



USPS Shipping 101

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Introductions



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What We Are Here to Talk About

1

Why USPS

2

Products

3

**Features and
Conveniences**

Why USPS



*Vehicle image courtesy of Weber Shandwick

Why Commercial Shippers Stay with USPS

Commercial shippers stay with USPS because we deliver affordability, convenience, and operational simplicity that supports their business every day.

Why Shippers choose USPS:

- USPS customers value predictable, transparent pricing with no hidden fees.
- Convenience and accessibility — from 31,000+ Post Office locations to easy drop-offs — make USPS simple to use.
- Click-N-Ship® provides an intuitive, reliable way to create labels and manage shipments without added complexity.
- USPS earns loyalty by offering cost-effective options, especially for lightweight and everyday shipments.

USPS continues to align with what commercial shippers value most.

USPS Advantage



640K

Delivering for you

Postal Employees



2K

Ready to answer
and Resolve

Customer Care &
Customer Retention
Agents



1K

Safety and Security

Postal
Inspectors



1.8M

Social Presence

Followers Across
USPS Social
Channels

USPS Advantage

- More than 30K retail locations
 - 95% of US Population Within 5 Miles of USPS Location
 - Nearly than 3K self-service kiosks
- Over 170M Delivery & Pickup Points 6 Days Per Week – By Law
- 66K Electric Delivery Vehicles by 2028



*Images courtesy of USPS

Customer Voice: What Shippers Say About USPS

Commercial shippers value USPS for affordability, convenience, and simplicity that supports their day-to-day operations.

What Customers Tell Us:

- “Click-N-Ship is easy to use. I don’t have to stand in line anymore, and I can do everything at home.”
- “I like the free shipping supplies from USPS. They deliver it to my garage, and that’s nice.”
- “USPS is just cheaper... I know my cost upfront.”
- “For lightweight shipments, no one beats USPS on pricing.”
- “I like the ability to drop off at any Post Office — I don’t want to schedule pickups.”
- “The flat-rate boxes make things simple, and I don’t have to calculate weight.”
- “USPS has been better for me lately. I used to rate them a 1, but I’d give them a 6 or 7 now.”

Products



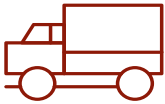
*Packaging image courtesy of Weber Shandwick

All Products Offer Value-Added Benefits



- **USPS Tracking®**

- Provides the mailer with information about the date and time an article was delivered or the date and time of the delivery attempt.



- **Package Pickup**

- USPS will pick up eligible packages for free, within the carrier's line of travel.



- **Insurance**

- Priority Mail Express®, Priority Mail®, and USPS Ground Advantage® include up to \$100 of insurance in the price.



- **Delivery Network**

- USPS Delivers to more than 170 million residential and business addresses across the United States and its territories, usually six, and sometimes seven days per week.

Priority Mail Express®

Expedited 1 to 3 Day

- Expected delivery standards are day specific **within 1 to 3 business days** based on distance
- Pricing starting at **\$28.80**
- **Money-back** guarantee
- USPS produced packaging available to all customers
- Flat Rate envelopes



*USPS packaging image courtesy of USPS

Priority Mail®

Expedited 2 to 3 Day

- Expected delivery standards are day specific **within 2 to 3 business days** based on distance
- Pricing starts at **\$8.37**
- **Cubic pricing** available
- USPS produced packaging available to all customers
- Flat Rate options



*USPS packaging image courtesy of USPS

USPS Ground Advantage®



*USPS Ground Advantage video courtesy of USPS

USPS Ground Advantage®

Affordable. Reliable.

- Expected delivery standards are day specific **within 2 to 5 business days** based on distance
- Pricing starts at **\$5.09**
- Primary option for shipping **allowable** hazardous material
- Custom packaging available for **contract customers**
- Ship up to 70 lbs. and 130 inches (length + girth)



*USPS packaging image courtesy of USPS

USPS Ground Advantage®

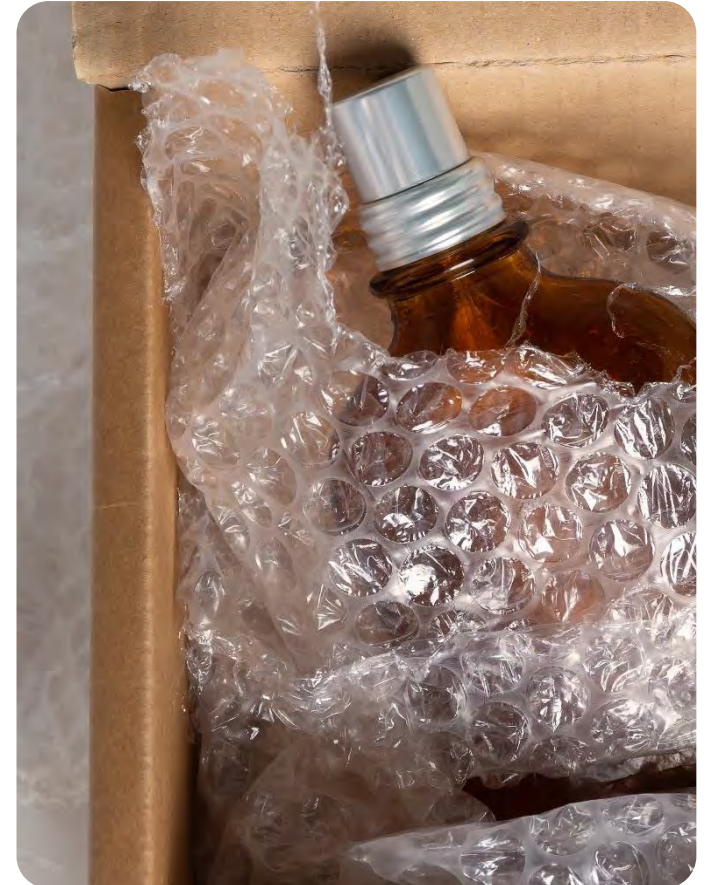
Mailable Hazmat Shipping

USPS Ground Advantage® is the best solution for shipping mailable hazardous materials (hazmat), such as perfumes, return cell phones, and lithium-battery powered devices and more.

A growing retailer of perfumes recently began utilizing USPS Ground Advantage® for their shippable hazmat items that are not allowed to be transported by air. Ground Advantage is the perfect solution that will meet this customer's needs, for fast, reliable delivery.



Scan the QR code to visit our interactive HAZMAT Shipping Tutorial, and to view specific HAZMAT requirements listed in publication 52.



*Packaging image courtesy of Weber Shandwick

USPS Connect™ Local

Get Local Goods Quick

- **Same day and next day** delivery
- Pricing starting at **\$4.28**
- **Cost-effective** to meet customer demand for fast delivery
- Flat Rate packaging and identification labels available when you print and pay for postage via **Click-N-Ship®** application



*USPS packaging image courtesy of USPS

USPS Connect™ Local is Good for Your Business



- **Meet customer demand.**

- Provides new, cost-effective ways to meet customer demand for fast delivery. New S&DCs give you even broader reach.



- **Fast delivery.**

- Offers expected same-day or next-day package and mail delivery.



- **Convenient pickup.**

- Provides free Package Pickup, available for next-day delivery.



- **Cost savings.**

- Flat-rate shipping and mailing supplies are available at no additional cost when you print and pay for postage via the Click-N-Ship® application.



- **Added value.**

- Qualified customers could be featured in our USPS® Shipping Local Directory on USPS.com.

Returns



*Returns Customer image courtesy of Weber Shandwick

USPS Returns[®] Customer Convenience

USPS Returns[®] Service available for:

- Priority Mail Express[®] Return
- Priority Mail Return[®] Service
- USPS Ground Advantage[®] Return



*Returns Customer image courtesy of Weber Shandwick

To find out more, join us at our USPS Returns Workshop, immediately following this one!

Features & Conveniences



*Self-Service Kiosk image courtesy of Weber Shandwick

Self-Service Kiosk – How to Mail Letters and Packages



*USPS Self-Service Kiosk video courtesy of USPS

Informed Delivery



Scan QR code to learn more about Informed Delivery



Stay Informed.

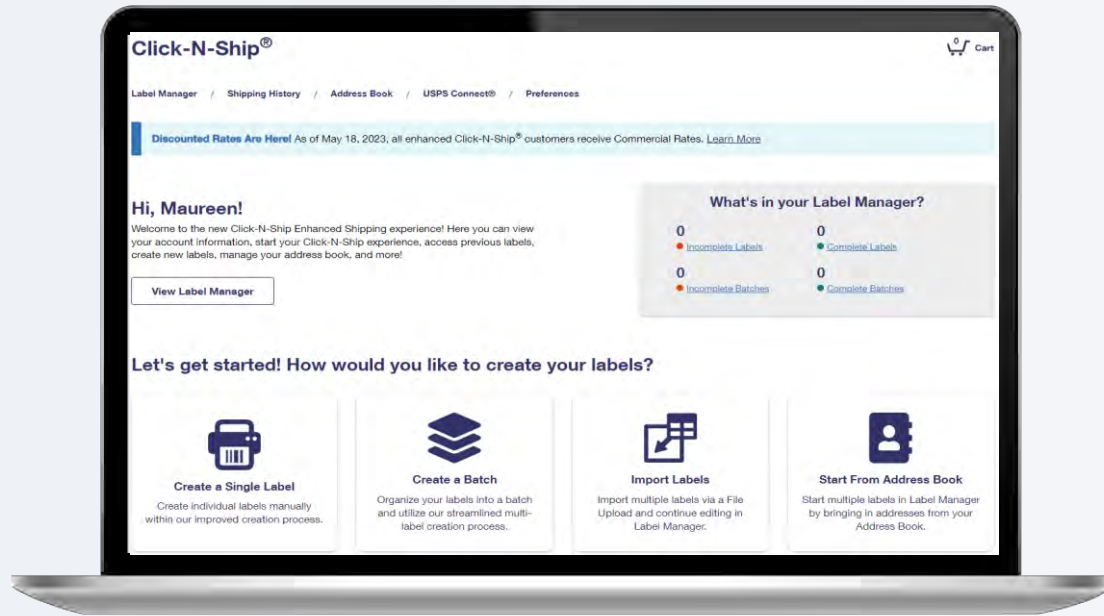
- Preview of your day's USPS® mail and packages
- See what packages are arriving today, arriving soon, and the status of the packages you've sent, including returns
- Leave delivery instructions for your carrier or schedule redelivery for next day
- Approximately 79 million users with **36% household saturation across the country**

*Informed Delivery image courtesy of USPS

Click-N-Ship



Scan QR code to sign up or login to Click-N-Ship



Helping You Do Business.

- Create multiple labels at once and group into shipments
- Label manager helps organize and store your labels prior to purchase
- Ship domestically or internationally
- Business Rate Card – opt in for additional savings on select services
- Payment options: Enterprise Payment System (EPS) account, Apply Pay, PayPal, credit card

*Click-N-Ship image courtesy of USPS

Label Broker

Helping You Do Business.

- Allows secure storage of label images in a USPS® cloud-based repository for retrieval and label printing with a QR Code / Label ID
- Enables label printing at the retail windows at 30,000+ Post Offices or at self-service options like:
 - Self Service Kiosks
 - Rapid Dropoff Stations
 - Smart Lockers
 - Upcoming Smart Key Dispensers
- Multiple Integration Options are available for shippers:
 - USPS API
 - Merchant Returns Application
 - Direct Integration for Customized Messaging
 - Click-N-Ship



Data Source: VOC Analysis - SVY 107: Click-N-Ship 2024

Self-Service Kiosks (SSKs)

SSKs enable customers to independently handle tasks such as buying postage, printing labels, sending packages, and more.

SSK Services Offered



Purchase variable rate postage



Print receipts with a USPS Tracking number



Print Label Broker labels and drop off packages



Scan prepaid labels and drop off packages



Schedule passport appointments



Purchase First-Class™ stamps



Select shipping options

Return Bags



*USPS Self-Service Kiosk image courtesy of USPS

Key Benefits

- SSK can conduct 90% of all retail transactions
- Ideal to skip the queue or perform transactions outside of normal post office hours
- Ship mail and packages efficiently

USPS Rapid Dropoff Station



Convenience at Your Fingertips.

- **Print shipping labels** for both outbound and return packages from the Label Broker™.
- Scan a QR code to print one or many shipping labels.
- Scan labeled packages to **record an acceptance event**.
- Parcel drums are **conveniently located** next to Drop-Off Stations to receive your package.
- Drop your package in a nearby parcel drum and go on with your day.



Print receipts
with a USPS
Tracking number



Print Label Broker
labels and drop off
packages



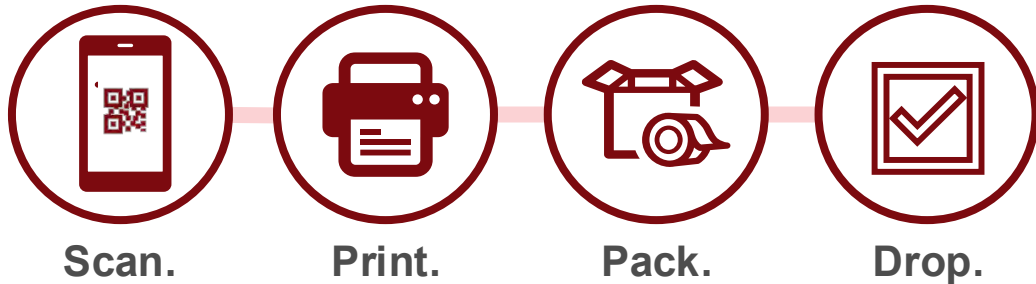
Scan prepaid
labels and drop
off packages

*Retail Rapid Drop-Off Station image courtesy of USPS

Packageless Returns

Packaging is now available in select offices that can be used to reduce the friction for customers returning packages.

In conjunction with Label Broker, Self-Service Kiosks and Rapid Dropoff Stations, polybags can be used by customers who no longer have original packing available.



*Images courtesy of USPS

USPS Smart Parcel Lockers



Scan QR code to learn more about Smart Lockers



Secure & Convenient.

- Safe alternative delivery locations for important deliveries
- Send packages directly to locker to pickup at your convenience
- Pick up packages scheduled for redelivery using tools on usps.com
- Easily accessible from Post Office lobbies open 24/7
- Return options available

*USPS Smart Parcel Locker image courtesy of USPS

Coming Soon: USPS Local Xchange

Online marketplaces are transforming how people buy and sell vintage, niche, and local finds.

USPS Smart Lockers aim to help buyers and sellers make local exchanges **safely and conveniently** with **secure, self-service access**.

For a **fixed \$5.10 fee**, sellers will be able to add peace of mind for both themselves and their buyer – regardless of size or weight.*



*USPS Smart Parcel Locker image courtesy of USPS






How Does USPS Local Xchange Work?



Coming Soon: Next Gen Self-Service Kiosk

We're replacing aging kiosks with new prototypes designed to improve reliability and reduce hardware costs, while making self-service shipping quicker and easier.

Key Capabilities Being Tested

-  **Faster, simpler, step-by-step flow**
-  **Auto-dimensioning for packages**
-  **Recognizes packaging (USPS vs. customer)**
-  **OCR address scanning (To/From)**
-  **Commercially available hardware components**



*Compact SSK
Prototype*



Full-Size SSK Prototype

*USPS Next Gen SSK image courtesy of USPS

We will pilot Next Gen SSKs in Self-Operating Post Offices (SOPOs) in FY26/27. Pilot results will inform future rollout decisions.

Packaging



*USPS packaging image courtesy of Weber Shandwick

Available For All

1

Branded for Priority Mail and Priority Mail Express

2

Available for both domestic and international shipments

3

Flat Rate options available

4

Boxes, envelopes, labels, forms, and stickers

5

Boxes can handle up to 70 lbs. when packaged properly



Scan QR code go to the Postal Store

*USPS packaging image courtesy of USPS

Additional USPS-Branded Packaging Supplies



Scan QR code to go to the Postal Store



USPS Priority Mail Express® Cremated Remains Packaging

- Packaging required for all cremated remains shipments
- Enhanced security and visibility
- Pricing based on current PME rates
- Two sizes available



Priority Mail® Military Care Kit

- Priority Mail supplies available to ship care packages for service members overseas.
- Each box is stamped with “America Supports You”
- 6 Flat Rate boxes (3 sizes)
- Priority Mail tape
- Address labels
- Customs form envelopes



USPS Priority Mail Express® Cold Chain Packaging

- Useful for shipping perishables and other items such as medications and pharmaceuticals
- Items remain cold for up to 72 hours at 45 degrees or below
- Pricing also based on current PME rates
- Available in packs of 3 for \$48

*USPS packaging images courtesy of USPS

Reserved For Those Who Qualify*

USPS Ground Advantage packaging available to commercial customers with Negotiated Service Agreements (NSAs)

- Non-customized packaging
- Custom packaging available through EPS program*

Expedited Packaging Supplies (EPS) Program* offers:

- Additional Priority Mail Supplies
- Pallet quantities of select standard supplies
- Custom packaging

*Revenue requirements – \$400K annual Expedited revenue and/or \$250K annual USPS Ground Advantage revenue

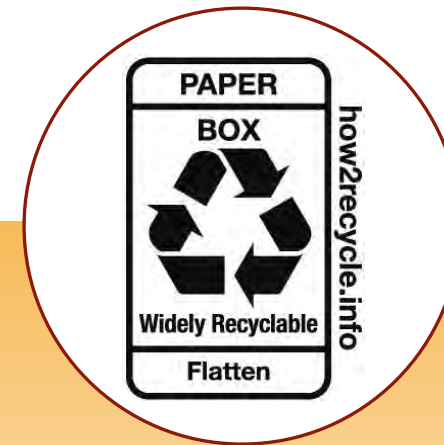


*USPS packaging images courtesy of USPS

Product Packaging & Sustainability



USPS Branded Paper Packaging meets Sustainable Forestry Initiative or Forest Stewardship Council certification standards. This means that the paper is sourced through a careful chain of custody that ensures the pulp comes from sustainably managed forests.



Our partnership with **How2Recycle** helps customers and employees understand how to properly recycle our products. It's a labeling system with clear instructions on our packaging, including the USPS Priority Mail and Priority Mail Express packaging found in our Post Office locations and available on usps.com.

Product Updates

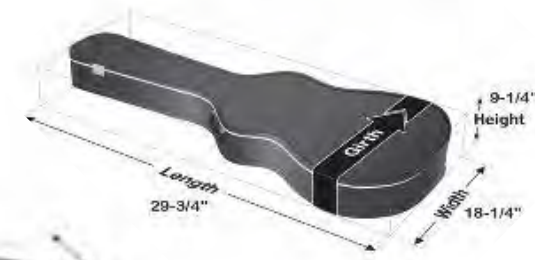
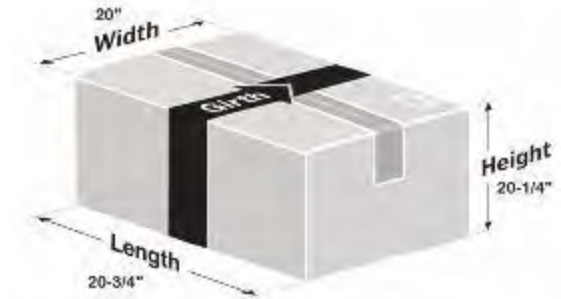
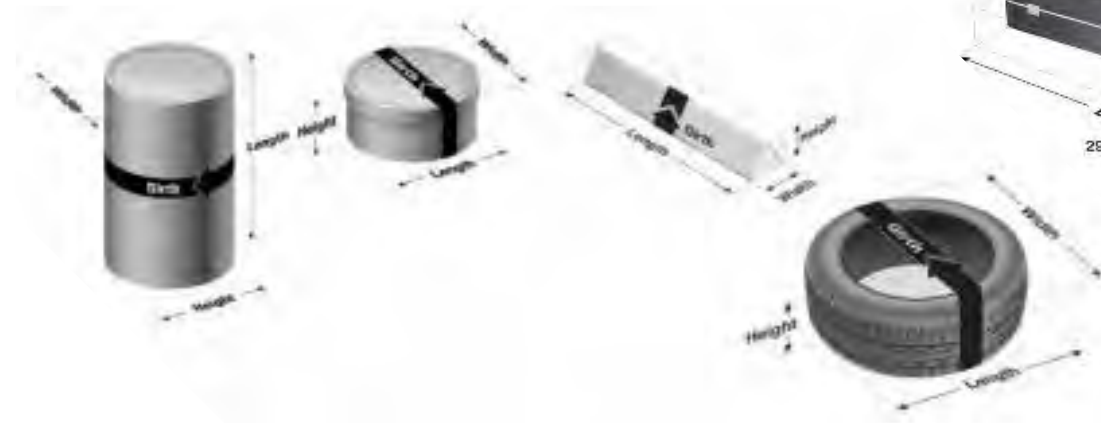
Hazmat Requirements

- Beginning in July, all domestic shipments* containing mailable hazardous materials will be required to include:
 - Appropriate Service Type Code (STC) (1)
 - Matching “H” Service Icon (2)
 - Matching Barcode Banner Text (3)
- * Shipments destined to US Military and Possessions, Territories, and Freely Associated States (PTFAS) will be required to follow current labeling restrictions.



Dimension Requirements

- Beginning in July, all domestic commercial shipments will be required to include accurate dimensions in manifests or other electronic documentation:
 - Length, Width, Height
 - Weight
- Exceptions include:
 - USPS Returns, Flat-rate



Dimensional Weight Divisor & Rounding

- Beginning in July, Dimensional (DIM) weight calculation will change to the following:
 - Multiply the length, by the width, then by the height in inches. Round each measurement **UP** to the nearest whole inch.
 - If the result exceeds 1,728 cubic inches, divide the result by **139** and round up to the next whole number to determine the dimensional weight in pounds.



$$\frac{L \times W \times H}{139} = \text{DIM Weight}$$

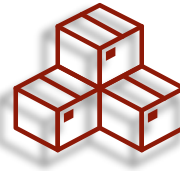
Key Takeaways



Value-added benefits on all products



Vast retail and delivery network to meet your customers where they are



Full range of affordable, reliable products to meet every customer's needs



Technology options to help you reach your customers



Features and conveniences to help grow your business

Learn More at our Other Workshops

1

USPS Returns

**Sunday, May 3
at 2:45 PM**

RM 225B

2

**Exploring the
Postal Service
Retail
Experience with
the Evolution of
Self-Service
Technology**

**Monday, May 4
at 4:00 PM**

RM 224B

3

**Visibility
Optimization –
How to
Maximize Scans
on Your
Packages**

**Tuesday, May 5
at 11:00 AM**

RM 221C

4

**Click-N-Ship 2.0
– Scaling
Smarter for
Growing
Businesses**

**Wednesday, May 6
at 2:00 PM**

RM 223

5

**Plug In, Power
Up – USPS APIs
in Action**

**Wednesday, May 6
at 3:15 PM**

RM 222C

6

**Driving
Successful
Sustainability
Solutions with
Technology and
Innovation**

**Wednesday, May 6
at 3:15 PM**

RM 229AB