



The technology behind  
every important delivery.

Part and Parcel:

# Pitney Bowes Guide to Shipping

A guide to simplifying USPS rates, unlocking savings,  
and streamlining processes.

# INTRODUCTION



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## Over 100 Years of Putting Our Clients First

Helping our clients succeed is at the center of everything we do.

This commitment fuels our success, now serving 90 percent of the Fortune 500 iconic retail brands and marketplaces, many of the world's most respected banks, insurers and financial institutions, and more than 750,000 small and medium-size businesses.

If any business is going to be successful in the long term, it must take the necessary steps to serve its clients well and deliver a superior customer experience. This has been at the core of Pitney Bowes from the very beginning.



## We're here to help.

To help you further streamline your sending processes, we've developed this guide with everything you need to get the most out of your Pitney Bowes device plus help you navigate the complexities of shipping and mailing.

### In this guide you'll find:

- ◀ [Tips to select the right carrier rate](#)
- ◀ [SendPro C Shipping Features](#)
- ◀ [SendPro C support tips](#)
- ◀ [How to save on shipping](#)
- ◀ [Additional ways to enhance your shipping](#)
- ◀ [Shipping and Mailing glossary](#)

# Chapter 01. Tips to select the right shipping rate.

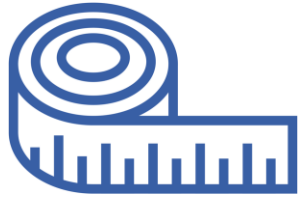


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# Before mailing and shipping, always ask yourself 'What am I sending'?



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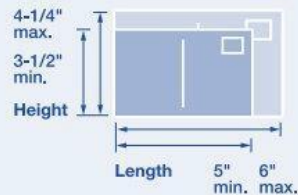


## Size impacts class

It's important to know the exact shape and size of what you're sending. For First Class Mail, if any dimension is greater than the maximum, then the item is automatically rated at the next class. If a First Class Large Envelope exceeds  $\frac{3}{4}$ " in thickness, it becomes a package and must be sent Ground Advantage of Priority Mail.

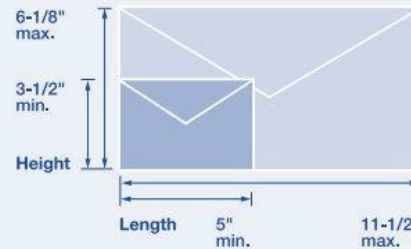
## USPS® Domestic Sizes

### Postcards



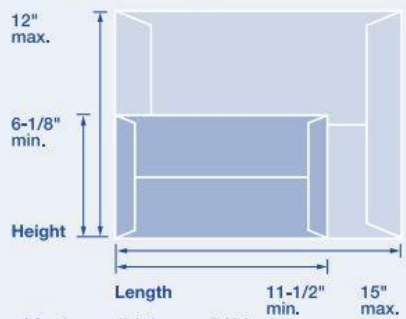
Maximum thickness 0.016 inch

### Letters



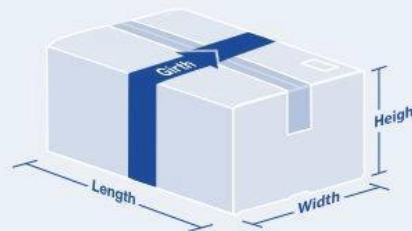
Maximum thickness 1/4 inch

### Large Envelopes



Maximum thickness 3/4 inch

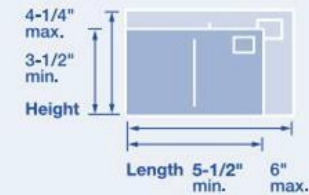
### Packages



Maximum length plus girth 108 inches  
(130 inches for USPS Ground Advantage)

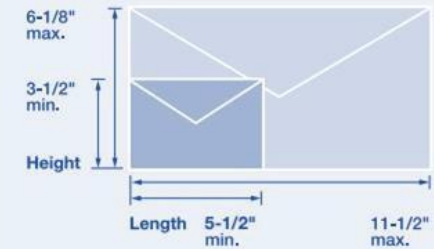
## USPS International Sizes

### Postcards



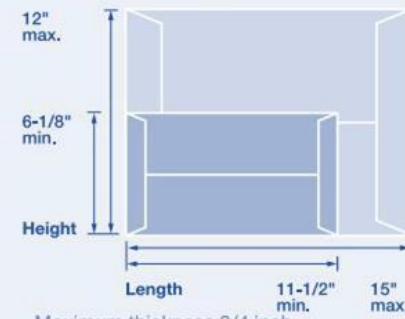
Maximum thickness 0.016 inch

### Letters



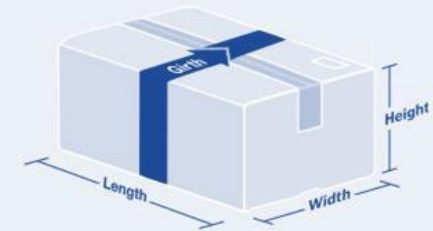
Maximum thickness 1/4 inch

### Large Envelopes



Maximum thickness 3/4 inch

### Packages

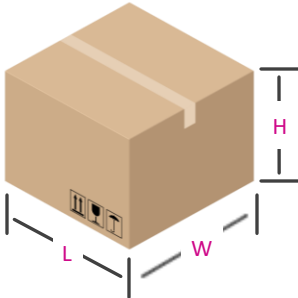


Size limits vary by Product and Country

# When Dimensions increase price: Dimensional (DIM) Weight

### DIM Weight

Your packaging matters. Many carriers charge different rates for large, lightweight packages to help defray the costs of packages that take up lots of space on their trucks and planes. Dimensional (DIM) weight pricing adds further complexity to shipping.



L = Length in inches  
W = Width in inches  
H = Height in inches

DIM weight =  $L \times W \times H / \text{Carrier Divisor}$

**USPS** =  $L \times W \times H / 166$   
**UPS & FedEx** =  $L \times W \times H / 139$

Below are the 2025 domestic and international DIM weight carrier factors. Carrier rates are subject to change and typically are re-evaluated by carriers annually.

### 2025 dimensional (DIM) weight factor by national carriers





Carrier	Domestic DIM factor	International DIM factor
<b>USPS</b>	Divisor of 166 Only applies to package greater than 1 cubic ft.	Divisor of 166 Only applies to package greater than 1 cubic ft.
<b>FedEx</b>	Divisor of 139	Divisor of 139 for International and Puerto Rico shipments
<b>UPS</b>	Divisor of 139	Divisor of 139 for all US Export and Import shipments

# Impact of Dimensional Weight on package prices



### Size impacts price

The parcels you send are rated at the greater of either the actual weight or the dimensional. This chart shows examples of the weight the price of your package is subject to based on the dimensions. The USPS does not charge DIM Weight on packages less than 1 cubic ft in size.




Product	Dimensions (inches)	Actual Weight	DIM Weight USPS	DIM Weight UPS/FedEx
 Medium Pet Bed	24 x 18 x 4	1lb	n/a <1 cubic ft	12lbs
 Shoulder Bag	20 x 15 x 6	2lbs	11lbs	12lbs
 Bicycle Helmet	14 x 10 x 8	2lbs	n/a <1 cubic ft	9lbs
 Running Shoes	12 x 8 x 6	2lbs	n/a <1 cubic ft	4lbs




# Three 'S's' help determine the best service for your needs.

## Size, Speed, Spend.

Now that you know the accurate size of the item you're sending, you can determine the carrier and service for your needs. In addition to size, the speed in which you want an item to be delivered and the price you're willing to spend help determine the best service for your needs.

$$\text{Size} + \text{Speed} + \text{Spend} = \text{Service}$$

Size	Delivery Speed	Spend	Service
 70lbs or less	1-3 Days with guarantee	\$\$\$\$ Based on weight and distance	Priority Mail Express
 70lbs or less	2-3 Days	\$\$\$ Based on weight and distance	Priority Mail
 70lbs or less	2-5 Days	\$\$ Based on weight and distance	Ground Advantage

Size	Delivery Speed	Spend	Service
 70lbs or less	1-3 Days with guarantee	\$ Based on weight and distance	First Class Mail
 70lbs or less	2-8 Days	\$\$ Based on weight	Media Mail
 15lbs or less	No guaranteed delivery timing	\$ Based on weight and distance	Bound Printed Matter

# Consider adding extra services to USPS parcels and mail like Priority Mail.

Chapter 01.

**The USPS offers additional services to provide additional value and protection to your packages and envelopes.**



**For the latest extra services pricing, visit:**

[www.usps.com/ship/insurance-extra-services.htm](http://www.usps.com/ship/insurance-extra-services.htm)

## **Certified Mail®**

Provides proof you sent an item, and the date and time of delivery or attempted delivery. Add Return Receipt to get the signature of the person who accepted the mail or package.

## **Return Receipt**

An electronic PDF notification or a hard copy green card that includes the data of delivery, address and a recipient's signature to confirm delivery. The electronic Return Receipt is easier to manage and provides a saving of \$1.58\* vs. using the hard copy green card.

## **Registered Mail™**

Provides maximum security. Includes proof of sending at time of sending and the date and time of delivery or attempted delivery. Insurance can be added up to \$50,000.

## **Insurance**

Coverage for your package contents for up to \$5,000 in indemnity to protect against loss or damage. Insurance fees are based on the item's declared value.

## **Signature Confirmation™**

Provides the date and time of delivery or attempted delivery and the name of the person who signed for the item. You can request a printed copy of the signature.

## **Restricted Delivery**

Specifies the person who can receive and sign for the item you're sending. Can only be purchased with Certified Mail, COD, Insured Mail, Registered Mail or Signature Confirmation.

## **Adult Signature**

Requires the signature of someone 21 years of age or older at the recipient's address.

# Chapter 02. SendPro C Shipping Features



[Click for video chapter overview](#)

# Unlock all the value that your SendPro® C bundle delivers.



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## Process, print, and save with the SendPro C.

This semi-automatic, compact mail machine is designed to easily process light volumes of USPS® mail and packages.

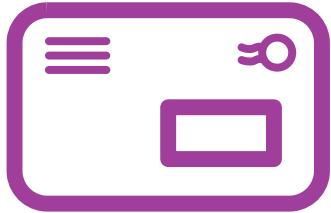


## Take advantage of all your device has to offer.

The top 5 benefits our clients love include:

- ▶ Get automatic rate change updates and 4¢ savings on every piece of First-Class Mail®
- ▶ Access discounted USPS® shipping services from your Pitney Bowes online shipping account
- ▶ Reduce address correction fees and improve delivery success rates with automatic address verification
- ▶ Easily track every package sent with a trackable label and share tracking information with recipients.
- ▶ Print USPS postage for letters and packages from anywhere with online application or mobile app.

# Automatically save on shipping and mailing with the SendPro C.



First-Class Mail is the most economical way to send mail pieces through the USPS. You can send postcards, letters, and large envelopes packages that weigh up to 13 ounces.

You automatically save 4¢ on every First-Class letter you send with your SendPro C.

## Ensure your rates are up to date.

- ◀ The USPS updates mail rates annually and in some instances bi-annually. As an approved USPS postage provider, Pitney Bowes clients have access to these the moment they become available.
- ◀ Postage rates automatically update when your SendPro C is idle and connected to the internet.
- ◀ To offer peace of mind and ensure you're paying the most accurate rate, you can confirm that your rates are up to date by tapping the Rates & Updates app from the App Drawer (pictured right)



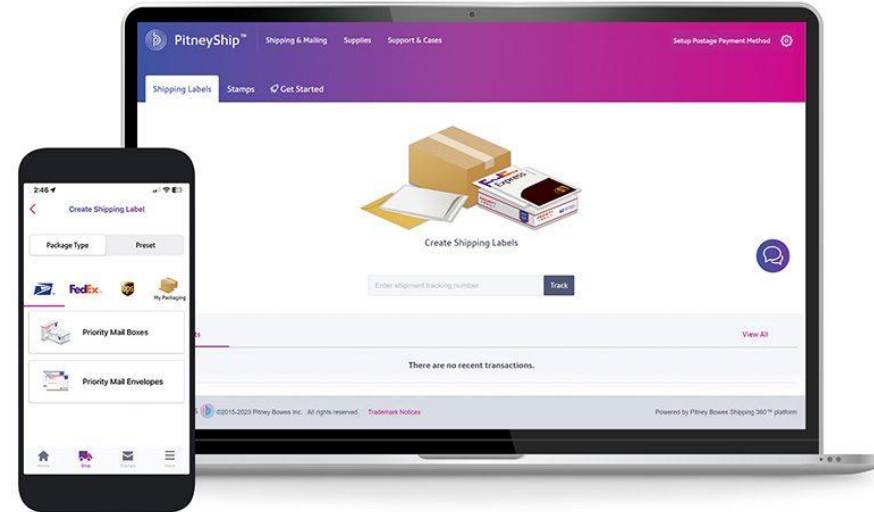
# 3 Ways to access USPS shipping features.

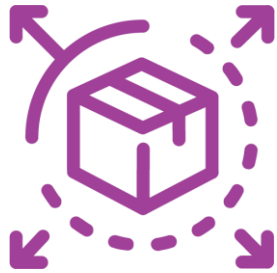
## Don't print a meter tape for USPS Shipping Services

In addition to saving up to 4¢ on every First-Class letter, the SendPro C also includes complimentary access to Pitney Bowes shipping software. The Pitney Bowes shipping software lets you print a USPS shipping label and provides access to special discounts on USPS services like Priority Mail, Priority Mail Express and Ground Advantage.

Here's how you can access these savings:

- 1 Shipping app on your SendPro C device.
- 2 Mobile App
- 3 From your PC or Mac.





## Save up to 88%\* off USPS® Priority Mail Shipping Labels

With complimentary access to Pitney Bowes online shipping software, in a few short steps it's easy to save even more on your USPS packages.

\*Savings based on Priority Mail Cubic pricing for up to .1 cubic ft package weighing 20lb sent to Zone 9. vs Priority Mail Retail

- 1 First, select 'Trackable Labels' on the home screen



- 2 Next, add postage if needed by tapping postage balance and following the prompts

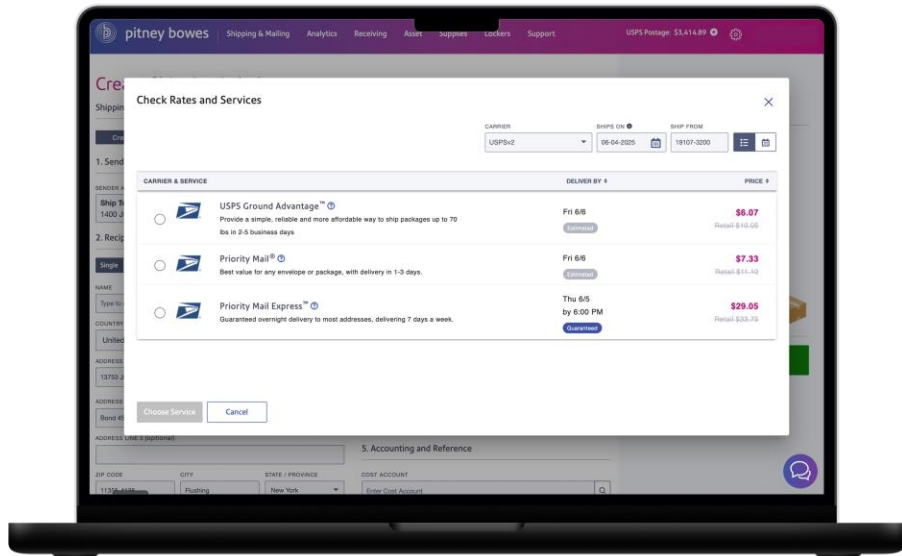
- 3 Then, confirm your recipients address. You can import addresses by visiting this [link](#).

- 4 Next, follow the prompts to select the package type, then service type

- 5 Last, print the USPS trackable label and attach to your large envelope or box.

# Print a USPS trackable label from your computer.

Chapter 02.



## Save up to 88%\* on USPS® Priority Mail

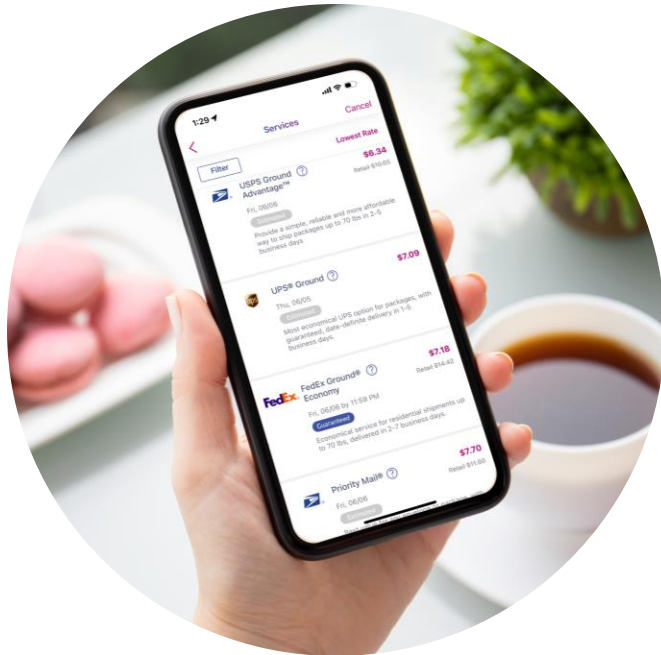
Pitney Bowes shipping software makes it easy to send, track, and save on USPS shipping services.

- 1 Go to the [signin page](#).
- 2 Enter your email address and password and select Sign In.
- 3 Select “Create Shipping Labels” to print trackable shipping labels.
- 3 Enter or select the recipient name and address.
- 4 Enter the package dimensions and weight.
- 5 Last, print the USPS trackable label and attach it to your large envelope or box.




# Print a USPS trackable label from your mobile device.

Chapter 02.



## Save up to 89%\* on USPS® Priority Mail

Pitney Bowes mobile shipping app makes it easy to send, track, and save on USPS shipping services.

- 1 Download the PitneyShip® App from the Apple App store or Google Play store. 
- 2 Enter your email address and password and select Sign In.
- 3 Select “your packaging. Choose “My Packaging” if not using a carrier-branded box
- 4 Enter or select the recipient name and address.
- 5 Print the USPS trackable label and attach it to your large envelope or box.



PitneyShip software allows your employees to print stamps and shipping labels from their own computer or phone - wherever they're working.

**PitneyShip gives your employees access to discounted rates from an easy-to-use app.**



### First-Class stamps

- Print postage directly on envelopes
- Print postage on stamp sheets



### Certified Mail

- Eliminate handwriting green cards
- Easily retrieve signatures online
- Save on every piece of Certified Mail you send



### Packages

- Print trackable shipping labels and save on Priority Mail, Priority Mail Express, and Ground Advantage.

# Address verification avoids delivery delays and accessorial fees.



Undeliverable mail and packages cost businesses over 20 billion dollars per year according to recent USPS estimates.

We know every dollar counts to your organization. When sending items with trackable labels, the address correction capability built into Pitney Bowes software ensures packages arrive on time and at cost.

## Avoid redeliver fees and ensure timely delivery with address verification.

**If the address is a valid mailing address in the USPS database**

Original Address	Suggested Address
Joe Tester 2331 Spencer Lane Birmingham AL 35215	Joe Tester 2331 Spencer Ln Center Point AL 35215-4003

The original address will be shown next to the USPS-verified address.

Select Use Suggested Address to use the USPS's address or select Edit to edit your address.

**If there is not a close match in the USPS database**













The address you entered is not valid and could not be verified. Please correct your address to continue.

Original Address
Joe Tester 400 S Erie St Shelton CT

You will need to select Edit and correct the address.

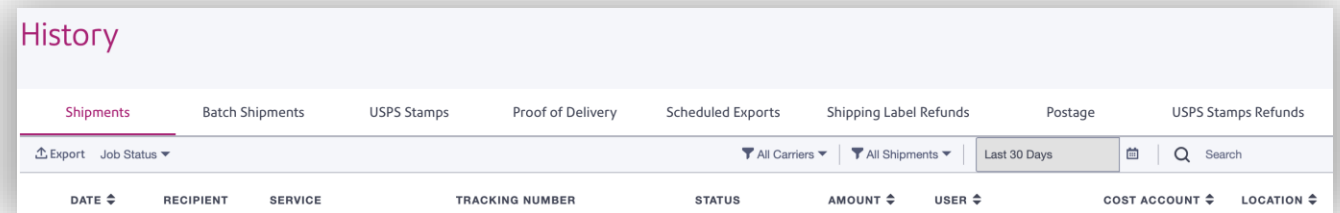
# Track every package you send from one place.

Chapter 02.

SERVICE	TRACKING NUMBER
 Priority Mail®	9405509105156001554663 
 USPS Ground Advantage™	9434609105156001554754 
 USPS Ground Advantage™	9434609105156001554747 
 Priority Mail®	9405509105156001554434 
 Priority Mail®	9405509105156001554427 
 USPS Ground Advantage™	9434609105156001554402 

A single, consolidated view into your package history.

Real-time visibility into the location and status of packages sent via USPS and other carriers\*



DATE	RECIPIENT	SERVICE	TRACKING NUMBER	STATUS	AMOUNT	USER	COST ACCOUNT	LOCATION
------	-----------	---------	-----------------	--------	--------	------	--------------	----------

- ◀ Maintain a tracking record of packages even after the carriers recycle the tracking number (typically every 6 months)
- ◀ Easily sort sent items by carrier, date, price, and more.
- ◀ Take the guess work out of “where’s my package?”
- ◀ Export history to get a full report on tracking and spend details.

\*Requires multicarrier subscription

# Chapter 03. Support tips for your SendPro C



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chapter overview](#)

# Support tips for your SendPro C.



[Click for video  
chapter overview](#)



Need a refresher?

Access videos, FAQs, and more by clicking the ?  
Icon on the top right of the toolbar.

Need personalized support?

Get personalized help by visiting the  
SendPro Care App on the home screen.

## TIPS TO CONSIDER

- ◀ Location of your SendPro C device matters.
- ◀ Set up a mailing and shipping station.
- ◀ Store common shipping services as presets.
- ◀ Save frequently used box sizes.



## Location of your device matters.

The SendPro C is powered by Wi-Fi and is only as good as the strength of the internet connection.

Like other digitally connected technology, the device may need to be restarted or rebooted periodically.

### TIPS TO CONSIDER

- ◀ Place your machine in a spot with a strong Wi-Fi signal and accessible location to optimize the performance of your device.
- ◀ Place the device in a central, easily accessible location to make it easy for anyone within your organization to quickly restart or reboot your meter.



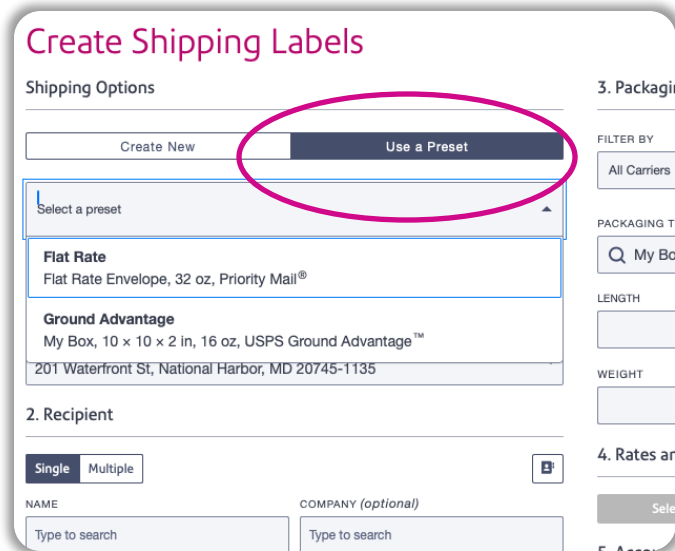
## Set up a mailing and shipping station.

While setting up your meter in a central location to ensure optimal Wi-Fi connectivity, also consider setting up a 'sending station' to improve the employee experience

### TIPS TO CONSIDER

- ◀ In addition to the meter, set up a computer accessible by all employees with approval to ship to enjoy complimentary access to Pitney Bowes online shipping software.
- ◀ Stock the sending station with everything a mailer or shipper would need – envelopes, boxes, packing tape – to ensure efficiency.
- ◀ Post a list of departmental accounts for chargebacks nearby to ensure proper accounting and tracking of all sending spend.

# Support tip #3 for the SendPro C.



To select a preset, just select the “Use a Preset” button and select the preset you require.

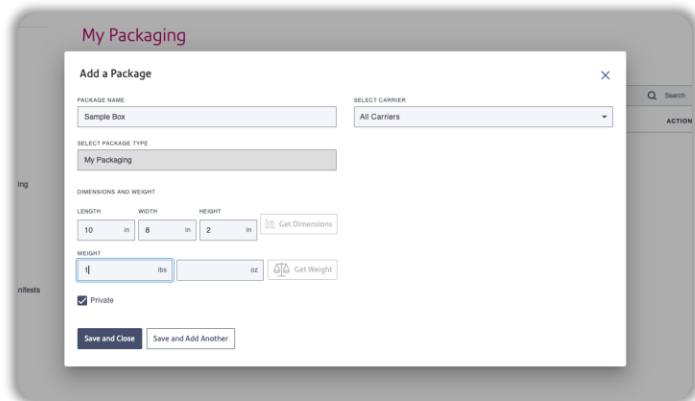
## Store common shipping services as presets.

Presets are a simple way to save time shipping items. You can store carrier service, box dimensions, and even the recipient address for a fast process that eliminates the steps of entering addresses, selecting rates, and entering package dimensions.

### TIPS TO CONSIDER

- ◀ Create a Preset name you or any user will easily recognize.
- ◀ Don't save information in your preset that would change every time. Example, don't save the recipient information in your preset, if the recipient changes for each package.
- ◀ Rates and service standards change, so be sure to regularly check your presets and adjust as needed.

# Support tip #4 for the SendPro C.



The screenshot shows a software interface titled "My Packaging" with a sub-header "Add a Package". The form includes the following fields and options:

- PACKAGE NAME:** A text input field containing "Sample Box".
- SELECT CARRIER:** A dropdown menu currently set to "All Carriers".
- SELECT PACKAGE TYPE:** A dropdown menu currently set to "My Packaging".
- DIMENSIONS AND WEIGHT:**
  - LENGTH:** 10 in
  - WIDTH:** 8 in
  - HEIGHT:** 2 in
  - A "Get Dimensions" button.
  - WEIGHT:** 1 lbs
  - A "Get Weight" button.
- Private:** A checked checkbox.
- Buttons:** "Save and Close" and "Save and Add Another".



## Save frequently used box sizes.

If your business consistently sends packages that are the same size and weight, you can store the package type for easy access and faster processing later.

### TIPS TO CONSIDER

- ◀ Name your custom box size something that employees will easily recognize.
- ◀ Consider creating a key that identifies the box type and keep that near your shipping and mailing station.
- ◀ Do not store package types for carrier-branded packaging, as these packages are standard options in your software.

# Chapter 04. How to save on shipping



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chapter overview](#)

# Additional ways to save when you send.



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chapter overview](#)



The SendPro C is designed to help you save every step of the way. Consider these additional tips to save even more every time you send.

## TIPS TO CONSIDER

- ◀ Print the trackable label for USPS packages
- ◀ Correct addresses before you send
- ◀ Rate shop every package
- ◀ Avoid overpaying with proper packaging types

# Stop printing a meter tape for your USPS packages.



**Save up to 88%\* off USPS Priority Mail retail rates.**

\*Savings based on Priority Mail Cubic pricing for up to .1 cubic ft package weighing 20lb sent to Zone 9. vs Priority Mail Retail

## You gain savings and much more with trackable USPS Shipping Labels for Priority Mail and Ground Advantage.

Are you sending trackable label items with meter tape? If so, you're likely overspending and missing out on a host of other benefits, including:

- ◀ Savings on Priority Mail, Priority Mail Express, and Ground Advantage
- ◀ Free boxes and envelopes<sup>1</sup>
- ◀ Free Package Pickup<sup>2</sup>
- ◀ Free insurance (up to \$100)<sup>3</sup>
- ◀ End-to-end tracking visibility
- ◀ Delivery six days a week (including Saturday)<sup>4</sup>


[Learn more about USPS Shipping savings here](#)

1) Available for select products. APO box, P.O. Box™ and Cluster box must pick up packages at local Post Office™. 2) For details on free Package Pickup, visit [usps.com/pickup](https://usps.com/pickup). 3) Insurance does not cover certain items. For details regarding claim exclusions, see sections 609.4.3 (Nonpayable Claims), 609 (Filing Indemnity Claims for Loss or Damage), and 503.4 (Insured Mail) of the Domestic Mail Manual at [pe.usps.com](https://pe.usps.com). 4) Saturday delivery except if a national holiday.

# Correct addresses before you send to reduce shipping costs.

### Verify Recipient Address

We found a USPS approved city, state and ZIP for your address.

 The street cannot be verified and it is recommended that you edit the address.

**Use Original**  
1300 Martn rd  
Middle River, MD 21220

**Use Suggested Address**  
1300 Martin Blvd  
Middle River, MD 21220-4104

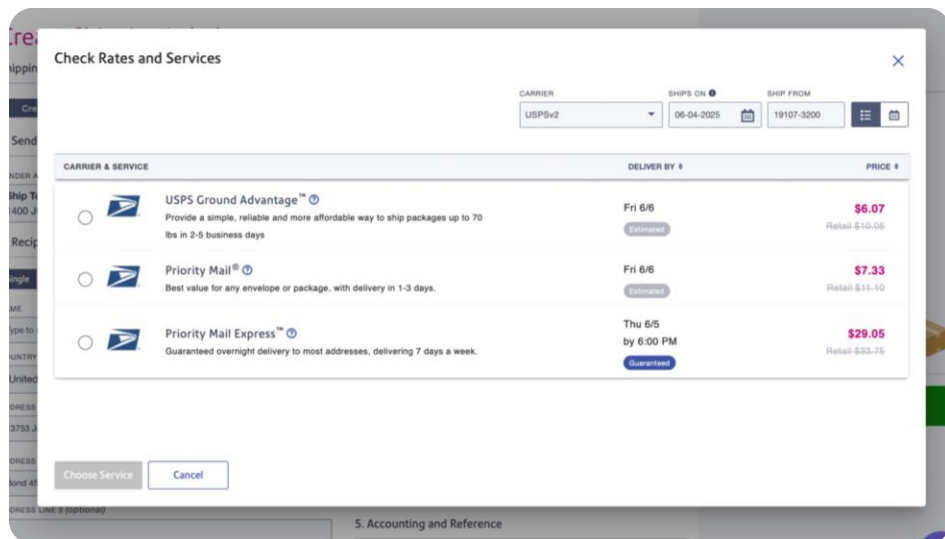
Residential  Save Address  Address Verified

## Reduce the risk of paying for a package that won't be delivered

Eliminate the cost of resending an undeliverable package or the embarrassment of delivery a package with postage due for the recipient.

- ◀ Validate addresses at the street level
- ◀ Identify if the address is a residential delivery – this is especially important if shipping through UPS or FedEx where deliveries to homes incur an extra surcharge
- ◀ Autocomplete feature saves time entering address information
- ◀ Address accuracy helps ensures carrier delivery standards are met and delivery delays are avoided

# Easily choose the best USPS service for your needs.



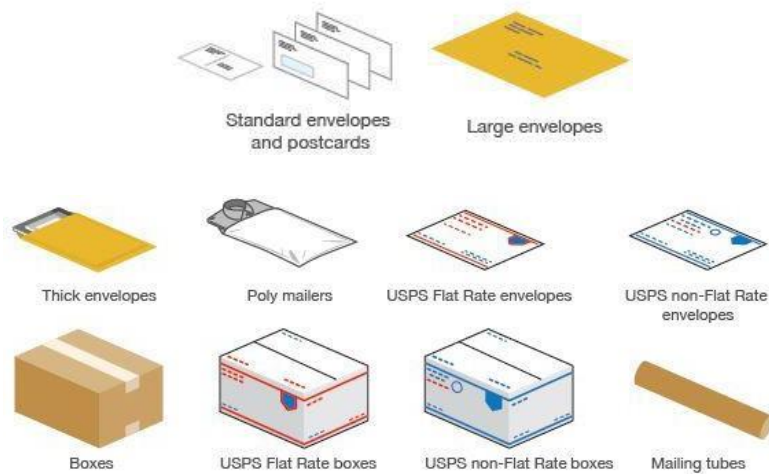
Rate shop screen

## Make better decisions on every package you send through the USPS.

The rate shopping screen presents options for you the package weight and dimensions you entered. For each package you can quickly see:

- ◀ Service Name
- ◀ Estimated delivery date
- ◀ Guaranteed service
- ◀ Discounted price and original price
- ◀ Easily add extra services like Signature Confirmation

# Avoid overpaying with proper packaging.

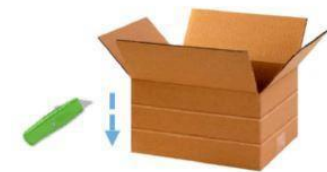


## Don't pay to send 'air'.

There are ways to reduce unnecessary fees and overpaying to keep shipping and mailing costs down.

### Use the smallest possible packaging

Ensure documents and mail pieces fit snugly in your envelopes and take advantage of different types of packaging like multi-depth boxes for shipping.



### Avoid unnecessary fillers

Avoid empty space in everything you send. If fillers are required, ensure you select something lightweight that won't add too much weight to the item you're sending.



### Ensure accurate weight

Every ounce counts. Make sure to always leverage the SendPro C scale to automatically capture the accurate weight of everything you send.



It's true. Shipping and mailing costs are on the rise, but there are ways to save. Interestingly, it's not just what you send that impacts the cost, but how you send it.

# Chapter 05. Ways to send smarter.



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chapter overview](#)

# Simple ways to ship smarter.



[Click for video  
chapter overview](#)



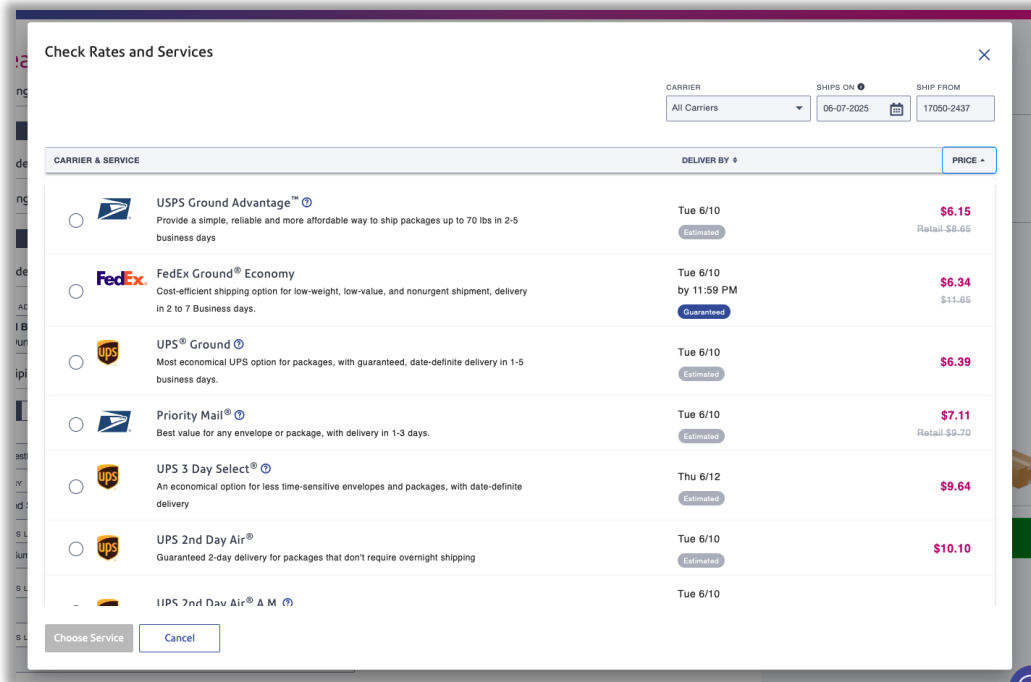
Shipping is getting more complex, but there are additional tools available to simplify shipping and help you save even more on what you send.

## TIPS TO CONSIDER

- ◀ Leverage a multicarrier strategy
- ◀ Share package tracking information
- ◀ Enable shipping access across your organizations
- ◀ Certified Mail with Electronic Return Receipt

# Multicarrier\* puts your shipping carriers in a single place for better decision-making.

Chapter 05.



The multicarrier rate screen shows you services and rates for each carrier you use to send packages all in a single screen.

**Make the right decision on every package you send, no matter the carrier.**

A multicarrier strategy helps you spend less on shipping costs, choose faster delivery times, and quickly pivot in case of carrier disruptions like strikes or delivery delays.

Additional benefits include:

- ▶ Discounted FedEx and UPS shipping rates
- ▶ Transparent carrier pricing, inclusive of surcharges
- ▶ Consolidated package tracking in one place
- ▶ Rate shopping by delivery timing or price
- ▶ Data insights and reporting on carrier performance, costs, and on-time deliveries.

\*Requires multicarrier subscription

# Keep recipients informed about packages you've sent.



People check package tracking an average of 2.8 times\* per shipment.

\*Pitney Bowes BOXpoll

**Automated tracking notifications help save you calls asking “Where’s my parcel?”**

EMAIL THE TRACKING NUMBER

Sender  Recipient

someone@domain.com ✕

Additional Emails

EMAIL WHEN THE SHIPMENT IS DELIVERED

Sender  Recipient

someone@domain.com ✕

Additional Emails

You can choose to send an email to the sender and/or recipient if either has a valid email address.

- ◀ Send tracking email to sender and/or recipient
- ◀ Add additional email addresses if multiple people need visibility into package tracking details.
- ◀ Tracking number links directly to carrier tracking sites.

# Make it easier to save for everyone in your organization with ShipRequest\*.

## ShipRequest saves time and money.

Anyone in your organization can access the ShipRequest feature in PitneyShip. This makes it much easier for the mailroom to ship a package because address information is entered ahead of time by the employee needing to ship something.

### How does it work at the desktop?

- ◀ Login to PitneyShip
- ◀ Enter the address information
- ◀ Select desired delivery time or carrier and service
- ◀ Print ShipRequest form and send with box to mailroom

### How does it work in the mailroom?

- ◀ Scan ShipRequest, select carrier and service, print label, and save.

ShipRequest form

\*requires additional subscription

# Send Certified Mail with Electronic Return Receipt\* (ERR).



## Switch to ERR and save.

Certified Mail Green Card	\$4.40
<b>Electronic Return Receipt</b>	<b>\$2.82</b>
<b>SAVINGS per piece</b>	<b>\$1.58</b>

USPS rates as of July 13, 2025

\*Additional subscription required.

## A smarter way to manage your Certified Mail

Certified Mail has been a manual process that required the physical attachment of a “green card.” This paper-based process is expensive, prone to errors, and wastes time.

Now, you can process Certified Mail easily, accurately and cost effectively directly with your PitneyShip subscription from any computer. This optional subscription cuts your Return Receipt costs by over 40%, plus you’ll:

- ◀ Save time processing Certified Mail by doing it online.
- ◀ Eliminate error-prone manual processing.
- ◀ Save \$1.58 on every Certified Mail piece you send.
- ◀ Get instant address validation and correction
- ◀ Quickly see the delivery status of Certified mail pieces you send.
- ◀ Easily access signature files on demand rather than sorting through manual files.

# How to take control of shipping & mailing spend across your organization

Chapter 05.



Mailing and shipping is an integral part of doing business. Accurately accounting for both mailing and shipping spend is critical to controlling costs.

## Cost accounting and automated reporting give you unparalleled visibility and control.

- ▶ The add-on Analytics module allows you to create a centralized list of departmental accounts that sync between your SendPro device and your PitneyShip online software.
- ▶ You also get turnkey reporting delivering you visibility to better understand your shipping and mailing spend:
  - ▶ Total mail spend
  - ▶ Total shipping spend
  - ▶ Spend by user
  - ▶ Expense trends
  - ▶ Postage refill history
  - ▶ Funds reporting
  - ▶ Spend by department
  - ▶ Breakdown by carrier
- ▶ The Analytics module also provides reporting across multiple SendPro devices giving you deeper visibility across multiple devices at each location to ensure you're making the most out of every dollar.

# Chapter 06.

## Glossary of shipping terms



[Click for video  
chapter overview](#)

# Shipping Industry Glossary

## A - Di



[Click for video chapter overview](#)

**Accessorial Charges** - Additional fees for services beyond standard shipping, such as liftgate service or residential delivery.

**Air Waybill (AWB)** - A non-negotiable document issued by an air carrier detailing shipment contents and contract terms.

**API (Application Programming Interface)** - A set of protocols for integrating systems to automate shipping processes.

**Army Post Office (APO)** – A mail processing facility operated by the United States military that handles mail for military personnel stationed overseas.

**Automated Export System (AES)** - A U.S. government system for electronic filing of export data.

**Base Rate** - The basic cost of freight without additional surcharges.

**Barcode label** - A label that has a barcode and/or human readable information printed on it and can be attached to an item.

**Barcode reader** - A device used to identify and decode a barcode.

**Bill of Lading (BOL)** - A legal contract between the shipper and carrier for the transportation of goods.

**Bound Printed Matter (BPM)** - A subclass of USPS® Package Services that consists of permanently bound sheets of which at least 90% are printed with advertising, promotional, directory, or editorial matter (or a combination of such matter).

**Broker** - A person or firm arranging transport between shippers and carriers.

**Brokerage** - The fee charged by a broker for arranging freight.

**Call tag** - An accessorial offered by carriers authorizing a carrier to pick up and return a package from the consignee back to the shipper. The shipper completes the call tag document and gives it to the carrier, authorizing the package pick up and return

**Carrier** - An individual, partnership, or company in the business of transporting good or passengers.

**Certificate of Origin** - A document certifying where goods were manufactured.

**Certified Mail** – A service offered by the USPS that provides proof of mailing and delivery for important documents and packages. Certified Mail includes a unique tracking number and requires a signature upon delivery, offering the sender a return receipt (electronic or physical) as confirmation.

**Collect on delivery (COD)** - A collection service a carrier may offer to collect cash payment of the seller’s merchandise from the consignee for a fee.

**Commercial Invoice** - A document stating the value and description of shipped goods.

**Commodity code** - An arbitrary number associated with a class of goods or a product’s freight class.

**Common carrier** - A “for hire” carrier that provides service to the general public on a regular schedule at published rates.

**Consignee** - The recipient of shipped goods.

**Consignor** - The party sending the goods.

**Contract rate** - A base rate with a negotiated discount applied.

**Courier service** - A fast door-to-door service for high valued goods and documents.

**Declared Value** - The combined value of the merchandise and cost of freight, packaging, forwarding charges and consular fees for which insurance is obtained.

**Delivery Confirmation** - Verification that a shipment was delivered with time and date of delivery.

**Dimensional Weight** - Pricing based on the volume of a package.

# Shipping Industry Glossary

## Di - Hu

**Dimensions** - Also known as Dimension. The length, width and height measurements used to calculate the dimensions of an item being shipped.

**Direct to consumer (D2C)** – A sales approach by which manufacturers and e-commerce brands sell directly into the marketplace without going through a traditional distribution network.

**Drop Shipment** - Typically the movement of a mailer's product on private (non-postal) transportation from the point of production to a postal facility located closer to the destination of that product.

**EDI (Electronic Data Interchange)** - A standardized, secure electronic process allowing one company to send information or payment to another company.

**Endorsement** - An authorized marking on a mail piece that shows handling instructions, a service, or a request for an ancillary service. Also see marking.

**ETA (Estimated Time of Arrival)** - Predicted date/time of shipment delivery.

**ETD (Estimated Time of Departure)** - Predicted departure date/time of shipment.

**Exception** - A disruption in the normal shipping process.

**Export Declaration** - A document declaring the nature and value of exported goods.

**Express Shipping** - Fast shipping service typically delivered within 1-2 days.

**Extra Handling** - Additional care or cost for fragile or oversize items.

**FAK (Freight All Kinds)** - A shipping rate that applies to mixed cargo regardless of commodity.

**FOB (Free on Board)** - Indicates when the ownership of goods transfers from seller to buyer.

**Forwarder** - A person or company that organizes shipments for individuals or corporations.

**Freight** - Goods transported in bulk.

**Freight broker or 3PL** - 3rd Party Logistic companies (3PLs) and freight brokers connect shippers looking to move goods with carriers who are available to move them.

A broker can make money through different methods. They can earn via an incremental margin to the customer on the carrier's rates or by agreeing on a flat or variable rate with the shipper for services provided.

**Freight class** - A classification number assigned to a commodity using the NMFC numbering system used to calculate freight charges.

**Freight Forwarder** - A company that arranges the logistics of shipping goods.

**Fuel Surcharge** - A fee added to cover fluctuating cost of fuel. Typically, this is calculated as a percentage of the base shipping rate.

**Fulfillment Center** - A facility that handles warehousing and shipping for sellers.

**Gross Weight** - The total weight of the goods including packaging.

**Handling Fee** - A charge for processing a shipment.

**Harmonized System (HS) Code** - International codes used for identifying products in global trade.

**Hazardous Materials (HazMat)** - Also known as dangerous goods. Substances designated as capable of posing a risk to health, safety, or property.

**Home Delivery** - Delivery made to the customer's residence.

**Human readable** - Characters or data in number or letter format that can be read and understood by a human, as opposed to a barcode.

# Shipping Industry Glossary

## In - Ta

**Indicia** - Imprinted designation on mail that denotes postage payment (e.g., metered postage or permit imprint). The most expensive way to pay for USPS parcels.

**Intermodal** - Shipping using two or more modes of transportation.

**Invoice** - A commercial document issued by a seller to a buyer indicating products, quantities, and prices.

**Just-in-Time (JIT)** - A strategy where goods are received only as needed to reduce inventory costs.

**Kitting** - The process of grouping, packaging, and supplying related items together as one unit and assigned a new product code.

**Knockdown** - Merchandise that is shipped unassembled to save space.

**Last Mile Delivery** - The final step of the parcel delivery process from a transportation hub to the end customer, whether residential or commercial address.

**Less Than Truckload (LTL)** - A shipment that does not require a full truck.

**Logistics** - All the activities involved in planning, handling, storing and transporting goods and materials in a supply chain.

**Machine readable** - Printed information that facilitates the direct transfer of information from a printed surface to a data processing system without human intervention

**Manifest** - A document used primarily by small package carriers that provides line-item details about the packages in the pickup, charge terms, tracking numbers, accessorial charges (among other charges) for invoicing purposes.

**Metered Mail** - Postage printed directly onto mail pieces or labels using a postage meter.

**Mode of Transport** - The method used to move goods, such as air, road, rail, or sea.

**Multicarrier Shipping** - Using multiple carriers to optimize cost and delivery speed.

**National carrier** - A carrier serving an entire country.

**Net Weight** - The weight of the goods excluding packaging.

**Non-Deliverable** - Shipments that could not be delivered to the recipient.

**Order Fulfillment** - The process of receiving, processing, and delivering orders.

**Origin** - The point where a shipment begins.

**Oversize** - An accessorial offered by carriers allowing shippers to ship larger, light weight packages.

**Packing list** - A list showing merchandise packed and all particulars. Typically, the list details contents of a shipping case, package or multiple packages prepared in response to an order. It is normally prepared by the shipper and a copy is sent to the consignee to verify the shipment contents.

**Pallet** - A flat base used for stacking and transporting goods.

**Parcel** - A packaged, individual shipment under 150 pounds.

**Proof of Delivery (POD)** - Information proving a package was delivered. The POD typically includes date, name and recipient signature.

**Quiet zones** - In barcodes, the area at each end of the overall symbol. This area must be free of imprinting so the scanner can isolate the barcode for interpretation.

**Quote** - An estimate of shipping costs provided to a customer.

**Regional carrier** - A carrier serving a specific area or region of the US.

**RMA (Return Merchandise Authorization)** - Permission to return goods.

**Shipment** - Goods or merchandise in pieces, parcels, containers or pallets for transportation from a shipper to a destination.

**Shipping Label** - A label showing destination and tracking details.

**SKU (Stock Keeping Unit)** - A unique identifier for each product.

**Supply Chain** - The entire system involved in producing and delivering goods.

**Tariff** - A tax imposed on imported or exported goods.

# Shipping Industry Glossary

## Th - Z

**Third party billing** - Shipping for a client utilizing their carrier account so that client is billed directly. Note that both UPS and FedEx now charge an additional fee as a percent of the shipping cost to bill third party.

**Third-Party Logistics (3PL)** - A company that provides outsourced logistics services.

**Tracking Number** - A unique code used to monitor a shipment's progress.

**Transit Time** - The time taken for a shipment to reach its destination.

**Transportation Management System (TMS)** - Software used to manage shipping and logistics.

**Truckload (TL)** - Method of ground freight shipped via tractor-trailer.

**Value-Added Services** - Additional services provided by a carrier, such as packaging or assembly.

**VAT (Value Added Tax)** - A consumption tax applied to goods and services.

**Waybill** - A shipping document listing shipment details.

**Weight break** - A point in a weight-based rate table where the rate calculation changes, usually set in increments.

**ZIP Code** - A system of 5-digit codes that identifies the individual Post Office or metropolitan area delivery station associated with an address. ZIP+4 is an enhanced code consisting of the 5-digit ZIP Code and four additional digits that identify a specific range of delivery addresses.

**ZIP+4 Code** - A nine-digit numeric code composed of two parts: (a) the initial code: the first five digits that identify the sectional center facility and delivery area associated with the address, followed by a hyphen; and (b) the four-digit expanded code: the first two additional digits designate the sector (a geographic area) and the last two digits designate the segment (a building, floor, etc.).

**ZIP+4 Barcode** - A nine-digit POSTNET barcode consisting of 52 vertical bars. Also see Postal Numeric Encoding Technique (POSTNET).

**Zoned Price** - A price structure that is based on weight and distance traveled from originating address to destination address.

**Zone Skipping** - Consolidating shipments to skip shipping zones and reduce costs.



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