



Japan Post's Express Mail Service (EMS) is a **convenient, speedy, safe, and reasonable** way of sending documents and packages of up to 30kg to more than 120 countries and territories around the world.



## SPEEDY If You Need Speed, Go with EMS!

- EMS gets your items on the best flights to ensure the fastest delivery time of any international mail service.
- Use our Time Certain Service when you need next-day delivery at a set time.\* (An additional fee is required.)

The Speediest International Mail Service

Time Certain Service



\* Limited to deliveries to Korea, Taiwan, China (Beijing, Shanghai), Singapore, and Hong Kong.

## CONVENIENT Experience the Convenience of EMS!

- Free pickup, even for a single item.\*
- EMS packaging materials are available from any post office or branch office.
- Pre-printed EMS labels can be arranged by registering for the International Mail My-Page Service page on the Japan Post website.

Pickup Service

EMS packing materials are provided



\* Pickup Call Center (8:00-21:00 year-round)  
Customers in Tokyo's 23 wards **0120-950-489**  
Customers outside Tokyo's 23 wards **0800-0800-111**

## SAFE Track Your Package!

- EMS is supported by tracking service. (Not available for all countries and territories.)
- Compensation for loss or damage is also provided up to a maximum of ¥2 million.\* (An additional fee is required.)

Track and Trace Service

Compensation for Loss and Damage



\* Requests for compensation for loss or damages should be within the value of the contents of the package.

## REASONABLE Attractive Discount System!

- Rates start at ¥900.
- Bulk mail qualifies for a discount of up to 26%.
- More than 20,000 service points nationwide.

Discounts

Numerous Service Points



### ●One-Time Volume Discount

No. of items	10 to 49	50 to 99	100 or more
Discount rate	10%	13%	15%

[Discount conditions]

- Limited to non-affixed postage stamps, payment by use of a franking machine, or post-payment items.

### ●Monthly Volume Discount

Total number of items per month	50 to 99	100 to 299	300 to 499	500 to 999	1,000 to 4,999	5,000 or more
Discount rate	10%	15%	18%	20%	22%	23%

[Discount conditions]

- Limited to post-payment items.

○ One-Time Large Volume Discount cannot be combined with the Monthly Volume Discount.

### ●Annual Volume Discount

Annual Number of Items	6,000 to 7,999	8,000 to 9,999	10,000 to 14,999	15,000 to 29,999	30,000 to 59,999	60,000 to 119,999	120,000 or more
Discount rate	20%	21%	22%	23%	24%	25%	26%

[Discount conditions]

- Limited to post-payment items.
- Submit the specified Japan Post application by the 15th of the month before the start of the annual volume discount.
- The applicable annual volume discount rate comes into effect after the customer has sent 6,000 or more items in the past one year from the previous month.
- In certain cases, discounts may apply for annual volumes of less than 6,000 items.

○ No other discounts can be combined with the Annual Volume Discount.

## How to Use EMS

### STEP1

Confirm whether the item can be sent by EMS, the rate and the number of days required for delivery.

(Points for Confirmation)

1. Can the package be sent to the desired country/territory?
2. Are the contents allowed by the destination country/territory?
3. Are both the size and weight within allowed limits?
4. What is the cost and the number of days required for delivery?



### STEP2

Get EMS labels from the nearest post office or branch office, prepare the necessary documents and the package for shipping.



5. Fill in the necessary information on the EMS label, invoice, etc. and include all required documentation with the package.
- \*If you are registered as an International Mail My-Page Service customer, you can arrange for pre-printed EMS labels.

### STEP3

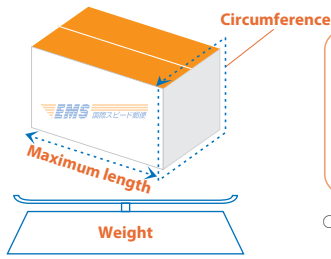
Schedule a pickup and hand over the package to EMS staff.



6. Phone your local branch office or the Pickup Call Center to arrange pickup, then hand over the package to EMS staff.
- \*You can also take the package to a post office or branch office.  
\*After handoff, you can track the delivery of your package (not available for all countries and territories).

## Conditions of Use

### Size and weight limits



Maximum length = 1.5m  
 Maximum length + Circumference = 3m  
 Maximum weight: 30kg

○ Size and weight limits vary by destination.

### Items that cannot be sent

✗ **Valuables**  
 (cash, jewelry)



✗ **Prohibited articles**  
 (dangerous goods, drugs, pornography, etc.)



✗ **Articles prohibited in recipient's country/territory**

○ Other items may be restricted by the destination country in addition to valuables and prohibited articles.

### Fill in the necessary information on the EMS label



The style of this label is the same as of Jan. 2011.

○ Customers registered with the International Mail My-Page Service\* on the Japan Post website can arrange for pre-printed EMS labels.  
 \* Service available in Japanese and English.

○ Depending on the destination country or territory, goods and articles may require invoices or other accompanying documentation.

## EMS Rate Table

(Countries and Territories)

○ Deliveries may be restricted to certain areas in some countries and territories. ○ Weight limits vary by country/territory.

Weight	1st Zone	2nd Zone		3rd Zone
	Asia	Oceania, North/Central America, Caribbean, Middle East	Europe	South America, Africa
0 to 300g	¥900	¥1,200	¥1,500	¥1,700
-500g	¥1,100	¥1,500	¥1,800	¥2,100
-600g	¥1,240	¥1,680	¥2,000	¥2,440
-700g	¥1,380	¥1,860	¥2,200	¥2,780
-800g	¥1,520	¥2,040	¥2,400	¥3,120
-900g	¥1,660	¥2,220	¥2,600	¥3,460
-1kg	¥1,800	¥2,400	¥2,800	¥3,800
-1.25kg	¥2,100	¥2,800	¥3,250	¥4,600
-1.5kg	¥2,400	¥3,200	¥3,700	¥5,400
-1.75kg	¥2,700	¥3,600	¥4,150	¥6,200
-2kg	¥3,000	¥4,000	¥4,600	¥7,000
-2.5kg	¥3,500	¥4,700	¥5,400	¥8,500
-3kg	¥4,000	¥5,400	¥6,200	¥10,000
-3.5kg	¥4,500	¥6,100	¥7,000	¥11,500
-4kg	¥5,000	¥6,800	¥7,800	¥13,000
-4.5kg	¥5,500	¥7,500	¥8,600	¥14,500
-5kg	¥6,000	¥8,200	¥9,400	¥16,000
-5.5kg	¥6,500	¥8,900	¥10,200	¥17,500
-6kg	¥7,000	¥9,600	¥11,000	¥19,000
-7kg	¥7,800	¥10,700	¥12,300	¥21,100
-8kg	¥8,600	¥11,800	¥13,600	¥23,200
-9kg	¥9,400	¥12,900	¥14,900	¥25,300
-10kg	¥10,200	¥14,000	¥16,200	¥27,400
-11kg	¥11,000	¥15,100	¥17,500	¥29,500
-12kg	¥11,800	¥16,200	¥18,800	¥31,600
-13kg	¥12,600	¥17,300	¥20,100	¥33,700
-14kg	¥13,400	¥18,400	¥21,400	¥35,800
-15kg	¥14,200	¥19,500	¥22,700	¥37,900
-16kg	¥15,000	¥20,600	¥24,000	¥40,000
-17kg	¥15,800	¥21,700	¥25,300	¥42,100
-18kg	¥16,600	¥22,800	¥26,600	¥44,200
-19kg	¥17,400	¥23,900	¥27,900	¥46,300
-20kg	¥18,200	¥25,000	¥29,200	¥48,400
-21kg	¥19,000	¥26,100	¥30,500	¥50,500
-22kg	¥19,800	¥27,200	¥31,800	¥52,600
-23kg	¥20,600	¥28,300	¥33,100	¥54,700
-24kg	¥21,400	¥29,400	¥34,400	¥56,800
-25kg	¥22,200	¥30,500	¥35,700	¥58,900
-26kg	¥23,000	¥31,600	¥37,000	¥61,000
-27kg	¥23,800	¥32,700	¥38,300	¥63,100
-28kg	¥24,600	¥33,800	¥39,600	¥65,200
-29kg	¥25,400	¥34,900	¥40,900	¥67,300
-30kg	¥26,200	¥36,000	¥42,200	¥69,400

1st Zone	2nd Zone		3rd Zone
Asia	Oceania, North/Central America, Caribbean, Middle East	Europe	South America, Africa
[Asia] India Indonesia Republic of Korea* Cambodia* Guam* Saipan Singapore* Sri Lanka Thailand* Taiwan* China* Nepal* Pakistan Bangladesh Philippines Bhutan* Brunei* Vietnam* Hong Kong* Macau* Malaysia* Myanmar* Maldives* Mongolia* Laos*	[Oceania] Australia* Solomons New Caledonia New Zealand* Papua New Guinea Fiji [North/Central America, Caribbean] United States* El Salvador* Canada* Cuba Costa Rica* Jamaica Trinidad and Tobago* Panama Barbados* Honduras Mexico [Middle East] United Arab Emirates* Israel* Iraq Iran* Oman Qatar Cyprus* Kuwait Saudi Arabia* Syria* Turkey Bahrain Jordan	[Europe] Iceland* Ireland* Azerbaijan* Italy* Ukraine* United Kingdom* Estonia* Austria* Netherlands* Greece* Croatia* San Marino Switzerland* Sweden* Spain* Slovakia Slovenia Czech Republic* Denmark* Germany* Norway* Hungary* Finland* France* Bulgaria* Belarus* Belgium* Poland* Portugal* Macedonia Malta* Monaco Latvia* Lithuania* Liechtenstein Romania Luxembourg* Russia	[South America] Argentina* Uruguay Ecuador Colombia Chile* Paraguay Brazil* Venezuela Peru* [Africa] Algeria Uganda* Egypt Ethiopia* Ghana* Gabon Kenya Cote d'Ivoire Sierra Leone Djibouti Zimbabwe Sudan Senegal* Tanzania Tunisia* Togo Nigeria Botswana Madagascar* South Africa Mauritius* Morocco* Rwanda*

\* Countries and territories for which tracking service is available (current as of January 2011).

For further information or inquiries about EMS

Japan Post Website ▶ EMS

<http://www.post.japanpost.jp/int/ems/>

Japan Post Website ▶ International Mail ▶ International Mail My-Page Service

<https://www.int-mypage.post.japanpost.jp/>

Customer Service Consultation Center

Weekdays: 8:00-22:00 / Saturdays, Sundays, and Holidays: 9:00-22:00

\* Not reachable from overseas

Toll Free

0120-5931-55

From cellular phones

0570-046-666

Call charges are to be borne by customer.

(PHS handsets cannot be used to dial this number.)

For English

0570-046-111