



Scheduled Pickup on Demand Service Agreement

Scheduled Pickup on Demand® service agreement between the United States Postal Service® and the Business/Customer listed below. Scheduled Pickup on Demand service is for the specified address, at a mutually agreed upon, predetermined frequency and time. A pickup fee is required for each pickup, regardless of the number of pieces.

1. Service Agreement Participants

Customer Contact Information	Post Office Contact Information
1a. Business Name _____	1f. Post Office _____
1b. Name _____	1g. Postmaster _____
1c. Address _____	1h. Address _____
1d. City/St/ZIP Code _____	1i. City/St/ZIP Code _____
1e. Telephone _____	1j. Telephone _____

2. Service Agreement Specifications

2a. Address for scheduled Pickup on Demand service (*street address, city, state, and ZIP Code*)

2b. Effective date

2c. End date

2d. Scheduled pickup days Mon Tue Wed Thu Fri Sat

2e. Scheduled pickup time window (2 hours)

2f. Mail class (Express Mail®, Priority Mail®, single piece paid Standard Post™, Global Express Guaranteed®, Express Mail International®, Priority Mail International®)

2g. Approximate volume per pickup

2h. Mail preparation/containerization method

2i. Selected pickup fee payment option

A completed PS Form 5541, *Pickup Service Statement*, is required for each scheduled pickup. (Print from usps.com/forms.)

Pickup Fee Payment Options:

- Meter, PC Postage®, precanceled stamps, or adhesive stamps affixed to PS Form 5541.
- Check made payable to "Postmaster."
- Advance deposit account used by the Merchandise Return Service (MRS) permit holder to pay other applicable postage and fees.
- Regular postage due account maintained by the mailer at the servicing Post Office™. Postmaster or designee must have access to the *Postal One!*® application.
- Federal agency number or Express Mail Corporate Account (EMCA) number written on PS Form 5541. The PS Form 5541 is forwarded to the district Business Mail Entry office for data entry into the Electronic Marketing Reporting System for use when debiting the customer's EMCA.

3. Customer Requirements

- The customer must notify the serving Post Office at least 24 hours before a scheduled pickup, if the pickup is to be canceled or the volume of mail to be picked up is more than 20% higher than the volume specified in the service agreement.
- The customer may terminate scheduled Pickup on Demand service, effective 24 hours after the USPS receives the customer's written notice to the serving Post Office. The customer must pay all fees for pickup service provided before termination of service.
- The service agreement may be amended with the consent and approval of both parties.

4. USPS Requirements

- The USPS may terminate scheduled Pickup on Demand service, effective 24 hours after the customer receives written notice from the servicing Post Office. Termination must be based on the customer's failure to pay postage and fees or to meet the standards for Pickup on Demand service. The customer may appeal this notice to the Manager, Post Office Operations. The customer must pay all fees for pickup service during the appeal period.
- The service agreement may be amended with the consent and approval of both parties.

Name and Signature of Postmaster	Date	Name and Signature of Customer	Date
_____	_____	_____	_____

Privacy Notice:

Instructions

Mailer's Instructions

Note: You can find information about scheduled Pickup on Demand service in *Mailing Standards of the United States Postal Service, Domestic Mail Manual* (DMM®), section 507.6.5, available on the Internet at <http://pe.usps.com>.

1. Complete sections 1 and 2, as follows:

Section 1 Complete Customer Contact Information:

- 1a. Business name (the name of your business).
- 1b. Customer name (your name or the name of a contact person for your business).
- 1c. Street address and suite number.
- 1d. City, State, and ZIP Code.
- 1e. Telephone number.

Section 2 Complete this section to provide details about the service you are requesting:

- 2a. Address where scheduled Pickup on Demand service is desired.
- 2b. Effective date (when you would like service to begin).
- 2c. End date.
- 2d. Scheduled pickup frequency (daily, weekly, etc.)
- 2e. Scheduled pickup time window (2-hour window).
- 2f. Mail class of packages to be picked up.
- 2g. Approximate volume per pickup.
- 2h. Mail preparation/containerization method.
- 2i. Selected pickup fee payment option (allowable payment options are listed in section 2, under Pickup Fee Payment Options).

2. Submit this agreement to the Post Office that serves the address where scheduled Pickup on Demand service is being requested.

Postmaster's Instructions

1. Check to make sure the customer has completed sections 1 and 2.

2. Complete section 1 as follows:

Section 1 Complete the Post Office Contact portion:

- 1f. Name of Post Office.
- 1g. Name of Postmaster.
- 1h. Address.
- 1i. City, State, and ZIP Code.
- 1j. Telephone number.

3. Review section 2 to determine how the customer's request can be accommodated, and respond to the customer within two (2) business days.

Mutual Agreement

1. The Postmaster and the customer sign PS Form 5542, *Scheduled Pickup on Demand Service* (the Agreement), when there is mutual agreement to the specifications for the service.
2. The Postmaster will ensure that the recurring scheduled pickup is made as specified in the Agreement.
3. The Postmaster retains the original Agreement and gives a copy to the customer.
4. The Postmaster sends a copy of the Agreement to the Manager, Post Office Operations, if applicable.
5. The Postmaster retains the Agreement for 2 years after the Agreement ends or is terminated.