

USPS® Webinar Follow-Up: FAQs

1. What is the date of the USPS® rate change?

New 2020 USPS® rates go into effect on January 26, 2020.

2. Will the rate change be automatic? Can it be updated in advance of the Jan 26 date?

For meters that are digitally connected, the new rates will download automatically. Simply keep your meter powered on and connected, including overnight.

For meters that are not digitally connected, you must download the new rates manually. Within 24 hours after downloading the new rates, you will receive an email confirming the status for your equipment. If your meter displays a connection message on the date the new rates go into effect, follow the instructions.

For more details about how to update your specific meter, visit our [Rate and Software Update](#) support page.

3. What do rate increases look like across services in 2020? How much can Pitney Bowes clients save?

Below is a recap of changes to the most common rates and services.

Rate / Service	Retail Rates: Increase 2020	SendPro Client Savings
First Class Metered Letters (Domestic)	No change	\$0.05 per piece vs. stamps
Metered Mail (International)	+\$0.05 for 1 ounce	N/A
Bulk Mail	Varies by class	
Certified Mail (Green Card)	1.56%	N/A
Certified Mail (eRR)	2.9%	\$1.15 per piece
Priority Mail	4.1%	Up to 40.4%
Priority Mail Express	3.8%	Up to 13.8%
Media Mail	~2%	N/A
Library Mail	~2%	N/A

For more information on 2020 rates visit [Rate Change Central](#).

4. What is considered a flat?

To be eligible to mail at the price for a flat, a piece must:

- Have one dimension that is greater than 6-1/8" high OR 11-1/2" long OR 1/4" thick.
- Be no more than 12" high x 15" long x 3/4" thick.

5. What is considered a letter?

To be eligible for mailing at the price for letters, a piece must be:

- Rectangular
- At least 3-1/2" high x 5" long x 0.007" thick.
- No more than 6-1/8" high x 11-1/2" long x 1/4" thick.

6. What size postcard is .26 cents?

To receive the first-class mail postcard price, it must be:

- a. Rectangular
- b. At least 3-1/2" high x 5" long x 0.007" thick
- c. No more than 4-1/4" high x 6" long x 0.016" thick

Electronic Return Receipt (eRR)

7. What is Certified Mail versus Electronic Return Receipt (eRR) and when should it be used?

Certified Mail is a USPS® service that provides proof of mailing by way of receipt to the sender. Traditionally, it is processed manually and requires the attachment of a "Green Card" to generate a return receipt. This paper-based process can be time-consuming, expensive and prone to errors. As an alternative, many senders are turning to electronic Certified Mail processing or electronic Return Receipt (eRR). It is a simple, reliable, and cost-effective way to obtain the receipt of delivery.

Whether with a "Green Card" or eRR, Certified Mail is ideal for any item that needs proof of receipt such as contracts, legal documents or other valuable items.

8. What are the benefits of Certified Mail with electronic Return Receipt (eRR)?

eRR offers senders the same benefits of the traditional process, but all signatures are digitally stored, making it easy to access and secure. In addition, by choosing eRR you will:

- Save time and increase accuracy
- Eliminate error-prone manual processing and mitigate risk
- Save money; eRR saves you \$1.15 per mail piece over manual processing
- Increase sustainability by eliminating paper and physical delivery

eRR comes standard with SendPro Enterprise and can be added to all other SendPro solutions to process Certified Mail seamlessly.

Commercial Pricing and IMpb

9. How can I access commercial pricing for USPS® shipping products? How do we print IMpb tracking labels?

USPS® commercial rates deliver shippers significant savings – up to 40.4% off retail rates. These savings are built right into our suite of SendPro solutions at no additional cost. Shippers can seamlessly access commercial rates when they print IMpb tracking labels with a SendPro solution.

Log in to [SendPro Online](#) today to get started.

Not sure if you have access to SendPro Online?

Good news. A subscription to SendPro Online is included with all Pitney Bowes meters including mailstation2, SendPro C, SendPro +, SendPro Tablet, and SendPro P-Series. Commercial rates can also be accessed seamlessly through SendPro Enterprise.

Want a personalized walk-through of SendPro Online?

Schedule a 15-minute walk-through with a customer success representative on how to get started using SendPro Online. Visit calendly.com/spo-onboarding.

10. How do I know if my package qualifies for an IMpb tracking label?

It's important to make sure you're choosing the right service for everything you send. Not only will you save money but sending smarter also helps you develop a deeper relationship with your customers. Let's take a closer look at what items qualify for an IMpb label.

By weight		
	Items weighing over 13 oz	
By class and content		
 USPS Priority Mail® and Priority Mail® Express	 USPS First-Class® Package Service	 USPS Media Mail
By size		
 Envelopes 12"x15" or larger	 Envelopes over 3/4" thick	 Rigid envelopes that do not bend

Still unsure?

To see if a package qualifies for an IMpb tracking label try out our [interactive tool](#).

Non-Profit and Marketing Mail

11. Will there be a new postage rate for non-profits? Is there a requirement or process to complete in order to qualify to use the Non-profit marketing letter rate?

- There will be a price increase for both Marketing Letters and Marketing Letters Non-profit.
- All USPS® Marketing Mail prices are bulk prices, and each mailing must meet a minimum quantity of 200 pieces or 50 pounds of mail.
- The USPS® does not guarantee the delivery of USPS Marketing Mail within a specified time.

For non-profits:

- Organizations wishing to mail at non-profit USPS® Marketing Mail prices first must be authorized by the Postal Service as eligible.
- A non-profit status from the IRS does not automatically qualify you to mail at non-profit prices. There are additional requirements, including volume requirements of at least 200 mail pieces per mailing.

Shipping Zones

12. How are shipping zones determined?

Zones are determined by the distance a package travels from point A to point B. The farther a package travels, the more zones it must cross and the more expensive it will be. The United States is split into 8

zones, including Alaska, Hawaii and Puerto Rico. Zone 1 would be the closest zone relative to a package's origin and Zone 8 would be the farthest away.

All major carriers use zones to calculate postage, but rates do vary depending on the carrier and service type. To learn more visit:

- [USPS® Zone Information](#)
- [UPS® Zone Information](#)
- [FedEx Zone Information](#)

All SendPro Solutions seamlessly calculate zones and rates based upon the carrier and service selected.

13. How do I get more information on presorting mail?

Contact your Pitney Bowes rep or a local post office representative.

14. Is there an additional discount for shipping 500 flats at a time?

Yes, Commercial pricing for First Class Flats is available when sending 500 pieces or more. The savings per piece for flats ranges from \$0.19 to \$0.57 per piece.

Additional Information

15. How many pages are recommended to fold and fit into a 6" x 9 ½" letter envelope?

For most mail, up to 15 pages of 20 lb. paper can be single-folded into a 6" x 9 ½" letter envelope and still qualify for a letter weight. First-Class letters must remain 3.5 oz or less and the envelope thickness must remain at ¼" or less to qualify.

16. Does "If it fits, it ships" apply to Flat Rate Envelopes? Can you use a First-Class package for a flat envelope?

"If it fits, it ships" applies to the Priority Mail and Priority Mail Express Flat rate envelopes if the envelope closes within the normal prefabricated folds.

There are scenarios when sending a First-Class Flat envelope that the piece will be rated as a First-Class Parcel. Examples include if the envelope is rigid or the contents make the envelope over ¾" thick.

17. We bought pre-stamped envelopes from USPS® online, will those still be usable in 2020?

Yes, the rate remains the same for First-Class Letters.

18. You said the proof of mailing was up to minimum charge \$1.50, but what is the cost per unit?

There is no Proof of mailing service. **Certificate of Mailing** provides evidence that you sent an item as claimed. This official record only shows the date your mail was accepted. It does not provide record of delivery, proof of mailing, or insure items against loss. The new cost after January 26 will be \$1.50 per piece or \$0.43 per piece when using a Firm Mailing Book.