



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

STEP 1

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?



STEP 2

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.

STEP 3

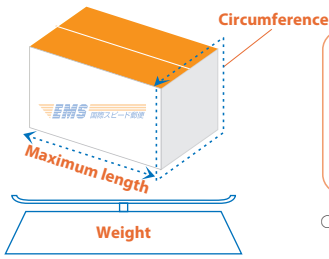
Schedule a pickup and hand over the package to EMS staff.



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	1st Zone	2nd Zone		3rd Zone
	Asia	Oceania, North/Central America, Caribbean, Middle East	Europe	South America, Africa	Asia	Oceania, North/Central America, Caribbean, Middle East	Europe	South America, Africa
0 to 300g	¥900	¥1,200	¥1,500	¥1,700	[Asia]	[Oceania]	[Europe]	[South America]
-500g	¥1,100	¥1,500	¥1,800	¥2,100	India	Australia*	Iceland*	Argentina*
-600g	¥1,240	¥1,680	¥2,000	¥2,440	Indonesia	Solomons	Ireland*	Uruguay
-700g	¥1,380	¥1,860	¥2,200	¥2,780	Republic of Korea*	New Caledonia	Azerbaijan*	Ecuador
-800g	¥1,520	¥2,040	¥2,400	¥3,120	Cambodia*	New Zealand*	Italy*	Colombia
-900g	¥1,660	¥2,220	¥2,600	¥3,460	Guam*	Papua New Guinea	Ukraine*	Chile*
-1kg	¥1,800	¥2,400	¥2,800	¥3,800	Saipan	Fiji	United Kingdom*	Paraguay
-1.25 kg	¥2,100	¥2,800	¥3,250	¥4,600	Singapore*		Estonia*	Brazil*
-1.5 kg	¥2,400	¥3,200	¥3,700	¥5,400	Sri Lanka	[North/Central America, Caribbean]	Austria*	Venezuela
-1.75 kg	¥2,700	¥3,600	¥4,150	¥6,200	Thailand*	United States*	Netherlands*	Peru*
-2 kg	¥3,000	¥4,000	¥4,600	¥7,000	Taiwan*	El Salvador*	Greece*	
-2.5 kg	¥3,500	¥4,700	¥5,400	¥8,500	China*	Canada*	Croatia*	[Africa]
-3 kg	¥4,000	¥5,400	¥6,200	¥10,000	Nepal*	Cuba	San Marino	Algeria
-3.5 kg	¥4,500	¥6,100	¥7,000	¥11,500	Pakistan	Costa Rica*	Switzerland*	Uganda*
-4 kg	¥5,000	¥6,800	¥7,800	¥13,000	Bangladesh	Jamaica	Sweden*	Egypt
-4.5 kg	¥5,500	¥7,500	¥8,600	¥14,500	Philippines	Trinidad and Tobago*	Spain*	Ethiopia*
-5 kg	¥6,000	¥8,200	¥9,400	¥16,000	Bhutan*	Panama	Slovakia	Ghana*
-5.5 kg	¥6,500	¥8,900	¥10,200	¥17,500	Brunei*	Barbados*	Czech Republic*	Gabon
-6 kg	¥7,000	¥9,600	¥11,000	¥19,000	Vietnam*	Honduras	Denmark*	Kenya
-7 kg	¥7,800	¥10,700	¥12,300	¥21,100	Hong Kong*	Mexico	Germany*	Cote d'Ivoire
-8 kg	¥8,600	¥11,800	¥13,600	¥23,200	Macau*		Norway*	Sierra Leone
-9 kg	¥9,400	¥12,900	¥14,900	¥25,300	Malaysia*	[Middle East]	Hungary*	Djibouti
-10 kg	¥10,200	¥14,000	¥16,200	¥27,400	Myanmar*	United Arab Emirates*	Finland*	Zimbabwe
-11 kg	¥11,000	¥15,100	¥17,500	¥29,500	Maldives*	Israel*	France*	Sudan
-12 kg	¥11,800	¥16,200	¥18,800	¥31,600	Mongolia*	Iraq	Bulgaria*	Senegal*
-13 kg	¥12,600	¥17,300	¥20,100	¥33,700	Laos*	Iran*	Belarus*	Tanzania
-14 kg	¥13,400	¥18,400	¥21,400	¥35,800		Oman	Belgium*	Tunisia*
-15 kg	¥14,200	¥19,500	¥22,700	¥37,900		Qatar	Poland*	Togo
-16 kg	¥15,000	¥20,600	¥24,000	¥40,000		Cyprus*	Portugal*	Nigeria
-17 kg	¥15,800	¥21,700	¥25,300	¥42,100		Kuwait	Macedonia	Botswana
-18 kg	¥16,600	¥22,800	¥26,600	¥44,200		Saudi Arabia*	Malta*	Madagascar*
-19 kg	¥17,400	¥23,900	¥27,900	¥46,300		Syria*	Monaco	South Africa
-20 kg	¥18,200	¥25,000	¥29,200	¥48,400		Turkey	Latvia*	Mauritius*
-21 kg	¥19,000	¥26,100	¥30,500	¥50,500		Bahrain	Lithuania*	Morocco*
-22 kg	¥19,800	¥27,200	¥31,800	¥52,600		Jordan	Liechtenstein	Rwanda*
-23 kg	¥20,600	¥28,300	¥33,100	¥54,700			Romania	
-24 kg	¥21,400	¥29,400	¥34,400	¥56,800			Luxembourg*	
-25 kg	¥22,200	¥30,500	¥35,700	¥58,900			Russia	
-26 kg	¥23,000	¥31,600	¥37,000	¥61,000				
-27 kg	¥23,800	¥32,700	¥38,300	¥63,100				
-28 kg	¥24,600	¥33,800	¥39,600	¥65,200				
-29 kg	¥25,400	¥34,900	¥40,900	¥67,300				
-30 kg	¥26,200	¥36,000	¥42,200	¥69,400				

* 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

Toll Free

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