The ending balance below the minimum required for two consecutive months.
- The account remains inactive for one year, unless circumstances warrant otherwise.
- For any unpaid mailings.
- There are repetitive unpaid mailings due to rejection of payment by the account holders' credit card company or ACH institution.



	Fee	Description
	Sunday and Holiday Premium	When delivery is guaranteed for a Sunday or holiday, there is a premium unless paying via a Priority Mail Express Manifesting Agreement.
	10:30 am Delivery	An optional fee is charged for a 10:30 a.m. request to have Priority Mail Express items delivered to an addressee within the delivery area of the destination facility where available.
	Pickup on Demand	The Pickup on Demand fee is charged each time pickup service is provided, regardless of the number of pieces picked up.

Note: Prices tables can be found in USPS price notice 123 located at <http://pe.usps.com/text/dmm300/Notice123.htm>

USPS offers a variety of flexible pickup solutions for businesses of all sizes and for all respective needs.

Package Pickup

Customers can schedule package pickup at USPS.com up to one year in advance. Packages are picked up on the next or scheduled delivery day by carrier. No charge is assessed for Package Pickup when the mail is picked up during the carrier's line of travel.

Pickup On Demand

Allows customers to set up a one time, weekly, or daily pickup time at their location within a two hour pickup window for a fee. Dates times, and payments may all be entered at USPS.com. Customers can schedule pickups up to one year in advance.

Collection Service

This service usually refers to prepaid mail deposited in a collection box. However, it is also considered collection service when customers hand their outgoing, prepaid mail to a USPS carrier or other designated employee that is performing normal delivery and collection duties.

No Fee Pickup

Requires a signed No Fee Pickup Service Agreement (PS Form 5543) between the customer and the Postal Service for weekly recurring pickups meeting the minimum volume threshold of the seven qualified items per pickup.

Product Description

- Pickup On Demand provides the customer with an opportunity to conveniently schedule a pickup at their home using their USPS.com account.
- The pickup can occur on the same day provided it is requested within two hours of the latest scheduled pickup time or on a date the customer selects.

Features & Benefits

- Convenient 2 hour pickup window for customers.
- Eliminates need for customer to travel to a post office.

Current Offering	Eligible Mail Class	Additional Combined Services
Pickup On Demand	<ul style="list-style-type: none"> • Priority Mail Express • Priority Mail • First-Class Package Service • Parcel Select Nonpresort • Package Services Parcels • Priority Mail Express and Priority Mail Open and Distribute shipments. • Global Express Guaranteed • Priority Mail Express International • Priority Mail International • First-Class Package International Service 	N/A

1. Insurance up to \$5,000
2. Insurance Restricted Delivery
3. Adult Signature Required (not available at retail)
4. Adult Signature Restricted Delivery
5. Return Receipt
6. Collect on Delivery
7. Collect on Delivery Restricted Delivery
8. Special Handling Fragile



Preparing Priority Mail Express



Step 1

Place item in PME Packaging provided by USPS or your own packaging

Step 2

Ensure Proper sealing of packaging including Flat Rate packaging

Step 3

Affix PME Mailing Label

Step 4

Inspect Label for waiver of signature (or Signature required)

Step 5

ZIP Code Determination

Step 6

Complete PS Form 3877- Firm Mailing Book (Only in the case of 3 or more PME packages) for one receipt

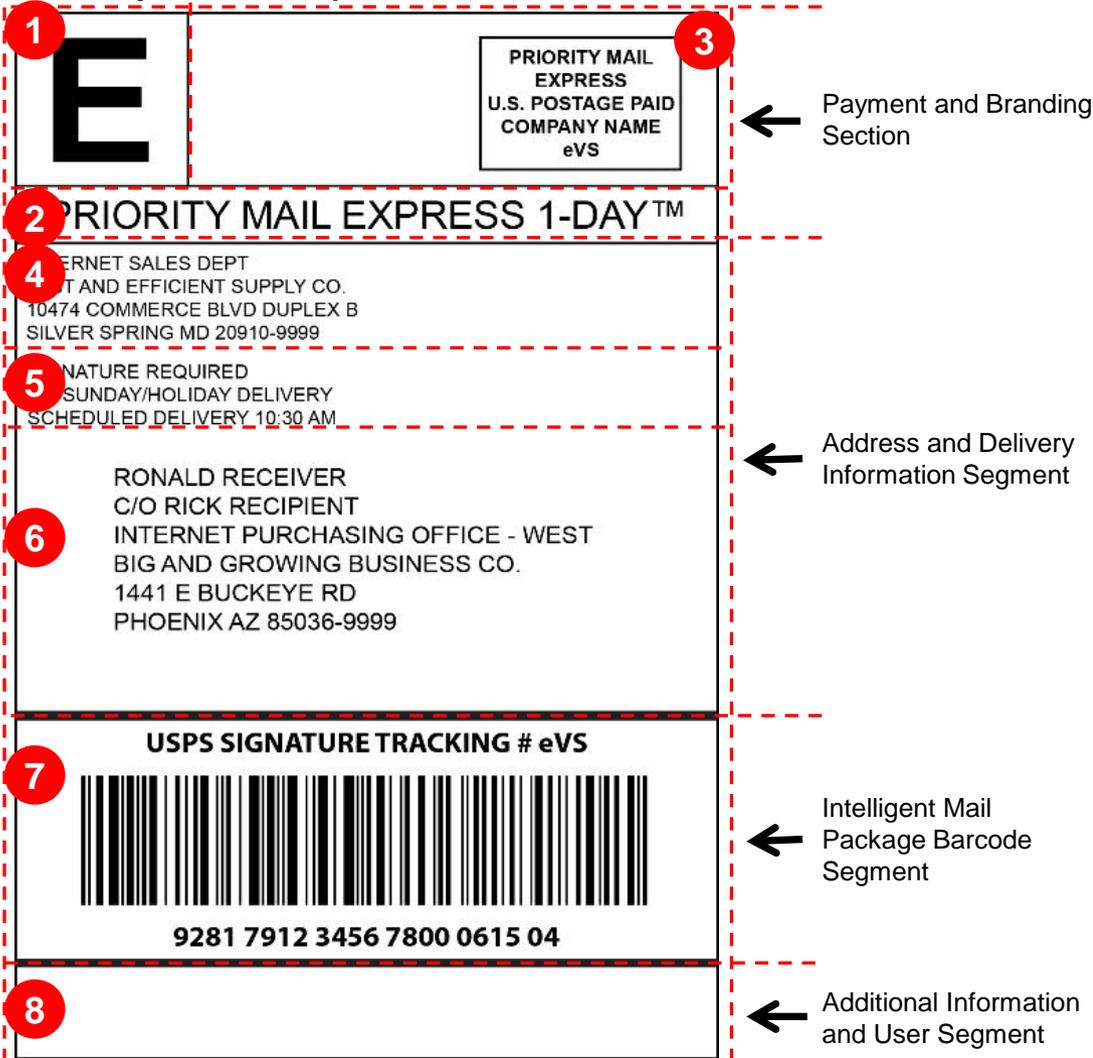


- **Availability:** Postal Store & Post Offices.
- Affix to PME packages to identify item as a 10:30 AM commitment.
- Target markets include Motor Vehicle Associations, Banks and Legal services.



<https://store.usps.com/store>

Priority Mail Express Label



- 1** Service Icon Block
- 2** Service Banner
- 3** Payment and Branding Section
- 4** Postage Payment Area
- 5** Return Address
- 6** Endorsement
- 7** Delivery Address
- 8** Intelligent Mail Package Barcode with MID/STC

Additional Information and User Segment

Updated Retail Priority Mail Express Label 11-B to include:

- 10:30 a.m. Scheduled Delivery Time
- 10:30 a.m. Delivery Fee
- Live Animal Transportation

PERF

1A

1B

WRITE FIRMLY TO MAKE ALL COPIES LEGIBLE.

PERF

CUSTOMER USE ONLY

FROM: (PLEASE PRINT) _____ PHONE () _____

PAYMENT BY ACCOUNT (if applicable)

USPS® Corporate Acct. No. _____ Federal Agency Acct. No. or Postal Service™ Acct. No. _____

DELIVERY OPTIONS (Customer Use Only)

SIGNATURE REQUIRED

Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service; if the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

No Saturday Delivery (delivered next business day)

Sunday/Holiday Delivery Required (additional fee, where available)
*Refer to USPS.com® or local Post Office™ for availability.

TO: (PLEASE PRINT) _____ PHONE () _____

DRAFT

ZIP + 4® (U.S. ADDRESSES ONLY) _____

■ For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
■ \$100.00 insurance included.



ES 990 000 006 US




ORIGIN (POSTAL SERVICE USE ONLY)

1-Day 2-Day Military DPO

PO ZIP Code	Scheduled Delivery Date (MM/DD/YY)	THUMB NOTCH	
Date Accepted (MM/DD/YY)	Scheduled Delivery Time 10:30 AM <input type="checkbox"/> 3:00 PM <input type="checkbox"/>	Insurance Fee	COD Fee
Time Accepted	Sunday/Holiday Premium Fee \$ _____	Return Receipt Fee	Live Animal Transportation Fee
Weight	10:30 AM Delivery Fee \$ _____	Total Postage & Fees	
lb. ozs.	Acceptance Employee Initials	\$ _____	

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YY)	Time	Employee Signature
	<input type="checkbox"/> AM <input type="checkbox"/> PM	
Delivery Attempt (MM/DD/YY)	Time	Employee Signature
	<input type="checkbox"/> AM <input type="checkbox"/> PM	

LABEL 11-B, JANUARY 2014 PSN 7590-02-000-9995 1-ORIGIN POST OFFICE COPY

Updated Retail Priority Mail Express Labels 11-HFPU to include:

- New Pickup availability time of 10:30 a.m. or 3:00 p.m.
- 10:30 a.m. Delivery Fee
- Live Animal Transportation



AE 004418296 US



**PRIORITY
★ MAIL ★
EXPRESS™**

CUSTOMER USE ONLY

FROM: (Required)

DRAFT

PAYMENT BY ACCOUNT
USPS® Corporate Acct. No.

Federal Agency Acct. No. or
Postal Service™ Acct. No.

HOLD FOR: (Contact Required)

Contact Phone Number (Include Area Code): _____

Name & Address of Recipient (ID Purposes Only)

PICKUP LOCATION (REQUIRED)

AT:
Post Office™

Street Address

City _____ State _____

ZIP + 4®

Hold For Pickup

ORIGIN POSTAL SERVICE USE ONLY	
<input type="checkbox"/> 1-Day	<input type="checkbox"/> 2-Day
PO ZIP Code _____	
Acceptance Employee Initials _____	
Date In (MM/DD/YY)	Time In <input type="checkbox"/> AM <input type="checkbox"/> PM
Pickup Availability Date (MM/DD/YY)	
Pickup Availability Time (No sooner than)	
<input type="checkbox"/> 10:30 AM <input type="checkbox"/> 3:00 PM	
Weight _____	<input type="checkbox"/> Flat Rate
OZS.	
Sunday/Holiday Premium Fee	
\$ _____	
Postage	Return Receipt Fee
\$ _____	\$ _____
Insurance Fee	COD Fee
\$ _____	\$ _____
Live Animal Transportation Fee	Total Postage & Fees
\$ _____	\$ _____

DESTINATION: Post Office

Date Received (MM/DD/YY)	Time Received <input type="checkbox"/> AM <input type="checkbox"/> PM
Employee Initials _____	
PICKED UP BY ADDRESSEE	
Date Picked Up (MM/DD/YY)	Time Picked Up <input type="checkbox"/> AM <input type="checkbox"/> PM
Employee Initials _____	

For USPS Tracking™, visit USPS.com or call 800-222-1811.

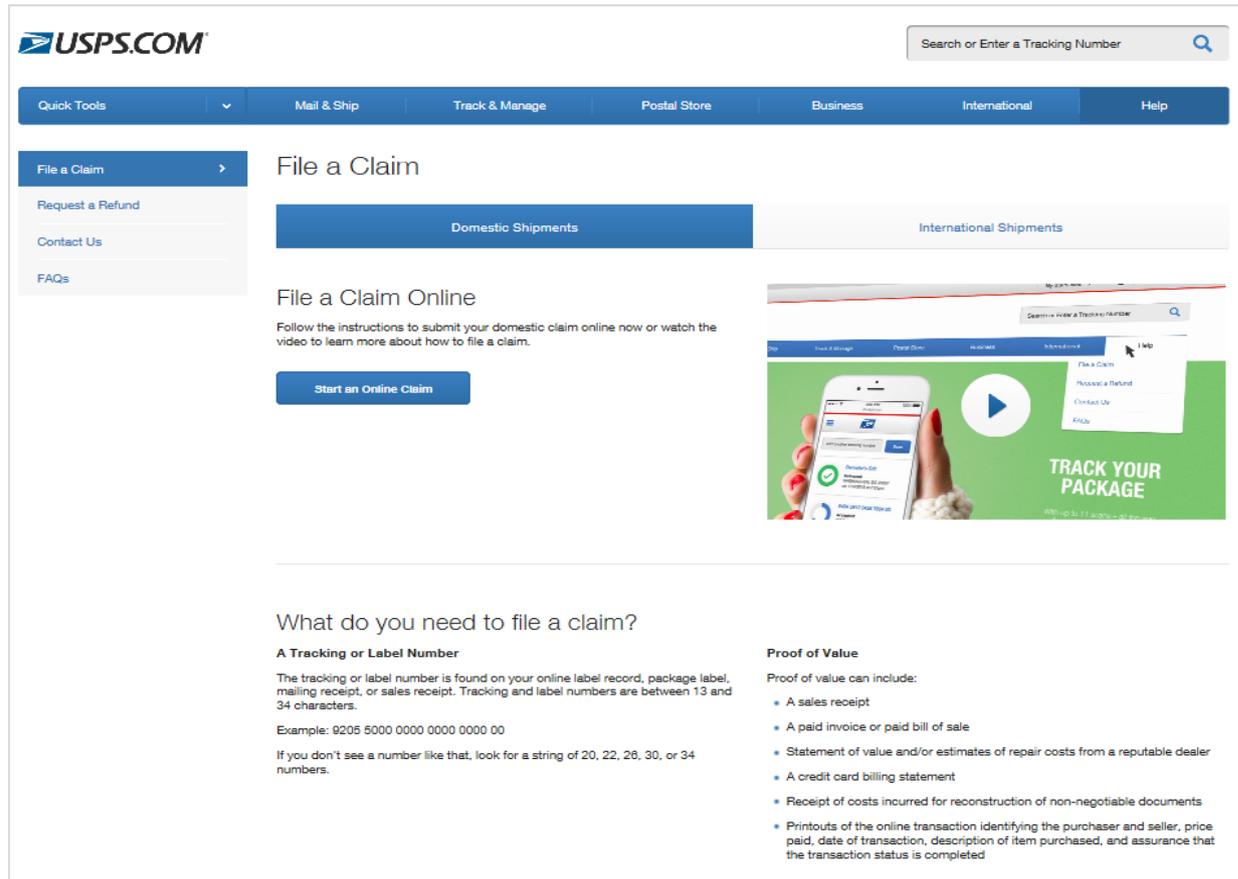
Hold For Pickup Domestic Use Only

Label 11-HFPU
January 2014
PSN 7690-11-000-1124

1-Origin Post Office Copy

WRITE FIRMLY TO MAKE ALL COPIES LEGIBLE.

Insurance Claims may be filed online at USPS.com



The screenshot shows the USPS.com website interface. At the top, there is a search bar with the text "Search or Enter a Tracking Number" and a magnifying glass icon. Below the search bar is a navigation menu with options: Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, and Help. On the left side, there is a sidebar menu with options: File a Claim (selected), Request a Refund, Contact Us, and FAQs. The main content area is titled "File a Claim" and has two tabs: "Domestic Shipments" (active) and "International Shipments". Below the tabs, there is a section titled "File a Claim Online" with the text: "Follow the instructions to submit your domestic claim online now or watch the video to learn more about how to file a claim." and a button labeled "Start an Online Claim". To the right of this text is a video player showing a hand holding a smartphone displaying the USPS app interface. Below the video player, there is a section titled "What do you need to file a claim?" with two sub-sections: "A Tracking or Label Number" and "Proof of Value".

USPS.COM Search or Enter a Tracking Number

Quick Tools Mail & Ship Track & Manage Postal Store Business International Help

File a Claim > Request a Refund Contact Us FAQs

File a Claim

Domestic Shipments International Shipments

File a Claim Online

Follow the instructions to submit your domestic claim online now or watch the video to learn more about how to file a claim.

Start an Online Claim

What do you need to file a claim?

A Tracking or Label Number

The tracking or label number is found on your online label record, package label, mailing receipt, or sales receipt. Tracking and label numbers are between 13 and 34 characters.

Example: 9205 5000 0000 0000 0000 00

If you don't see a number like that, look for a string of 20, 22, 28, 30, or 34 numbers.

Proof of Value

Proof of value can include:

- A sales receipt
- A paid invoice or paid bill of sale
- Statement of value and/or estimates of repair costs from a reputable dealer
- A credit card billing statement
- Receipt of costs incurred for reconstruction of non-negotiable documents
- Printouts of the online transaction identifying the purchaser and seller, price paid, date of transaction, description of item purchased, and assurance that the transaction status is completed

How to file a Domestic Claim with USPS



How to File a Domestic Claim

[Domestic Claims Video \(Link\)](https://youtu.be/uB5Bt674-Xc)

*URL: <https://youtu.be/uB5Bt674-Xc>

Claims Filed by Mail

- Customers may file a claim by completing a Form 1000 and mailing the original copy to the address indicated on the form, accompanied by proof of value.
- Obtain Form 1000 by calling 1-800-332-0317, option 9. For pieces with multiple extra services, the customer must provide original receipts for all services purchased. Upon request by the USPS, the customer must submit proof of damage under DMM [2.0](#) for damaged items or missing contents.

UNITED STATES POSTAL SERVICE®		Please file domestic claims online at www.usps.com/domestic-claims		Domestic or International Claim <small>(Includes Inquiry for Damaged Registered Mail with No Declared Value)</small>	
What is the problem? My item is: <input type="checkbox"/> Lost <input type="checkbox"/> All Contents Damaged or Missing				<input type="checkbox"/> Some Contents Damaged or Missing	
<input type="checkbox"/> No COD remittance received - amount to be remitted to mailer \$				<input type="checkbox"/> Delayed Priority Mail Express™ <small>(non-fragile documents - domestic only)</small>	
Mailing Receipt/Label Number: <small>(Number from mailing receipt/label - include all letters and numbers)</small>					
Case Number <small>(International only)</small>					
COD #			Date of Mailing <small>(MM/DD/YYYY)</small>		
Mail Category <small>Select only one category.</small>	<input type="checkbox"/> First-Class Mail®	<input type="checkbox"/> Priority Mail Express™	<input type="checkbox"/> Priority Mail Express COD	<input type="checkbox"/> Bound Printed Matter Parcels	
	<input type="checkbox"/> Priority Mail®	<input type="checkbox"/> Collect on Delivery (COD)	<input type="checkbox"/> First-Class™ Package Services	<input type="checkbox"/> Standard Mail® <small>(bulk insurance only)</small>	
	<input type="checkbox"/> Standard Post	<input type="checkbox"/> Library Mail	<input type="checkbox"/> Registered Mail™	<input type="checkbox"/> Ordinary <small>(uninsured)</small> Parcels <small>(International items only)</small>	
	<input type="checkbox"/> Media Mail®	<input type="checkbox"/> Critical Mail®	<input type="checkbox"/> Parcel Select Lightweight® <small>(bulk insurance only)</small>		
<input type="checkbox"/> International Insured					
Mailer Name and Address Information			Addressee Name and Address Information		
First Name		MI	Last Name		
First Name		MI	Last Name		
Business Name <small>(Use only if the mailer is a company)</small>			Business Name <small>(Use only if the addressee is a company)</small>		
Address 1 <small>(Number, Street)</small>			Address 1 <small>(Number, Street)</small>		
Address 2 <small>(Suite / Apartment Number)</small>			Address 2 <small>(Suite / Apartment Number)</small>		
City			City		
State		Province <small>(As applicable)</small>	ZIP+4® or Postal Code		
State		Province <small>(As applicable)</small>	ZIP+4 or Postal Code		
Urbanization <small>(Puerto Rico only)</small> or Country		Telephone Number <small>(Optional)</small> <small>(Include Area Code)</small>		Urbanization <small>(Puerto Rico only)</small> or Country	
Urbanization <small>(Puerto Rico only)</small> or Country		Telephone Number <small>(Optional)</small> <small>(Include Area Code)</small>		Urbanization <small>(Puerto Rico only)</small> or Country	
E-mail Address <small>(Optional)</small>			E-mail Address <small>(Optional)</small>		
Description of Lost, Damaged or Missing Contents List one item per line. Add extra pages as needed.	Item Codes	01 Cash, Gift Cards/ Certificates		03 Clothing/ Home Products	
		02 Jewelry		04 Arts/Crafts	
		05 Media, Music/ Video		06 Electronics	
		07 Computers		08 Collectibles	
09 Sports Equipment		10 Liquor/Wine		11 Animals	
12 Document Reconstruction		13 Firearms		14 Hazardous Material	
15 Other		16 Event Tickets			
Describe Contents and Select the Lost (L) or Damaged (D) box for each item listed. <small>(List one item per line)</small>		Item Code <small>(See list above)</small>		Purchase Date <small>(MM/DD/YYYY)</small>	
Value or Repair Cost \$					
1		L <input type="checkbox"/>			
2		L <input type="checkbox"/>			
3		L <input type="checkbox"/>			
Total Amount Claimed for Items Listed Above <small>(Do not include postage or fees.)</small> \$					
Fees Paid		Postage \$		Insurance \$	
		Registered \$		COD \$	
		Other \$			
Weight Total weight of shipment lb. oz. <small>(International items only)</small>					
Payment <input type="checkbox"/> Pay the Mailer <input type="checkbox"/> Pay the Addressee <small>(In some cases, payment may be limited to the mailer or to the addressee)</small>					
Supporting Documents Read WHAT YOU NEED on page 2 for required attachments. Did you attach a copy of your proof of value and/or estimate of repair for the items listed above? <input type="checkbox"/> Yes <input type="checkbox"/> No Did you attach your original mailing receipt? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Certification Please sign, date, and enter your telephone number <small>(optional)</small> , include Area Code or Country Code <small>(as appropriate)</small> . I certify that all information furnished on this form is accurate, truthful, and complete, and that I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment. Customer Submitting Claim: <input type="checkbox"/> Mailer <input type="checkbox"/> Addressee					
Signature of U.S. Customer Filing the Claim			Date Signed <small>(MM/DD/YYYY)</small>		Telephone Number <small>(Optional)</small> <small>(Include Area Code)</small>

Priority Mail Express – Refund Requirements



Priority Mail Express® service comes with a money-back guarantee, subject to the standards for this service.

You must request a postage (and Sunday or holiday premium fee and/or the 10:30am delivery fee, as applicable) refund within 30 days of purchase.

You must make your request at your local Post Office™.

- **Print out a copy of the receipt from your Print History. To access the receipt, click on the info box () that corresponds to the label in the Print History.**
- **Complete PS Form 3533 (Refund for Postage) at the Post Office where the item was mailed.**
- **Once verified, your claim will be paid by cash or money order.**

Resources

Domestic Mail Manual (DMM) <http://pe.usps.com>

Electronic Verification Service (eVS) Business and Technical Guide
https://ribbs.usps.gov/evs/documents/tech_guides/pubs/Pub205.PDF

Intelligent Mail package bar code (IMpb) information page on RIBBS
<https://ribbs.usps.gov/index.cfm?page=intellmailpackage>

Notice 123, Price List
<http://pe.usps.com>

Publication 199, Intelligent Mail Package Barcode (IMpb) Implementation Guide
https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf

Parcel Labeling Guide
https://ribbs.usps.gov/barcode_cert/documents/tech_guides/ParcelLabelingGuide.pdf

PS Forms available on PolicyNet [and USPS.com](#)

- <http://blue.usps.gov/formmgmt/forms.htm> (for postal employees only)
- <http://about.usps.com/forms/all-forms.htm>

Priority Mail Express - Webinar

Question and Answer Session

United States Postal Service

Tiffany Jesse
A / Manager Shipping Development

Garry Rodriguez
Classification Specialist

Priority Mail Express - Webinar

The webinar is now concluded

RIBBS Website: <https://ribbs.usps.gov>