



Retail and Customer Service Operations

2015 Price Change Reference Book

May 31, 2015

Click below for web link:

**[http://blue.usps.gov/customerservicesoperationsandretail/
policyandprocedures/servicetalks/Price%20Change%20Information%
202015.shtml](http://blue.usps.gov/customerservicesoperationsandretail/policyandprocedures/servicetalks/Price%20Change%20Information%202015.shtml)**

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Price Change Overview

This is an overview of the changes that affect Retail.

Key Price Change Highlights (not all-inclusive)

- Priority Mail Express, Priority Mail, or Pickup on demand—no price change
- First Class
 - Forever stamps (First Class One Ounce Letters) will remain at \$0.49
 - First Class Mail single piece additional ounce to \$0.22
 - Postcard rate to \$0.35
 - First Class Mail International Global Forever Stamp to \$1.20
- Special Services price change
- PO Box Services price change
- Premium Forwarding Service price change
- EDDM Retail price change

Products and Service Changes

Stamps

- New non-denominated non-expiring “Forever” stamps for five additional First Class Mail stamp categories
 - Postcard
 - 2 ounce letter stamps (includes wedding stamps)
 - 3 ounce letter stamps
 - Additional ounce
 - First ounce letter with non-machinable surcharge

Special Services

- Simplification of 20 extra services to 10
 - Consolidation will offer customers the same options while simplifying the services
- New forms for most services (including a barcoded PS Form 3811 Return Receipt)
- Introduction of Collect on Delivery Electronic Funds Transfer
- Return Receipt After Mailing is eliminated
- USPS Tracking is now included at no additional charge for First-Class Mail parcels, Media Mail®, Library Mail, and Bound Printed Matter (needs an IMpb to provide the included service)

Shipping Products

- Parcel Return Service – Full Network will be offered to NSA customers only
- Combining the domestic Priority Mail Express® insurance and domestic general insurance tables into one table, and the international insurance tables for Priority Mail Express International and for Priority Mail International to simplify pricing

Package and Value Added Services

- Package Intercept fees will not be charged until AFTER the package is found. Price increase from \$11.50 to \$12.15
- Enhancement to Delivery Instructions on usps.com will allow customers to upgrade service to Priority Mail Express or Priority Mail and upgrade insurance for packages being redirected
- Premium Forwarding Service – Commercial to allow businesses to consolidate their company mail from multiple business addresses into a single shipment to a different business address. Priority Mail option added. New enrollment fee \$16.50

Returns

- Merchandise Return Service (MRS) goes from six options to three commercial options
- Print and Deliver Shipping Label Service allows merchants to request a return shipping label generated through MyPO to be picked up at the Post Office or delivered to their customer by a USPS carrier. Merchants can also request pickup at a Self Service Kiosk (SSK)
- The Bulk Package Return Service (BPRS) annual permit and account maintenance fees are being eliminated; all BPRS labels will require an IMpb

UNITED STATES POSTAL SERVICE RETAIL QUICK TIP SHEET

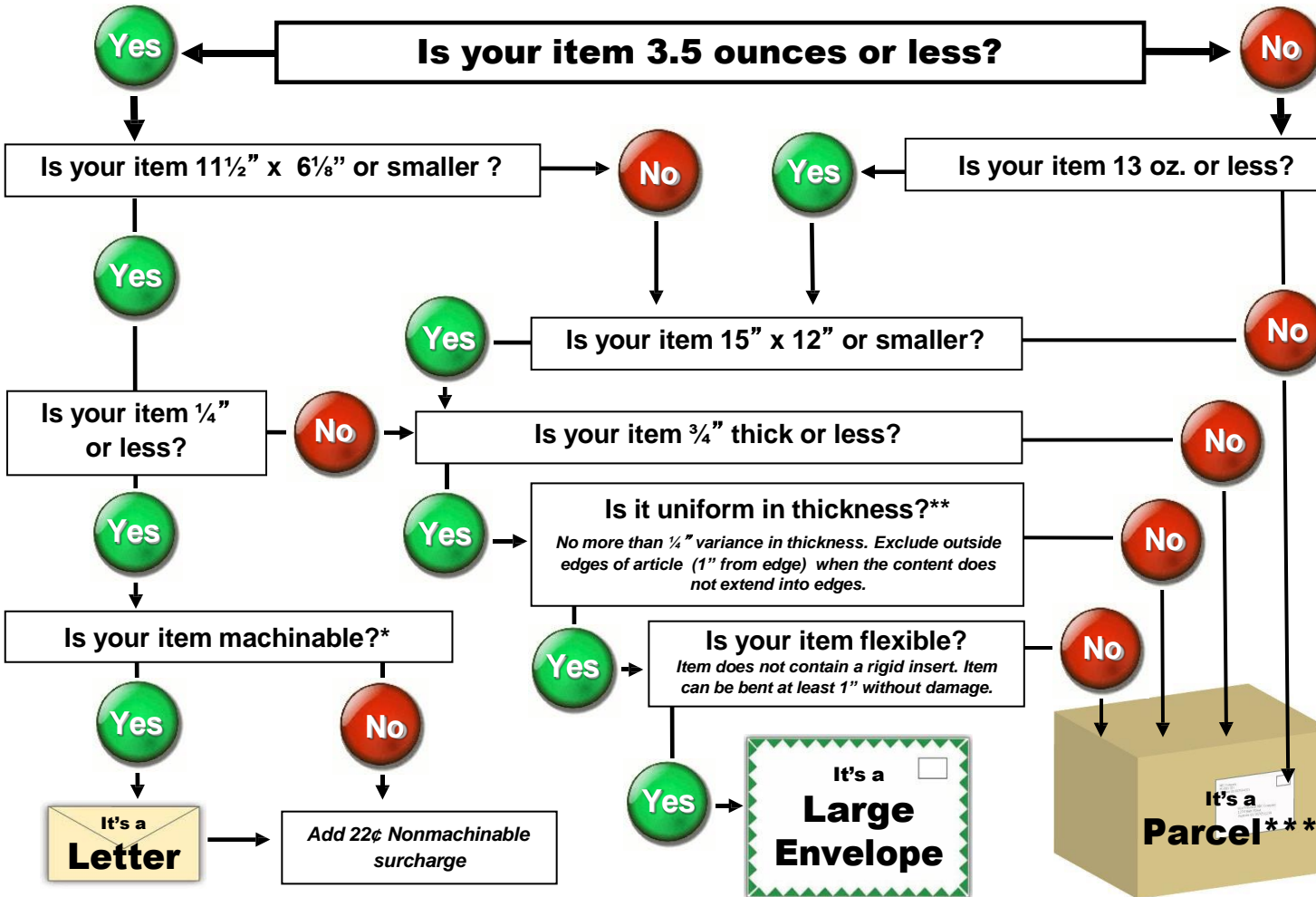
Effective date 5/31/2015

FIRST-CLASS MAIL POSTAGE				SIZE & WEIGHT LIMITS				ADDITIONAL POSTAL RATES & FEES																																																												
Weight Not Over	LETTERS & CARDS max 1/4" thick	LARGE ENVELOPES max 3/4" thick	PACKAGES max 13 oz.	Minimum size for mail is 5" x 3 1/2" x 0.007". Maximum USPS weight is 70 lbs. for all mail. Maximum size is 108" in combined length & girth for Priority Mail. Maximum size is 130" in combined length & girth for Parcel Post.				Nonmachinable Letter: Additional postage required for such things as square envelopes or where contents cause envelope to be uneven. Balloon Price: Packages measuring > 84 inches in combined length and girth and weighing < 20 pounds. Applies to Standard Post going to Zones 1-9. Priority limited to Zones 1-4. Dimensional Weight: Packages where length x width x height > 1728" going to Zones 5-9.																																																												
1 oz.	\$0.49	\$0.98	\$2.54	USPS Tracking				Premium Forwarding Service (Save \$1.50 online) \$18.00																																																												
2 oz.	\$0.71	\$1.20	\$2.54	Provides tracking updates as an item travels to its destination. Customers can obtain tracking updates, including the date and time of delivery or attempted delivery thru usps.com. Includes USPS Tracking for domestic products: Priority Mail Express, Priority Mail, First Class Mail parcels, Standard Post, Library Mail, Media Mail and Bound Printed Matter parcels.				Weekly Reshipment Fee \$18.00																																																												
3 oz.	\$0.93	\$1.42	\$2.54					Certificate of Mailing (PS Form 3817) \$1.35																																																												
3.5 oz.	\$1.15	-	-					Customs Clearance Fee \$6.00																																																												
4 oz.	NOTE: For letters over 3.5oz, use the postage for Large Envelopes.	\$1.64	\$2.74	EXTRA SERVICES AND FEES				Non-Machinable Letter Surcharge \$0.22																																																												
5 oz.		\$1.86	\$2.94	DOMESTIC INSURANCE		REGISTERED MAIL		Return Receipt for Merchandise (Form 3804) \$4.40																																																												
6 oz.		\$2.08	\$3.14	Insured Mail provides indemnity coverage in the event of loss, damage or missing contents based on the declared value of an item up to \$5,000.				Package Intercept Fee \$12.15																																																												
7 oz.		\$2.30	\$3.34					Keys or ID Devices Reference Notice 123 for additional prices																																																												
8 oz.		\$2.52	\$3.54	LIABILITY (Maximum is \$5000) FEE		Declared Value (in addition to postage)		MONEY ORDERS																																																												
9 oz.		\$2.74	\$3.74					\$0.01 UP TO \$500.00..... \$1.25																																																												
10 oz.		\$2.96	\$3.94	\$0.01 to \$50.....	\$2.20	\$0.00 (no insurance).....	\$12.20	\$500.01 UP TO \$1000.00..... \$1.65																																																												
11 oz.		\$3.18	\$4.14	\$50.01 to \$100.....	\$2.75	With insurance \$0.01 to \$100.....	\$13.00	Inquiry Fee..... \$6.20																																																												
12 oz.		\$3.40	\$4.34	\$100.01 to \$200.....	\$3.50	\$100.01 to \$500.....	\$15.15	Int'l Money Orders up to \$700 \$4.50																																																												
13 oz.		\$3.62	\$4.54	\$200.01 to \$300.....	\$4.60	\$500.01 to \$1000.....	\$16.75	Not available to all countries.																																																												
For items heavier than 13 oz., use Priority Mail.				\$300.01 to \$400.....	\$5.80	\$1000.01 to \$2000.....	\$18.35																																																													
Postcards (max size 4-1/4" x 6").....				\$400.01 to \$500.....	\$7.00	See Notice 123 for additional fees up to values of \$50,000																																																														
EDDM-Std. Flats accepted at Retail.....				\$500.01 to \$600.....	\$9.45	Registered Mail Restricted Delivery.....	\$5.15																																																													
Discount on Metered Letters.....				Per each additional \$100.....	\$1.30	Registered Mail COD.....	\$5.90																																																													
PRIORITY MAIL POSTAGE				USPS SIGNATURE SERVICES				SPECIAL HANDLING SERVICES																																																												
Regular Flat Rate Envelope..... \$5.75				Signature Confirmation provides evidence of delivery and requires a signature at the time of delivery. The recipient's delivery record is available electronically by requesting through usps.com or calling 1-800-ASK-USPS (1-800-275-8777)				A Special Handling-Fragile (S. H.- Fragile) endorsement must be visible for fragile pieces where Special Handling has been requested and the applicable fee paid.																																																												
Padded Flat Rate Envelope..... \$6.10																																																																				
Legal Size Flat Rate Envelope \$5.90				Signature Confirmation Service				SPECIAL HANDLING SERVICES																																																												
Small Flat Rate Box..... \$5.95																																																																				
Medium Flat Rate Box..... \$12.65				Captures Date/Time				S. H. - Fragile 10.35																																																												
Large Flat Rate Box..... \$17.90				Post Office..... \$3.00				LIVE ANIMAL TRANSPORTATION FEE																																																												
Lrg. Flat Rate Box to APO/FPO/DPO \$15.90				Online..... \$2.45				A Live Animal Transportation Fee of \$0.20 per pound for day-old poultry is charged when mailed Priority Mail Express or Priority Mail to Zones 5-9.																																																												
PRIORITY MAIL EXPRESS POSTAGE				Sig Conf. Restricted Delivery				RETURN RECEIPT																																																												
\$100 free insurance. Additional insurance available.																																																																				
Rate up to 1/2 pound starting at..... \$16.95				Captures Date/Time, Delivery Restriction				Provides evidence of delivery, including recipient's signature and actual delivery address. Available with Extra Services																																																												
Priority Mail Express Flat Rate Env..... \$19.99																																																																				
Priority Mail Express Flat Rate Box..... \$44.95				Post Office..... \$8.15				COLLECT ON DELIVERY (COD)																																																												
10:30am Delivery w/fee..... \$5.00																																																																				
FOREVER/NONDENOMINATED STAMPS				Online..... \$7.60				Sender requires customer to pay for item and shipping. Maximum value for COD coverage up to \$1000.																																																												
Stamped Envelope..... \$0.62																																																																				
Stamped Post Card..... \$0.39				ADULT SIGNATURE REQUIRED				<table border="1"> <tr> <th>\$</th> <th>to</th> <th>\$</th> <th>Fee</th> </tr> <tr> <td>\$0.01</td> <td>to</td> <td>\$50.00</td> <td>\$7.25</td> </tr> <tr> <td>\$50.01</td> <td>to</td> <td>\$100.00</td> <td>\$9.05</td> </tr> <tr> <td>\$100.01</td> <td>to</td> <td>\$200.00</td> <td>\$10.85</td> </tr> <tr> <td>\$200.01</td> <td>to</td> <td>\$300.00</td> <td>\$12.65</td> </tr> <tr> <td>\$300.01</td> <td>to</td> <td>\$400.00</td> <td>\$14.45</td> </tr> <tr> <td>\$400.01</td> <td>to</td> <td>\$500.00</td> <td>\$16.25</td> </tr> <tr> <td>\$500.01</td> <td>to</td> <td>\$600.00</td> <td>\$18.05</td> </tr> <tr> <td>\$600.01</td> <td>to</td> <td>\$700.00</td> <td>\$19.85</td> </tr> <tr> <td>\$700.01</td> <td>to</td> <td>\$800.00</td> <td>\$21.65</td> </tr> <tr> <td>\$800.01</td> <td>to</td> <td>\$900.00</td> <td>\$23.45</td> </tr> <tr> <td>\$900.01</td> <td>to</td> <td>\$1,000.00</td> <td>\$25.25</td> </tr> <tr> <td colspan="4">COD Restricted Delivery</td> <td>\$5.15</td> <td colspan="4"></td> </tr> </table>				\$	to	\$	Fee	\$0.01	to	\$50.00	\$7.25	\$50.01	to	\$100.00	\$9.05	\$100.01	to	\$200.00	\$10.85	\$200.01	to	\$300.00	\$12.65	\$300.01	to	\$400.00	\$14.45	\$400.01	to	\$500.00	\$16.25	\$500.01	to	\$600.00	\$18.05	\$600.01	to	\$700.00	\$19.85	\$700.01	to	\$800.00	\$21.65	\$800.01	to	\$900.00	\$23.45	\$900.01	to	\$1,000.00	\$25.25	COD Restricted Delivery				\$5.15				
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Nonmachinable Letter Stamp..... \$0.71				ADULT SIGNATURE RESTRICTED DELIVERY				<table border="1"> <tr> <th>Weight not over</th> <th>Groups</th> <th>Groups</th> <th>Groups</th> <th>Groups</th> </tr> <tr> <td>1 oz.</td> <td>1</td> <td>2</td> <td>3-5</td> <td>6-9</td> </tr> <tr> <td>1 oz.</td> <td>\$1.20</td> <td>\$1.20</td> <td>\$1.20</td> <td>\$1.20</td> </tr> <tr> <td>2 oz.</td> <td>\$1.20</td> <td>\$1.79</td> <td>\$2.21</td> <td>\$2.06</td> </tr> <tr> <td>3 oz.</td> <td>\$1.67</td> <td>\$2.38</td> <td>\$3.24</td> <td>\$2.92</td> </tr> <tr> <td>3.5 oz.</td> <td>\$2.16</td> <td>\$2.97</td> <td>\$4.27</td> <td>\$3.78</td> </tr> <tr> <td>Postcards</td> <td>\$1.20</td> <td>\$1.20</td> <td>\$1.20</td> <td>\$1.20</td> </tr> </table>				Weight not over	Groups	Groups	Groups	Groups	1 oz.	1	2	3-5	6-9	1 oz.	\$1.20	\$1.20	\$1.20	\$1.20	2 oz.	\$1.20	\$1.79	\$2.21	\$2.06	3 oz.	\$1.67	\$2.38	\$3.24	\$2.92	3.5 oz.	\$2.16	\$2.97	\$4.27	\$3.78	Postcards	\$1.20	\$1.20	\$1.20	\$1.20																						
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"A" Yellow \$0.15 "H" Hat \$0.33				Certified Mail provides a postmarked (round-dated) mailing receipt, electronic delivery verification and requires a signature to be captured at delivery. The service provides the option to purchase a Return Receipt as electronic or physical evidence that the signature was obtained at delivery.				<table border="1"> <tr> <th>Flat Rate Product</th> <th>Canada</th> <th>All Others Countries</th> </tr> <tr> <td>Flat Rate Envelope</td> <td>\$38.50</td> <td>\$49.95</td> </tr> <tr> <td>Flat Rate Boxes</td> <td>\$71.50</td> <td>\$90.95</td> </tr> </table>				Flat Rate Product	Canada	All Others Countries	Flat Rate Envelope	\$38.50	\$49.95	Flat Rate Boxes	\$71.50	\$90.95																																																
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Flat Rate Boxes	\$71.50	\$90.95																																																																		
"B" Purple \$0.18 Flowers \$0.34				Certified Mail				<table border="1"> <tr> <th>Flat Rate Product</th> <th>Canada</th> <th>All Others Countries</th> </tr> <tr> <td>Flat Rate Envelope</td> <td>\$21.95</td> <td>\$26.50</td> </tr> <tr> <td>Small Flat Rate Box</td> <td>\$21.95</td> <td>\$26.50</td> </tr> <tr> <td>Medium Flat Rate Box</td> <td>\$45.25</td> <td>\$66.25</td> </tr> <tr> <td>Box</td> <td>\$59.75</td> <td>\$86.25</td> </tr> </table>				Flat Rate Product	Canada	All Others Countries	Flat Rate Envelope	\$21.95	\$26.50	Small Flat Rate Box	\$21.95	\$26.50	Medium Flat Rate Box	\$45.25	\$66.25	Box	\$59.75	\$86.25																																										
Flat Rate Product	Canada	All Others Countries																																																																		
Flat Rate Envelope	\$21.95	\$26.50																																																																		
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Medium Flat Rate Box	\$45.25	\$66.25																																																																		
Box	\$59.75	\$86.25																																																																		
"C" Brown \$0.20 Farm Flag \$0.34				Post Office or Online \$3.45																																																																
"D" Green \$0.22 Flag/Toy Cars \$0.37				Post Office or Online \$8.60																																																																
"E" EARTH \$0.25 Flag/Liberty \$0.39				Online only \$8.60																																																																
"F" Tulip \$0.29 True Blue Birds \$0.39				Cert. Adult Sig. Required \$8.60																																																																
"G" Glory \$0.32 Flag (Tan) \$0.41				Cert. Adult Sig. Restricted Delivery \$8.60																																																																
Make-Up Stamp (Star)..... \$0.03				Online only																																																																
Breast Cancer (Research) First-Class \$0.60																																																																				

Your local Post Office has ReadyPost boxes, tape, padded bags, and envelopes for sale.

TO FIND ZIP CODES, NEARBY POST OFFICES, ORDER SUPPLIES, OR GET INTERNATIONAL RATES AND FILL OUT CUSTOMS FORMS, VISIT www.usps.com, OR CALL 1-800-ASK-USPS (1-800-275-8777)

START HERE:



Weight not over	Letter	Large Envelope	Parcel
1 oz.	\$0.49	\$0.98	\$2.54
2 oz.	\$0.71	\$1.20	\$2.54
3 oz.	\$0.93	\$1.42	\$2.54
3.5 oz.	\$1.15	----	----
4 oz.	→	\$1.64	\$2.74
5 oz.	→	\$1.86	\$2.94
6 oz.	→	\$2.08	\$3.14
7 oz.	→	\$2.30	\$3.34
8 oz.	→	\$2.52	\$3.54
9 oz.	→	\$2.74	\$3.74
10 oz.	→	\$2.96	\$3.94
11 oz.	→	\$3.18	\$4.14
12 oz.	→	\$3.40	\$4.34
13 oz.	→	\$3.62	\$4.54

After 13 oz. use Priority Mail.

Postcard Prices:

Domestic (Includes Territories & Possessions): 35¢
International postcards & 1 oz. letters: \$1.20

Priority Mail®

Average 2–3 day delivery.
Retail pricing with \$50 free insurance and tracking.
Free packaging, including Flat Rate, is available at usps.com.



Priority Express Mail®

Guaranteed overnight to most locations, with \$100 free insurance and tracking.
Free Flat Rate packaging is available at usps.com.



Forever Stamp™

Our Forever Stamps™ are good indefinitely as First-Class™ one-ounce postage, regardless of future price changes.

***Nonmachinable Letters:** Shape is square, or has an aspect ratio (length divided by height) of less than 1.3 or more than 2.5; is polybagged, polywrapped, or enclosed in any plastic material; has clasps, strings, buttons, or similar closure devices; contains items such as pens, pencils, or loose keys or coins that cause the thickness of the mailpiece to be uneven (see DMM 101.1.2); is too rigid; has a delivery address parallel to the shorter dimension of the mailpiece; is a self-mailer that is not prepared according to DMM 201.3.14 (final fold on the bottom of the mail piece, minimum of two tabs); or is a booklet-type piece that is not prepared according to DMM 201.3.16.

****Uniform Thickness Large Envelopes:** Must be uniformly thick so that any bumps, protrusions, or other irregularities do not cause more than 1/4-inch variance in thickness. When determining variance in thickness, exclude the outside edges of a mailpiece (1 inch from each edge) when the content does not extend into those edges. Mailers must secure nonpaper contents to prevent shifting of more than 2 inches within the mailpiece if shifting would cause the piece to be nonuniform in thickness or would result in the contents bursting out of the mailpiece (see DMM 101.2.4).

*****Parcel:** Parcels 13 oz. or less may be subject to FCM prices. Parcels more than 13 oz. may be subject to PME, PM, Standard Post or Package Services prices.

Quick Reference Guide

The 20 domestic extra services are being consolidated to 10 services to improve the customer experience and streamline the purchasing process

Previous Extra Services (20)	
Return Receipt (Hardcopy)	Return Receipt for Merchandise
Return Receipt After Mailing	Return Receipt Electronic
Adult Signature	Adult Signature – Restricted Delivery
Signature Confirmation	Collect on Delivery
Restricted Delivery	Certificate of Mailing – Individual
Certificate of Mailing - Firm	Certificate of Mailing – Bulk
Certified Mail	USPS Tracking
Registered Mail	Insured Mail over \$200
Insured Mail under \$200	Priority Mail Express, Merchandised Insurance
Special Handling Under 10 lbs.	Special Handling over 10 lbs.



Current Extra Services (10)
1. Certificate of Mailing
2. Certified Mail
3. Collect on Delivery (COD)
4. Insurance
5. Registered Mail
6. Return Receipt
7. Return Receipt for Merchandise (no change)
8. Special Handling
9. USPS Signature Services
10. USPS Tracking (included at Retail)

2015 Price Change

1. Certificate of Mailing Price Change

The fee for Certificate of Mailing across six categories is changing

1

Original Certificate of Mailing, PS Form 3817, individual article presented at Retail

\$1.35

2

Three or more prices individual listed on PS Form 3665 - Firm or USPS approved customer provided manifest (per piece listed)

\$0.38

3

Each additional copy of original Certificate of Mailing, or original mailing receipt (PS Form 3877) or Registered Mail, Insured Mail, Certified Mail and COD.

\$1.35

4

Up to 1,000 identical-weight prices (one PS Form 3606-D for total number)

\$7.95

5

Each additional 1,000 identical-weight pieces or fraction thereof

\$0.99

6

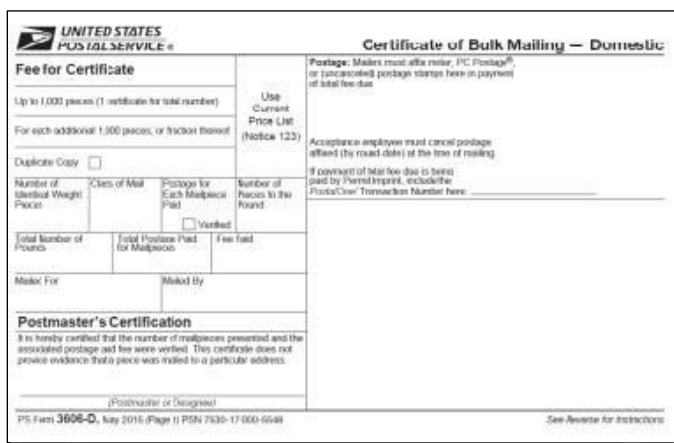
Each additional copy of the original PS Form 3606-D

\$1.35

New domestic forms:

- PS Form 3606-D, Certificate of Bulk Mailing, Domestic Use Only
- PS Form 3665, Certificate of Mailing – Firm, Domestic

PS Form 3606-D



UNITED STATES POSTAL SERVICE®
Certificate of Bulk Mailing — Domestic

Postage: Meters must affix meter, (FC Postage® or precanceled postage stamps here in payment) of total fee due.

Acceptance employees must cancel postage allowed (by road date) at the time of mailing. If consent of total fee due is being paid by Permet Imprint, include the FloridaClear Transaction Number here.

Fee for Certificate

Up to 1,000 pieces (1 certificate for total number)
 For each additional 1,000 pieces, or fraction thereof

Use Current Price List (Notice 123)

Duplicate Copy

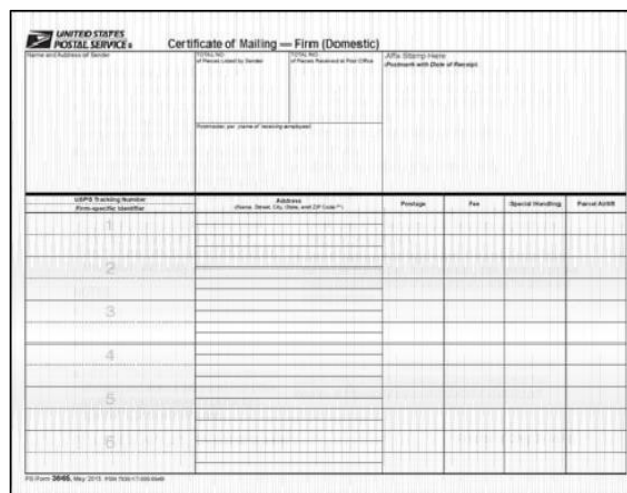
Number of Identical Weight Pieces: _____
 Class of Mail: _____
 Postage for Each Mailpiece Paid: _____
 Number of Pieces to be Mailed: _____
 Total Number of Pounds: _____
 Total Postage Paid for Mailpieces: _____
 Fee Paid: _____
 Mailed For: _____
 Mailed By: _____

Postmaster's Certification
 It is hereby certified that the number of mailpieces presented and the associated postage and fee were verified. This certificate does not provide evidence that a piece was mailed to a particular address.

(Postmaster or Designee)

PS Form 3606-D, July 2016 (Page 1) PSN 7535-17 000-0548 See Reverse for Instructions

PS Form 3665



UNITED STATES POSTAL SERVICE®
Certificate of Mailing — Firm (Domestic)

Name and Address of Sender: _____
 ZIP Code: _____
 ZIP Code Extension: _____
 ZIP Code Plus 4: _____
 ZIP Code Plus 4 Extension: _____
 ZIP Code Plus 4 Extension 2: _____
 ZIP Code Plus 4 Extension 3: _____
 ZIP Code Plus 4 Extension 4: _____
 ZIP Code Plus 4 Extension 5: _____
 ZIP Code Plus 4 Extension 6: _____
 ZIP Code Plus 4 Extension 7: _____
 ZIP Code Plus 4 Extension 8: _____
 ZIP Code Plus 4 Extension 9: _____
 ZIP Code Plus 4 Extension 10: _____
 ZIP Code Plus 4 Extension 11: _____
 ZIP Code Plus 4 Extension 12: _____
 ZIP Code Plus 4 Extension 13: _____
 ZIP Code Plus 4 Extension 14: _____
 ZIP Code Plus 4 Extension 15: _____
 ZIP Code Plus 4 Extension 16: _____
 ZIP Code Plus 4 Extension 17: _____
 ZIP Code Plus 4 Extension 18: _____
 ZIP Code Plus 4 Extension 19: _____
 ZIP Code Plus 4 Extension 20: _____

Postage: _____
 Fee: _____
 Special Handling: _____
 Parcel Address: _____

PS Form 3665, May 2015 (Page 1) PSN 7535-17 000-0548

– Other changes:

- PS Form 3606 revised for International Certificates of Bulk Mailing
- SOPs updated to align sampling process across acceptance sites
- Postmark (date-stamp) each page of PS Form 3665-Firm or USPS Approved facsimiles
- Grace period for forms implementation
- Less than 50 pieces or 50 pounds (whichever amount is met first) presented at Retail
- At least 50 pieces or 50 pounds (whichever amount is met first) presented at BMEU/DMU

Product Overview

Provides a postmarked (round-dated) mailing receipt, electronic delivery verification and requires a signature to be captured at delivery. The service provides the option to purchase a Return Receipt as electronic or physical evidence that the signature was obtained at delivery.

What's New?

- The Postal Service introduces three new combined offerings under Certified Mail® service:
 - Certified Mail Restricted Delivery (available through all channels)
 - Certified Mail Adult Signature Required
 - Certified Mail Adult Signature Restricted Delivery
- Certified Mail barcode linked to new barcoded Return Receipt (PS Form 3811 with IMpb, if also purchased)
- Adult Signature Services included as an option for Certified Mail (Not available at Retail—Online only)
- Updated PS Form 3800, Certified Mail Receipt
 - **Note:** Non-barcoded Label 3800-N is used with mailer generated barcoded shipping labels.



The image shows a sample of a USPS Certified Mail shipping label. At the top, there is a green header with the text "CERTIFIED MAIL®" and "FOR USE ONLY WITH IMpb SHIPPING LABEL". Below this, the label is divided into several sections. On the left, there is a large "P" in a box. To the right of the "P" is a "VOID" stamp. Further right, there is a postage meter stamp showing "U.S. POSTAGE \$94.95", "PM 3-DAY", "02113 2004", "09/25/13", "15674005". Below the postage meter stamp, the text "PRIORITY MAIL 1-DAY™" is printed. Underneath that, the sender's information is listed: "INTERNET SALES DEPT", "FAST & EFFICIENT SUPPLY CO.", "10474 COMMERCE BLVD DUPLEX B", "SILVER SPRINGS MD 20910-9999". To the right of the sender's information, the "Expected Delivery Day 12/18/13" is shown, along with "DIM WT: 21lb.", "20" x 20" x 50", and "ACTUAL WT: 5 lb. 0.80 oz.". Below the sender's information, there is a "C000" box. At the bottom of the label, the recipient's information is listed: "RONALD RECEIVER", "INTERNET PURCHASING", "BIG & GROWING BUSINESS CO", "8403 LEE HIGHWAY", "MERRIFIELD VA 22082-9999". Below the recipient's information, there is a barcode and the text "USPS CERTIFIED MAIL #". At the very bottom, the tracking number "9402 6102 0079 3599 2042 66" is printed.

PS Form 3800: USPS Certified Mail Receipt

Link Barcode

Certified Mail service provides the following benefits:


- A receipt (this portion of the Certified Mail label).
- A unique identifier for your mailpiece.
- Electronic verification of delivery or attempted delivery.
- A record of delivery (including the recipient's signature) that is retained by the Postal Service™ for a specified period.

Important Reminders:

- You may purchase Certified Mail service with First-Class Mail®, First-Class Package Service®, or Priority Mail® service.
- Certified Mail service is not available for international mail.
- Insurance coverage is not available for purchases with Certified Mail service. However, the purchase of Certified Mail service does not change the insurance coverage automatically included with certain Priority Mail items.
- For an additional fee, you may request the following services:
 - Return receipt service, which provides a record of delivery (including the recipient's signature). You can request a hardcopy return receipt or an electronic version. For a hardcopy return receipt, complete PS Form 3811, Domestic Return Receipt, attach PS Form 3811 to your mailpiece, include applicable postage to cover the return receipt service fee, and endorse the mailpiece "Return Receipt Requested," or see a retail associate for assistance.
 - Restricted delivery service, which provides delivery to the address(es) specified by name, or to the addressee's authorized agent. Include applicable postage to cover the restricted delivery fee and endorse the mailpiece "Restricted Delivery," or see a retail associate for assistance.
 - Adult signature service, which requires the signer to be at least 21 years of age (not available at retail).

IMPORTANT: Save this receipt for your records.

PS Form 3800, April 2015 (Revised) PDN 7530-02-000-0047



**U.S. Postal Service™
CERTIFIED MAIL® RECEIPT**
Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

OFFICIAL USE

Certified Mail Fee
\$ _____

Extra Services & Fees (check box, add fee as appropriate)

<input type="checkbox"/> Return Receipt (hardcopy)	\$ _____
<input type="checkbox"/> Return Receipt (electronic)	\$ _____
<input type="checkbox"/> Certified Mail Restricted Delivery	\$ _____
<input type="checkbox"/> Adult Signature Required	\$ _____
<input type="checkbox"/> Adult Signature Restricted Delivery	\$ _____

Postage
\$ _____

Total Postage and Fees
\$ _____

Send To
Street and Apt. No., or PO Box No.
City, State, ZIP+4®

PS Form 3800, April 2015 See Reverse for Instructions

Line Adult
Signature
Required
added to list

Line added for
fees

2015 Price Change

Product Overview

Allows merchants to require customer to pay for merchandise and shipping upon delivery. Includes insurance coverage up to \$1,000 based on the amount to be collected or amount of insurance coverage desired, whichever is higher.

What's New?

- Includes Electronic Funds Transfer (EFT) process (POS/RSS offices only)
- Allows Hold For Pickup online & commercial shippers
- Audio and Visual Alerts during distribution and delivery to alert clerks and carriers
- Updated PS Form 3816

PS Form 3816

<p>Collect on Delivery (COD) Service The fees for COD service include the following:</p> <ul style="list-style-type: none"> ■ Insurance against loss, damage, or missing contents. (Coverage may not exceed the limit for the insurance fee paid.) ■ Collection of COD payment by cash, postal money order(s), or the recipient's check or money order. (Some limitations may apply—see DIMM® 500 at http://pe.usps.gov.) ■ Services offered with COD are Priority Mail Express®, Priority Mail®, First-Class Mail®, First-Class Package Service®, Standard Post™, Parcel Select®, Bound Printed Matter, Media Mail®, and Library Mail. <p>NOTES:</p> <ul style="list-style-type: none"> ■ Checks and money orders must be made payable to the mailer. ■ Postmasters will not participate in disputes regarding the recipient's check or money order. ■ Hold For Pickup service is available at the time of mailing and allows a designated Post Office location to hold mailpieces for pickup by a specified addressee or designee. <p>PS Form 3816, April 2015 PSN 7530-02-000-9062</p>	<ul style="list-style-type: none"> ■ Either the mailer or the addressee may file a claim. ■ File a domestic claim online at www.usps.com/domestic-claims. If you are unable to file online, call toll free 800-275-8777 for additional information. <p>The following items must accompany each claim:</p> <ul style="list-style-type: none"> ■ Proof of value. ■ Evidence of insurance (original mailing receipt). <p>Filing a Claim</p> <ul style="list-style-type: none"> ■ Claim for loss: File a claim no sooner than 15 days but no later than 60 days from the mailing date. Retain the original mailing receipt and proof of value. ■ Claim for damage or missing contents: File a claim immediately but no later than 60 days from the mailing date. Retain the original mailing receipt and proof of value, and also retain the article and mailing container. <p>Please file your domestic claim online at www.usps.com/domestic-claims. If you are unable to file online, call toll free 800-275-8777 for additional information.</p> <p>For more information on claims, see Publication 122, <i>Customer Guide to Filing Domestic Insurance Claims or Registered Mail Inquiries</i>, at http://about.usps.com/publications/pub122.pdf.</p> <p style="text-align: right;">Reverse of Copy 3 - Mailer</p>
--	--

DELIVERY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery
Write firmly to make all copies legible.

Collect the amount shown below, if customer pays by **CHECK OR MONEY ORDER (MO)** made payable to the mailer. Collect the amount shown below, if customer pays by **CASH** (includes MO fee or fees).

Check/MO Amount \$ Cash Amount \$

Registered Mail® Service Priority Mail Express® Service
 Date of Mailing Return COD Charges to Sender and Priority Mail Express Service USPSA No.

Options for Receiving:
 Hold For Pickup (Priority Mail Express Only)
 Street Delivery

From: _____ To: _____

Delivered By: _____ Date Delivered: _____ Check Number: _____

Date Payment Sent to Mailer: _____ MO Number(s): _____

PS Form 3816, April 2015 PSN 7530-02-000-9062 Copy 1 - Delivery Unit

1. DO NOT allow the recipient (addressee or agent) to examine the contents before payment. 3. If payment is by check, enter check number above.
 2. DO NOT deliver this article until payment is collected. 4. Have customer sign PS Form 3849.

◆ Follow proper scanning procedures for COD delivery and clearance.

Receiving Options

PS Form 3816

Receiving Options

Additional options

Fees

SAVE THIS RECEIPT
See reverse side for claims information.

Check/MO Amount \$ Cash Amount \$

Registered Mail® Service Priority Mail Express® Service
 Date of Mailing Return COD Charges to Sender and Priority Mail Express Service USPSA No.

Options for Receiving:
 Hold For Pickup (Priority Mail Express Only)
 Street Delivery

From: _____ To: _____

Check (if applicable) Return Receipt hardcopy Signature Confirmation Restricted Delivery COD Fee Extra Service Fee Postmark
 Return Receipt Electronic Signature Confirmation* Adult Signature Required Adult Signature Restricted Delivery
 Special Handling (over 2oz)

Postage Total Postage & Fees

PS Form 3816, April 2015 PSN 7530-02-000-9062 Copy 3 - Mailer

2015 Price Change

Product Overview

Customers may use Electronic Funds Transfer (EFT) rather than receiving a check or money order for Collect on Delivery services.

What's New?

- Mailers that have signed up for EFT will be noted in the “From: section” (EFT) above the company name.
- The amount collected at delivery should be the same as the check amount (no money order fee needed)
- A money order does not have to be issued to EFT designated mailers. The money order fee is required for EFT mailers for manual offices without EFT capabilities.
- POS / RSS offices
 - For COD-EFT eligible mailers the money order fee is not required
 - When a COD EFT is delivered with cash payment it will need to be entered into POS/RSS using AIC 270. The funds will be transferred to the mailer electronically and will not need a money order sent
- Non POS / RSS – Manual sites and Non-EFT mailers
 - No change. Cash is converted to money orders upon delivery

Product Overview

Provides indemnity coverage in the event of loss, damage or missing contents, based on the declared value of an item up to \$5,000.

What's New?

- Simplified by combining Priority Mail Express insurance and domestic insurance into one table, and international insurance into two tables
- Increase \$200 threshold to \$500 and items insured >\$500 will include Signature Service
- Align Returns with Outbound insurance amount
- Updated PS Forms 3813 and 3813-P

PS Form 3813



U.S. Postal Service®
INSURED MAIL RECEIPT
DOMESTIC ONLY
\$500 and under

OFFICIAL USE

Special Handling, No Fee (post box)
 Perishable
 Hazardous Material
 Fragile
 Live Animal

Insurance Fee \$
 Insurance Coverage \$
 Signature Confirmation™ Fee \$
 Signature Confirmation™ Restricted Delivery Fee \$
 Postage \$
 Total Postage and Fees \$

Sent To _____
 Street and Apt. No., or PO Box No. _____
 City, State, ZIP+4® _____

PS Form 3813, April 2015 See Reverse for Instructions

PS Form 3813-P



U.S. Postal Service®
INSURED MAIL RECEIPT
DOMESTIC ONLY
Over \$500

OFFICIAL USE

Special Handling, No Fee (post box)
 Perishable
 Hazardous Material
 Fragile
 Live Animal
 Transportation

Insurance Fee \$
 Insurance Coverage \$
 Signature Confirmation™ Fee \$
 Signature Confirmation™ Restricted Delivery Fee (postage required) \$
 Return Receipt Fee (per return) \$
 Postage \$
 Total Postage and Fees \$

Sent To _____
 Street and Apt. No., or PO Box No. _____
 City, State, ZIP+4® _____

PS Form 3813-P, April 2015 See Reverse for Instructions

2015 Price Change

Product Overview

Provides the highest level of security afforded by USPS, including a special chain of custody.

What's New?

- The service can be paired with up to \$50,000 indemnity coverage for high-value shipments
- Adding Registered Mail Restricted Delivery
- Updated PS Form 3806, Receipt for Registered Mail (no changes to Label 200 or Label 200-N)

Label 200



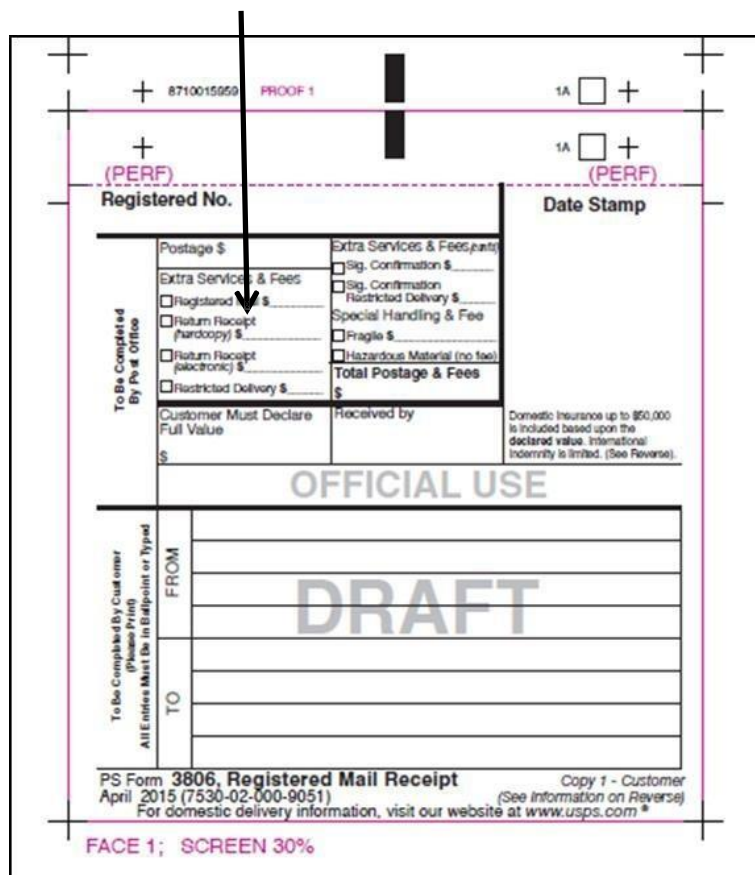
Label 200-N



2015 Price Change

PS Form 3806

**Restricted Delivery
Option and Fees added**



8710015959 PROOF 1 1A +
1A +
(PERF) (PERF)
Registered No. Date Stamp

To Be Completed By Post Office	Postage \$	Extra Services & Fees (cont)
	Extra Services & Fees	<input type="checkbox"/> Sig. Confirmation \$
	<input type="checkbox"/> Registered <input type="checkbox"/> Restricted Delivery \$	<input type="checkbox"/> Sig. Confirmation Restricted Delivery \$
	<input type="checkbox"/> Return Receipt (hardcopy) \$	Special Handling & Fee
	<input type="checkbox"/> Return Receipt (electronic) \$	<input type="checkbox"/> Fragile \$
	<input type="checkbox"/> Restricted Delivery \$	<input type="checkbox"/> Hazardous Material (no fee)
	Total Postage & Fees	\$

Customer Must Declare Full Value \$ _____ Received by _____
Domestic insurance up to \$50,000 is included based upon the declared value. International indemnity is limited. (See Reverse).

OFFICIAL USE

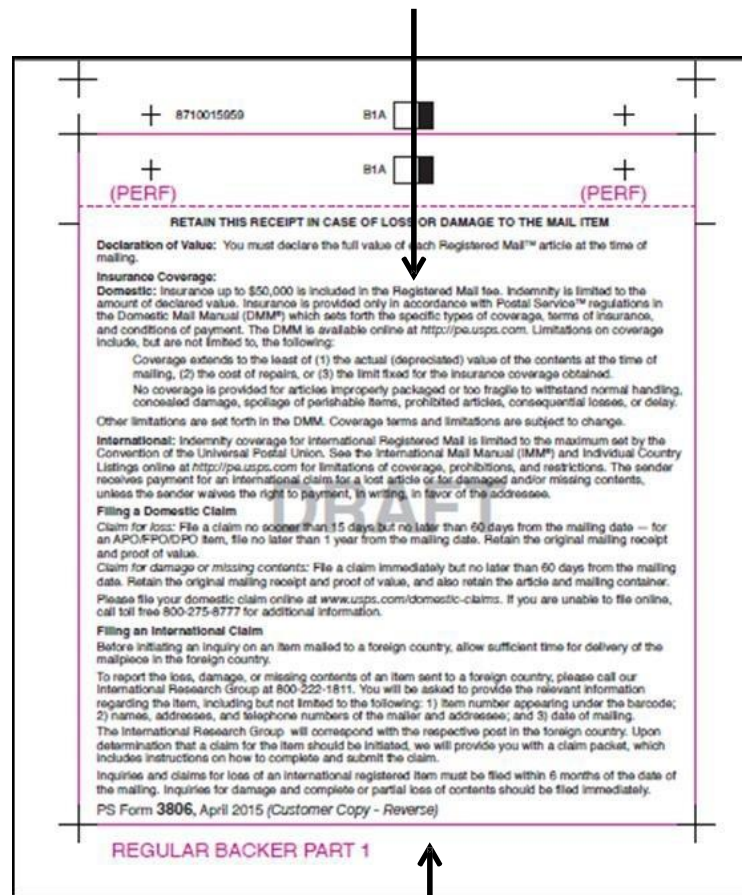
DRAFT

FROM _____
TO _____

PS Form 3806, Registered Mail Receipt April 2015 (7530-02-000-9051) Copy 1 - Customer (See information on Reverse)
For domestic delivery information, visit our website at www.usps.com

FACE 1; SCREEN 30%

**Domestic insurance
can be purchased**



8710015959 B1A +
B1A +
(PERF) (PERF)

RETAIN THIS RECEIPT IN CASE OF LOSS OR DAMAGE TO THE MAIL ITEM

Declaration of Value: You must declare the full value of each Registered Mail™ article at the time of mailing.

Insurance Coverage:
Domestic: Insurance up to \$50,000 is included in the Registered Mail fee. Indemnity is limited to the amount of declared value. Insurance is provided only in accordance with Postal Service™ regulations in the Domestic Mail Manual (DMM) which sets forth the specific types of coverage, terms of insurance, and conditions of payment. The DMM is available online at <http://ps.usps.com>. Limitations on coverage include, but are not limited to, the following:
Coverage extends to the least of (1) the actual (depreciated) value of the contents at the time of mailing, (2) the cost of repairs, or (3) the limit fixed for the insurance coverage obtained.
No coverage is provided for articles improperly packaged or too fragile to withstand normal handling, concealed damage, spoilage of perishable items, prohibited articles, consequential losses, or delay.
Other limitations are set forth in the DMM. Coverage terms and limitations are subject to change.
International: Indemnity coverage for International Registered Mail is limited to the maximum set by the Convention of the Universal Postal Union. See the International Mail Manual (IMM) and Individual Country Listings online at <http://ps.usps.com> for limitations of coverage, prohibitions, and restrictions. The sender receives payment for an international claim for a lost article or for damaged and/or missing contents, unless the sender waives the right to payment, in writing, in favor of the addressee.

Filing a Domestic Claim
Claim for loss: File a claim no sooner than 15 days but no later than 60 days from the mailing date -- for an APO/FPO/DPO item, file no later than 1 year from the mailing date. Retain the original mailing receipt and proof of value.
Claim for damage or missing contents: File a claim immediately but no later than 60 days from the mailing date. Retain the original mailing receipt and proof of value, and also retain the article and mailing container.
Please file your domestic claim online at www.usps.com/domestic-claims. If you are unable to file online, call toll free 800-275-8777 for additional information.

Filing an International Claim
Before initiating an inquiry on an item mailed to a foreign country, allow sufficient time for delivery of the mailpiece in the foreign country.
To report the loss, damage, or missing contents of an item sent to a foreign country, please call our International Research Group at 800-222-1811. You will be asked to provide the relevant information regarding the item, including but not limited to the following: 1) item number appearing under the barcode; 2) names, addresses, and telephone numbers of the mailer and addressee; and 3) date of mailing. The International Research Group will correspond with the respective post in the foreign country. Upon determination that a claim for the item should be initiated, we will provide you with a claim packet, which includes instructions on how to complete and submit the claim.
Inquiries and claims for loss of an international registered item must be filed within 6 months of the date of the mailing. Inquiries for damage and complete or partial loss of contents should be filed immediately.

PS Form 3806, April 2015 (Customer Copy - Reverse)

REGULAR BACKER PART 1

**Special Handling
Services References
have been removed**

2015 Price Change


Product Overview

Provides evidence of delivery, including the recipient's signature and the recipient's actual delivery address.

What's New?

- Added barcode to PS Form 3811, Domestic Return Receipt, with linkage to host Extra Service (i.e. Certified Mail)
- **Barcode must be scanned upon acceptance and delivery**-refer to Retail SOPs (POS/RSS/Manual) for instructions
- Barcoded form provides increased visibility
- PS Form 3811 not available with Hold For Pickup
- PS Form 3811 versions prior to April 2015 will not be usable after Price Change
- Return Receipt After Mailing eliminated; Form 3811-A repurposed for missing receipts only

PS Form 3811

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> ■ Complete Items 1, 2, and 3. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits. 	<p>A. Signature <input checked="" type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p>
1. Article Addressed to:	
 9590 401 0000 5071 0267 36	<p>3. Service Type</p> <p><input type="checkbox"/> Adult Signature <input type="checkbox"/> Priority Mail Express®</p> <p><input type="checkbox"/> Adult Signature Restricted Delivery <input type="checkbox"/> Registered Mail™</p> <p><input type="checkbox"/> Certified Mail® <input type="checkbox"/> Registered Mail Restricted Delivery</p> <p><input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Collect on Delivery <input type="checkbox"/> Signature Confirmation™</p> <p><input type="checkbox"/> Collect on Delivery Restricted Delivery <input type="checkbox"/> Signature Confirmation Restricted Delivery</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)</p>
2. Article Number (Transfer from service label)	
PS Form 3811, April 2015 PSN 7530-02-000-9053	Domestic Return Receipt

IMpb

Additional Service Type options

UNITED STATES POSTAL SERVICE

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4® in this box•

USPS TRACKING #



9590 9401 0000 5071 0200 17

IMpb

2015 Price Change

Product Overview

Provides “Preferential Handling” for materials that require extra care in handling, transport or delivery.

What’s New?

- Weight threshold has been eliminated
- No form for Special Handling ("Special Handling-Fragile" marking on shipment is required)
- Special Handling "Fragile" now available for Priority Mail Express.
- 5 new categories:
 - Fragile
 - Live animals
 - Hazmat
 - Perishable
 - Cremated remains

Special Handling Options (marking on package required)

Fee for Service

Fragile (Endorsement required: "Special Handling—Fragile") **\$10.35**

**Live Animal Transportation (Day old poultry)
(Must be marked: "Live Animals")** **\$0.20/lb**

No Fee for Service

Hazardous Material Transportation

Perishable

Cremated Remains

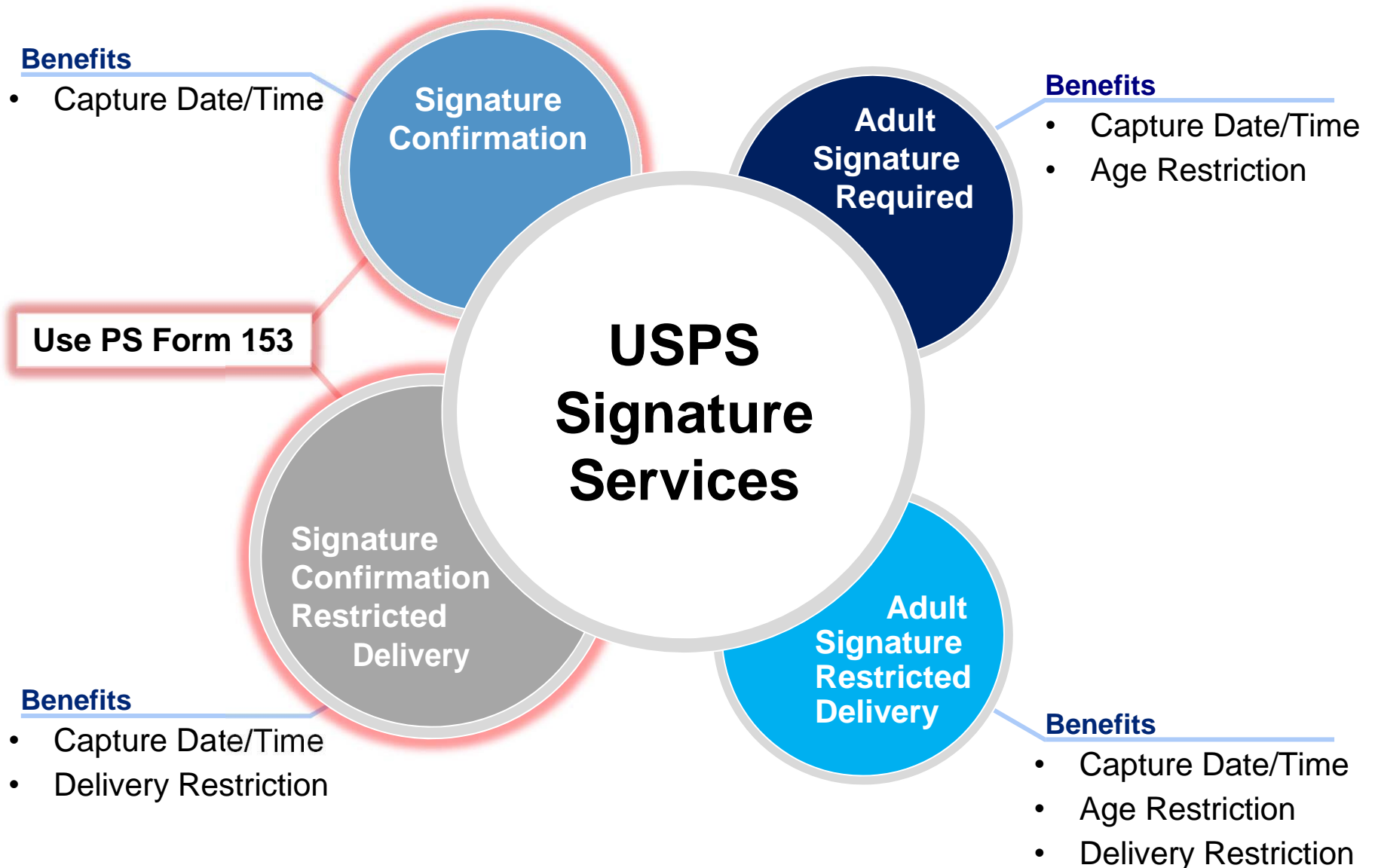
Product Overview

Provides various levels of capturing recipient or addressee signatures at the time of delivery. Restricted Delivery options require that mail is only delivered to the addressee by name or an authorized agent.

What's New?

- USPS Signature Services is a new umbrella for electronic signature services
- Adding new Extra Services Codes with combined signature options

#	Extra Services	Retail	Online	Commercial
1	Signature Confirmation	X	X	X
2	Signature Confirmation Restricted Delivery	X	X	X
3	Adult Signature Required		X	X
4	Adult Signature Restricted Delivery		X	X



2015 Price Change


Product Overview

Provides evidence of delivery and requires a signature to be captured at delivery. The recipient's electronic signature is then made available by email or electronic signature extract file format.

What's New?

- Expand Signature Confirmation offering to combine with any parcel and with any other Extra Service (except for Adult Signature services)
- Updates to PS Form 153

PS Form 153



**United States Postal Service®
SIGNATURE CONFIRMATION™**

U.S. Postal Service® Signature Confirmation™ Receipt

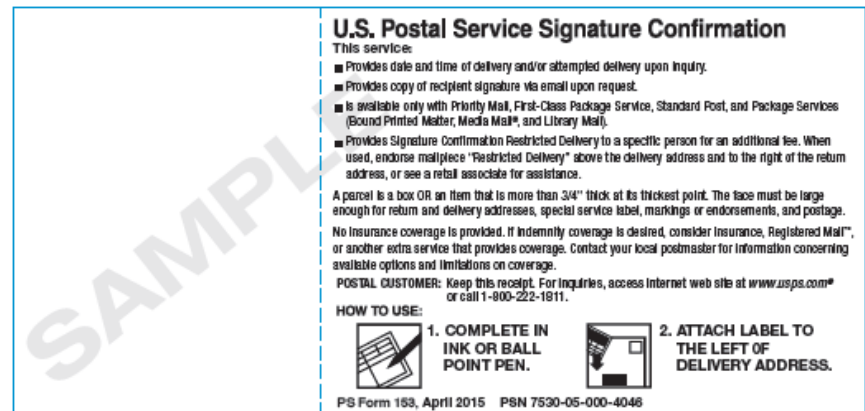
Postage and Signature Confirmation fees must be paid before mailing.

Article Sent To: (To be completed by mailer)

Postmark Here

Check if applicable
Restricted Delivery

PS Form 153, April 2015 PSN 7530-05-000-4046 (See Reverse)



U.S. Postal Service Signature Confirmation

This service:

- Provides date and time of delivery and/or attempted delivery upon inquiry.
- Provides copy of recipient signature via email upon request.
- Is available only with Priority Mail, First-Class Package Service, Standard Post, and Package Services (Bound Printed Matter, Media Mail®, and Library Mail).
- Provides Signature Confirmation Restricted Delivery to a specific person for an additional fee. When used, endorse multiple "Restricted Delivery" above the delivery address and to the right of the return address, or see a retail associate for assistance.

A parcel is a box OR an item that is more than 3/4" thick at its thickest point. The face must be large enough for return and delivery addresses, special service label, markings or endorsements, and postage.

No insurance coverage is provided. If indemnity coverage is desired, consider Insurance, Registered Mail™, or another extra service that provides coverage. Contact your local postmaster for information concerning available options and limitations on coverage.

POSTAL CUSTOMER: Keep this receipt. For inquiries, access internet web site at www.usps.com or call 1-800-222-1811.

HOW TO USE:

1. COMPLETE IN INK OR BALL POINT PEN.
2. ATTACH LABEL TO THE LEFT OF DELIVERY ADDRESS.

PS Form 153, April 2015 PSN 7530-05-000-4046

2015 Price Change

Product Overview

Provides tracking updates as an item travels to its destination. Customers can obtain tracking updates, including the date and time of delivery or attempted delivery through usps.com or extract file.

What's New?

- Includes USPS Tracking at no additional charge for four domestic products:
 - **First-Class Mail parcels**
 - **Library Mail**
 - **Media Mail**
 - **Bound Printed Matter**

#	Extra Service PS Form #	Extra Service Form Name	Change Status	Push Distribution to Field
1	153	Signature Confirmation Receipt	Updated	X
2	3606	Certificate of Bulk Mailing (International)	Updated	
3	3606-D	Certificate of Bulk Mailing (Domestic)*	New Form	
4	3665	Certificate of Mailing – Firm Book (Domestic)	New Form	
5	3817	Certificate of Mailing – Individual	No Change	
6	3800	Certified Mail Receipt	Updated	X
7	3804	Return Receipt for Merchandise	Updated	
8	3806	Receipt for Registered Mail	Updated	X
9	3811	Domestic Return Receipt	Updated	X
10	3811-A	Request for Delivery Information / Return Receipt	Updated	
11	3813	Insured Mail Receipt \$500 and Under	Updated	X
12	3813-P	Insured Mail Receipt Over \$500	Updated	X
13	3816	Collect on Delivery	Updated	X
14	3877	Firm Mailing Book for Accountable Mail	Updated	
15	LAB875	Special Handling – Fragile	New Label	X

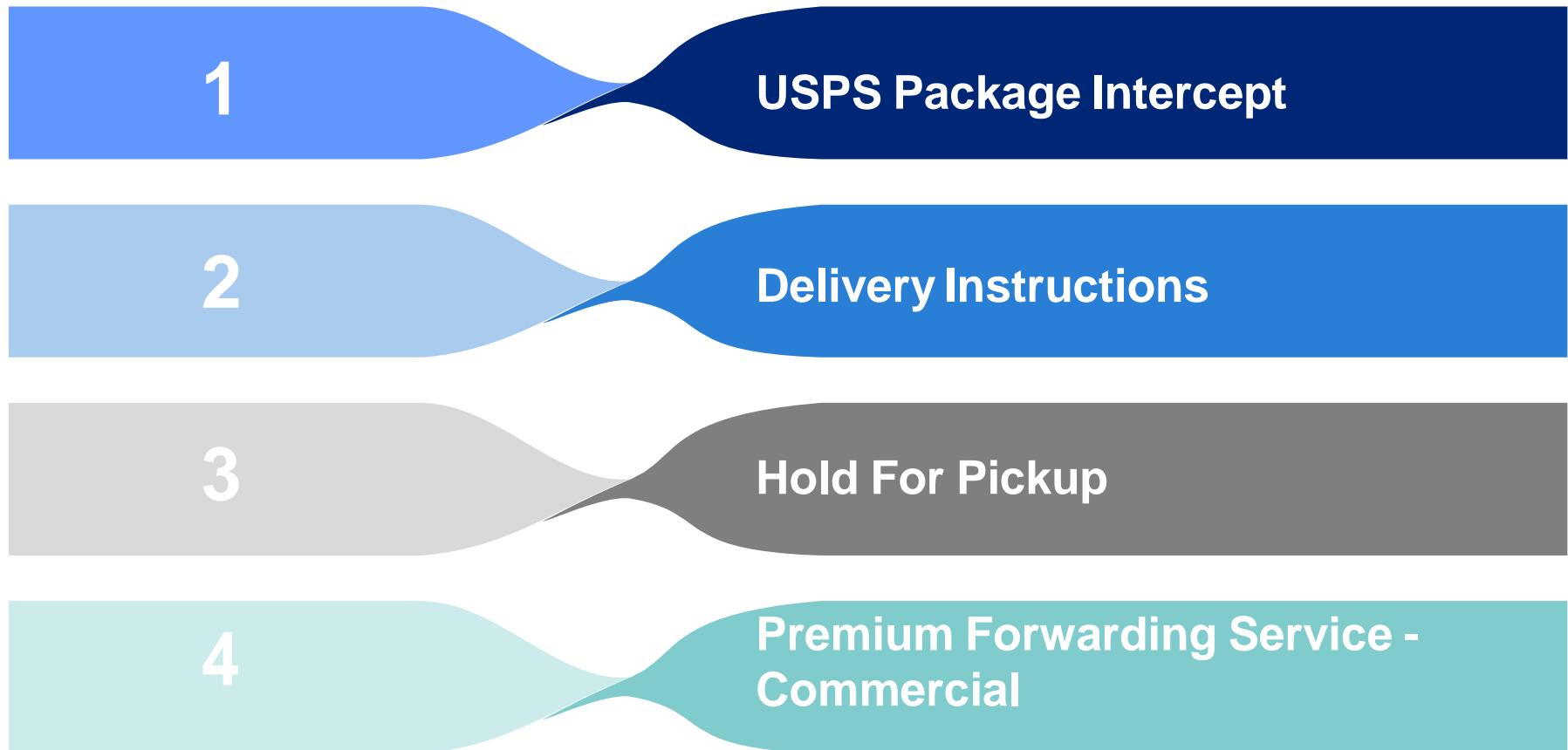
Quantity of Extra Service forms shipped to each USPS Retail Office is based on past ordering history

2015 Price Change

*To be presented by Mailing Entry Location

- **Contents:**
 - Memo (1 page)
 - 24" x 36" Poster
 - **Recipients: All Post Offices**
 - May 1, 2015**
-
- **Contents:**
 - Memo (1 page)
 - Extra Service Forms (7)
 - **Recipients: All Post Offices by dates shown**
 - May 5, 2015
(Offshore)**
 - May 11, 2015
(All other P.O.s)**
-
- **Orders can be placed online and eBuy:**
 - Customers
 - All Post Offices
 - May 15, 2015**
-
- Old version of the non-barcoded PS Form 3811 Return Receipt cannot be used after May 31
 - Replace all forms with the April 2015 versions except the following, which need to be replaced (ordered) with May 2015 versions:
 - PS Form 3606-D—Certificate of Bulk Mailing (Domestic)
 - PS Form 3665—Certificate of Mailing-Firm (Domestic), which replaces the use of the PS Form 3877 for use as a domestic certificate of mailing
 - Until further notice, mailers may deplete existing supplies of their current facsimiles of PS Form 3877 in lieu of the PS Form 3665 & PS Form 3606 in lieu of the PS Form 3606-D

USPS continues to develop new value-added services that compliment USPS outbound and return package business.



2015 Price Change



Package Intercept & Delivery Instructions Comparison

#	Feature	USPS Package Intercept	Delivery Instructions
1	Requestor	Shipper / Consumer	Recipient
2	Sign-Up or Request Made	BCG / USPS.com	USPS.com
3	USPS Tracking Barcode Required	Yes	Yes
4	Postage	Priority Mail	Original Class of Mail
5	Fee	\$12.15	No Fee
6	Upcharge Delivery Option	No	Priority Mail Express or Priority Mail
7	Return to Sender Option	Yes	No
8	Hold For Pickup Option	Yes	Yes
9	Deliver to Domestic Address Option	Yes	Yes
10	Deliver to a Neighbor Option	No	Yes
11	Maximum # of Request	100,000 / 1	1
12	Request submitted by:	2:00 a.m. CST	2:00 p.m. CST
13	Service available for International?	No	No

2015 Price Change

Product Overview

USPS Package Intercept is a service that allows shippers to redirect the delivery of a shipment, after it is already in transit, for a fee (not available at Retail).

What's New?

- Changed scan event from “Recall” to “Intercept”
- Upgraded to ensure that customers will be charged the fee only if package is successfully intercepted
- Non-commercial customers must make USPS Package Intercept requests through Manage Your Mail on usps.com
- Updated User Guide (Commercial Package Intercept)

1 

Customer submits instructions for intercept and redirection of mailpiece on www.usps.com or through BCG for commercial customers. Customer is not charged until the package has been successfully intercepted.

2 

USPS.com or BCG processes the request and sends an alert to MyPO. MyPO lists Package Intercept requests under “Tasks.”

3



Audio/Visual alerts sent to DSS, PASS, IMDs and MDDs.

4



Scan Event: “Intercept”

5



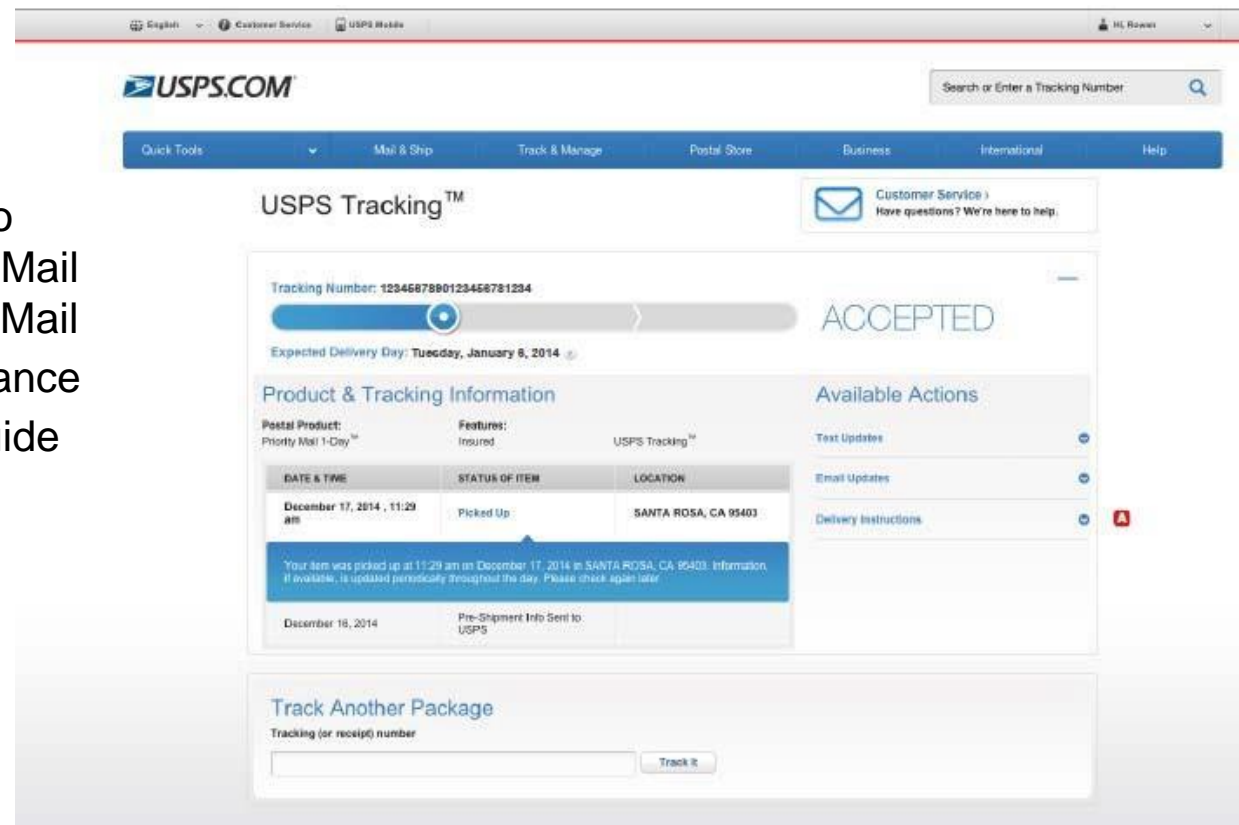
Mailpiece is redirected as Return to Sender, Hold For Pickup or to a new domestic address.

Product Overview

Allows the recipient of an item to electronically authorize USPS to leave a package at a specific location or reroute their package to a new domestic destination through USPS.com.

What's New?

- Adding the ability to upgrade to Priority Mail Express or Priority Mail
- Ability to add insurance
- Updated User's Guide



The screenshot shows the USPS Tracking page for a package with tracking number 1234567890123456781234. The status is 'ACCEPTED' and the expected delivery day is Tuesday, January 8, 2014. The page includes a navigation menu, a search bar, and a table of tracking history.

DATE & TIME	STATUS OF ITEM	LOCATION
December 17, 2014 - 11:29 AM	Picked Up	SANTA ROSA, CA 95403
December 16, 2014	Pre-Shipment Info Sent to USPS	

Product & Tracking Information: Postal Product: Priority Mail 1-Day™, Features: Insured, USPS Tracking™.

Available Actions: Text Updates, Email Updates, Delivery Instructions.

2015 Price Change

1 

Recipient requests delivery to another location or delivery address before a “Delivered” or “Attempted/Left Notice” scan, pays additional postage via usps.com if rerouted outside of original delivery ZIP Code or upgraded to expedited service or added insurance. No additional service fee required.

2 

Usps.com processes submission and sends alert to MyPO

3 

Delivery Unit will receive Delivery Instructions via MyPO for the new delivery address, new location, or Hold for Pick Up. There is no Return to Sender option.

4 

Package upgraded if additional postage paid

5 

Package rerouted to new domestic delivery address, new location, or Hold For Pickup.

Product Overview

Allows shippers to direct a package to a USPS facility for pickup rather than delivering to a street address.

What's New?

- Expanded service to Parcel Select Lightweight and Bound Printed Matter Parcels
- Audible and Visual alerts during distribution and delivery to alert clerks and carriers:
 - Intelligent Mail Device (IMD)
 - Passive Adaptive Scanning System (PASS)
 - Delivery Sortation System (DSS)
- Updated User Guide

P	<small>PRIORITY MAIL U.S. POSTAGE PAID COMPANY NAME eVS</small>
USPS PRIORITY MAIL®	
<small>INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999</small>	
HOLD FOR PICKUP	
<small>HOLD FOR: RONALD RECEIVER C/O ABC POST OFFICE 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999</small>	
USPS ADULT SIGNATURE/HFP eVS	
	
9277 2912 3456 7803 0249 04	

1



Shippers or agents (consolidators) bring packages to designated Destination Delivery Units (DDU) and pay the appropriate rate

2



MyPO processes submission then sends notification to customers of package availability and sends reminders if not picked up

3



Audio/Visual Alert via DSS, PASS, IMD

4



Recipient picks up Hold For Pickup packages at designated USPS location

Product Overview

Allows approved businesses to consolidate their company mail received from multiple business PO Boxes and/or business street addresses into a single shipment for delivery to an alternate business address using Priority Mail or Priority Mail Express.

What's New?

- Service only available through Business Customer Gateway
- Added the ability to schedule, edit or cancel through Premium Forwarding Service Commercial Application in Business Customer Gateway for Priority Mail
- In addition to postage costs, there is an enrollment fee of - \$16.50
- No minimum piece requirement
- Updated User Guide



Product Overview

A temporary service that can be used from 2 weeks up to 1 year. For a weekly fee, the Postal Service will hold the customer's mail, package it and ship it each week on Wednesday by Priority Mail® service. PFS-Residential is available at Retail or online.

What's New?

- PFS-Residential - \$18.00 Enrollment Fee at Retail.
- PFS-Residential - \$16.50 Enrollment Fee Online
- PFS-Residential weekly processing and shipment fee - \$18.00
- This service delivers mail in 1, 2, or 3 days depending on distance.
- PFS-Residential is available for residential PO Boxes size 1 and 2 for the Retail counter transaction
- PFS-Residential Online is not available for residential PO Boxes since the PO Box size cannot be confirmed online
- Priority Mail Express® items are rerouted directly to you.
- Priority Mail items are shipped immediately or included in the weekly package, whichever is faster
- First-Class Mail® items that don't fit in the weekly package are sent separately at no additional charge

Service Overview

USPS offers a variety of flexible Returns solutions for businesses of all sizes and for all respective needs.

Specific Offerings

USPS Return Services

Offers scan-based charging of postage and flexible return label options including:

- Priority Mail Return Service
- First-Class Package Return Service
- Ground Return Service

Parcel Return Service

Offers a dedicated return service for shippers with high volume returns. Merchants are charged after the manifest verification process through a reverse-logistics process. Pickups occur at DDU, DSCF or DNDC

Merchandise Return Service

Convenient way for businesses that process <10,000 returns a year to track their inventory. Usually the customers are provided a prepaid return shipping label that can be provided to USPS through a carrier, at a post office or collection box

The Return Services Permit streamlines three previous Return Products into a single permit

USPS's three previous permits for Returns each required an annual fee of \$220:

- Parcel Return Service (PRS)
- USPS Return Service
- Merchandise Return Service (MRS)

They are now consolidated to one Return Services permit:



The upfront fees for Return Services are being eliminated

- Eliminate MRS, USPS Returns, and PRS annual permit fee \$220 and annual account maintenance fee \$685 for customers using USPS for both outbound and return shipments at renewal
- Customer Annual Savings: \$905
- Removes barrier to entry for customers to use USPS for returns
- No change to Business Reply Mail parcels
- **Eliminate BPRS annual permit and account maintenance fees**



The Annual Permit and Account Maintenance fees are being eliminated.

- Eliminate as a return product offering and establish as an endorsement
- Products available for:
 - Standard Mail parcels
 - Parcel Select Lightweight
- Customer will be responsible for paying the \$3.00 per piece fee
 - Eliminate the \$220 annual permit fee and \$685 annual account maintenance fees
- Require IMpb with USPS Tracking STC for Returns visibility
- Automate charge per Price Change fee when scan event occurs:
 - Arrival At Unit (AAU)
 - Return to Sender – Unclaimed
 - Refused

	STANDARD MAIL U.S. POSTAGE PAID PERMIT NO. CITY, STATE
USPS STANDARD MAIL®	
INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999	
RETURN SERVICE REQUESTED - BPRS	
RONALD RECEIVER C/O RICK RECIPIENT INTERNET PURCHASING OFFICE BIG AND GROWING BUSINESS CO. 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
USPS TRACKING #	
	
9270 2912 3456 7800 0615 03	

Service Overview

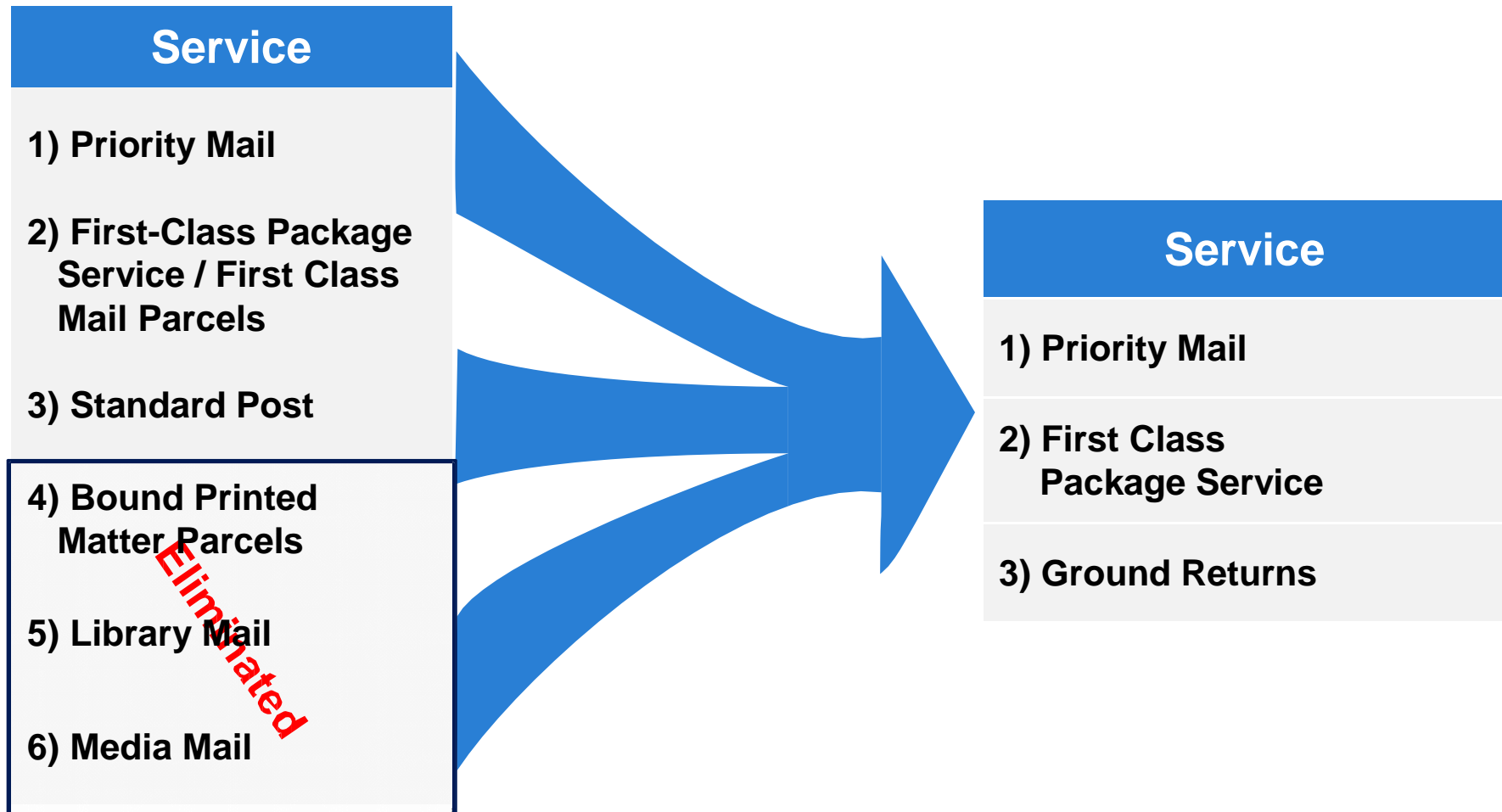
MRS allows a merchant to provide a preprinted postage-paid label to consumers to return merchandise, samples and other items. Merchants are charged only if and when the labels are used. There are no minimum volumes.

What's New?

- Simplifies the MRS product line to three Services
- Intelligent Mail package barcode was introduced in July 2014
 - All customers must transition by September 2015

JOHN DOE 1258 RETURN LN BETHESDA MD 20817	NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES
POSTAGE DUE COMPUTED BY ACCEPTANCE POST OFFICE	=====
POSTAGE _____ SPECIAL HANDLING FEE (IF ANY) _____ PICKUP DEMAND FEE (IF ANY) _____ TOTAL POSTAGE AND FEES DUE _____	=====
MERCHANDISE RETURN LABEL	
PERMIT NO. 1 ABC CO.	CONESTOGA PA 17516 1234 MAIN ST
USPS TRACKING #	
	
9240 2912 3456 7803 0249 00	
POSTAGE DUE UNIT US POSTAL SERVICE PO BOX 9998 CONESTOGA PA 17516	

Merchandise Return Services is being streamlined from 6 services to 3 to align with products offered for USPS Returns. Customers have until September 2015 to transition to using the Intelligent Mail package barcode.



2015 Price Change

- **From Retail and Customer Service Operations site Click Price Change**
 - <http://blue.usps.gov/customerservicesoperationsandretail/home.shtml>
- **Postal Explorer**
 - <http://pe.usps.gov/>
- **RIBBS**
 - <http://www.ribbs.usps.gov/>
- **DMM Advisory**
 - **Special email update. Subscribe via e-mail: dmmadvisory@usps.com**
- **Domestic Mail Manual**
 - http://pe.usps.gov/text/dmm300/summary_of_changes.htm
- **Price List (Notice 123)**
 - <http://pe.usps.gov/text/dmm300/Notice123.htm>
- **Postal Bulletin**
 - <http://about.usps.com/postal-bulletin/welcome.htm>
- **Federal Register Notice**
 - <http://pe.usps.gov/FederalRegisterNotices.asp>
- **Postal Rate Commission**
 - <http://www.prc.gov/>

Visit the complete list of PO Box fees by zip code by clicking here:
[Retail Customer Service Operations website.](#)

Attached are two letters regarding the 2015 Price Change for PO Boxes



Information Letter
to Customer

Informational Letter to Customer informs customers of the increase, effective May 31. Customers are informed that payments received before May 31 will not be subject to the price change until their fees are due again. If Notice 32's have not been delivered to the boxes for May, please attach this notice. If Notice 32's have been delivered to boxes that were due at the end of May – remove this sentence (***see renewal notice included with this letter***) from the letter and distribute to each box.



Reminder Letter
to Customer

Reminder Letter to Customer is simply a reminder to ***customers that have yet to pay their fees.*** This letter should be placed in the boxes on approximately May 20, 2015.

All rates are currently available on Postal Explorer at <http://pe/> or RCSO Web URL:
<http://blue.usps.gov/customerservicesoperationsandretail/home.shtml>

May 2015

Dear Valued PO Box Customer:

PO Box fees will increase on May 31, 2015. Your PO Box fee is due by May 31, 2015. Payments received before May 31, 2015, will be renewed at the existing PO Box rate (see renewal notice included with this letter). Payments received on or after May 31, 2015 will be charged at the new price which is not reflected in your May payment notice; therefore, if you want to take advantage of the existing prices, please pay your PO Box fee before May 31, 2015

Did you know that some locations now offer additional services free of charge?

For existing and new customers

- Easy pickup for items that require a signature, through Signature on File service for receipt of Express Mail®, Insured Mail over \$200, and Signature Confirmation.
- Street Addressing for your PO Box
- Real Mail Notification – notification when articles arrive at your PO Box through text or email

For new customers

- Baker's Dozen (13 months of service for a 12-month payment for new PO Box customers)
- No key deposit for the first two keys

Please ask your Sales Associate if your office is one that is now offering one of these additional services and how you can benefit from them and sign up. **Note:** *These special services do not apply to Caller Service and Group E Box customers.*

For your convenience, you can manage your PO Box online at www.usps.com/poboxes. Here you can find, apply, and pay for a PO Box, and manage an existing PO Box. You can use your credit card to make a one-time payment or sign up for automatic renewal payments so you never miss a due date. You can also renew your PO Box at any one of our 2,400 Self Service Kiosks located at selected Post Offices nationwide. See <http://www.usps.com/locator/welcome.htm> for a location near you. **Note:** Caller Service can only be paid in person or by mail.

Thank you for your continued business.

POSTMASTER

May 2015

Dear Valued Customer:

The Postal Service appreciates your continued use of PO Box services. This letter is to remind you that PO Box fees at this location will increase on May 31, 2015. PO Box payments received before May 31, 2015, will be renewed at the existing PO Box rate (see renewal notice included with this letter). If you renew your PO Box service for an entire year, your fee will not increase until next year. The new PO Box fees only apply if your PO Box payment is received on or after May 31, 2015.

As a reminder, if we have not received your payment within ten days after the due date of May 31, 2015, your PO Box service will be terminated and all incoming mail will be returned to sender. To reopen your box, you would need to pay in person all fees due and a late handling fee of \$21.00. To avoid this inconvenience and the late payment charge, we encourage you to renew on time - or prior to May 31, 2015 to take advantage of the current rate.

You can make your payment using the renewal envelope included with this letter or use one of the following options:

- **Pay Online:**
Go to <http://www.usps.com/receive/businesssolutions/poboxesonline.htm>
- **Pay at a Self Service Kiosk conveniently located in many of our locations after hours:**
You can find the location of a Self Service Kiosk at <http://usps.whitepages.com/apc> or by downloading the mobile application at <http://www.usps.com/mobile/info.htm>.
- **Pay by Mail:**
Send a check or money order payable to "U.S. Postal Service" to the Postmaster where your PO Box is located.
- **Pay in Person:**
Visit the Post Office where your PO Box is located using cash, check, credit card, or debit card.

Thank you for choosing the United States Postal Service. We appreciate your business and look forward to providing you continued excellent PO Box service at this location.

Postmaster

The USPS defines hazardous material as any article or substance designated by the U.S. Department of Transportation (DOT), as being capable of posing an unreasonable risk to health, safety, and property during transportation. In international commerce hazardous materials are known as "dangerous goods." This definition is very broad and includes many common, everyday use items which could include, but are not limited to:

- Batteries (lithium, wet cell)
- Fuels (gasoline, butane, propane, etc.) and items containing fuel
- Perfumes, aftershaves, and colognes
- Cosmetics (nail polish, nail polish remover, astringent)
- Aerosols (spray paint, hairspray)
- Mercury and items containing mercury (some thermometers)
- Cleaning supplies (ammonia, bleach, lye)
- Household solvents (turpentine, acetone, mineral spirits)
- Paints (oil and solvent based) and paint thinners
- Pesticides (e.g. flea collars), herbicides, and rodenticides
- Strike Anywhere Matches
- Pool chemicals
- Alcohols

What are my HAZMAT responsibilities?

1. Conduct visual inspection of all articles being mailed. Pinpoint visible stains, leaks or odors.
2. Listen for broken glass or sloshing liquid
3. Check delivery address and return address.
 - a. Domestic: The complete delivery and return address are required on packages
 - b. International: The complete delivery and return address are required on letters and packages. Additionally, the bottom line of the address must show the country name written in full (no abbreviations) and in capital letters. A customs form listing the contents of the package is usually required.
4. In offices with POS/RSS technology, direct the customer to the Customer Display Unit (CDU) and ask them to read and respond to the following question, “Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries or perfume?” (In manual offices, Retail employees must ask all elements of the HAZMAT question and allow the customer to respond.)
 - **Customer states, “I don’t know the contents” or refuses to answer.**
DO NOT ACCEPT THE PACKAGE without this information.’
 - **Customer states, “I am not sure if the contents are a hazardous material or not”**
Following identification of the contents, you should determine the mailability of the material and required packaging, labeling, documentation, and any mail class restrictions. Poster 138, Keep the Mail Safe, can assist in determining the mailability of commonly shipped items
 - **Customer indicates that the parcel contains HAZMAT.**
Customer must state the contents. Following identification of the contents you should determine the mailability of the material and determine the required packaging, labeling, documentation, and any mail class restrictions. Poster 138 (Keep the Mail Safe) will assist you in determining the mailability of commonly shipped items
5. Verify that HAZMAT labels or preprinted markings match contents
6. If box is reused and contents do not match the markings, inform customer that old markings must be removed

7. If markings cannot be removed, the shipment is not acceptable and must be refused

Many hazardous materials are relatively safe in common use, but may exhibit potentially dangerous characteristics under certain circumstances, such as careless handling, exposure to extreme temperatures, excessive vibration during transport, improper packaging, or storage in proximity to incompatible materials.

Perfumes

- May only be ground shipped domestically using Standard Post
- Total fluid-ounces of perfume in the package cannot exceed 16 ounces
- Multiple containers may be enclosed in a single package, provided the total volume of perfume (or other mailable flammable liquids) doesn't exceed 16 ounces. The package must also include enough cushioning material to prevent breakage and absorb any potential leakage, must be packed in securely sealed secondary packaging, and must be placed in strong outer packaging that is capable of firmly and securely holding the internal receptacles, cushioning material and secondary packaging.
- Must be marked "Surface Only", or "Surface Mail Only"

Lithium Batteries

Use the chart below to determine both domestic and international limitations for mailing lithium batteries or items containing lithium batteries

	Surface Transportation	Air Transportation	Domestic Mailpiece Limitations ¹	International Mailpiece Limitations
Lithium Metal or Lithium Alloy Batteries^{2, 3} <i>Small non-rechargeable consumer-type batteries</i>				
Contained in (properly installed in equipment)	Mailable	Mailable	8 cells or 2 batteries 11lbs.	4 cells or 2 batteries
Packed with equipment, but not installed in the equipment	Mailable	Mailable	8 cells or 2 batteries 11lbs.	Prohibited
Without the equipment they operate (individual batteries in originally sealed packaging)	Mailable	Prohibited	5 lbs.	Prohibited
Lithium-ion or Lithium Polymer Batteries^{4, 5} <i>Small rechargeable consumer-type batteries</i>				
Contained in (properly installed in equipment)	Mailable	Mailable	8 cells or 2 batteries	4 cells or 2 batteries
Packed with equipment, but not installed in the equipment	Mailable	Mailable	8 cells or 2 batteries	Prohibited
Without the equipment they operate (individual batteries in originally sealed packaging)	Mailable	Mailable	8 cells or 2 batteries	Prohibited
Very Small Lithium Metal or Lithium-ion Batteries^{6, 7} <i>Exception for very small consumer-type batteries in USPS air transportation</i>				
Contained in (properly installed in equipment)	Mailable	Mailable	No limit on cells/batteries 5.5 pounds	4 cells or 2 batteries
Packed with equipment, but not installed in the equipment	Mailable	Mailable	No limit on cells/batteries 5.5 pounds	Prohibited
Damaged/Recalled Batteries	Prohibited, unless approved by the manager, Product Classification.			Prohibited

Firearms

- Handguns can only be shipped by authorized personnel to certain individuals
- Use only “signature services” outlined in Pub 52
- All firearms must be unloaded
- Parcels must not have any kind of marking

Cremated Remains

- Must be shipped using *Priority Mail Express*, and, if country permits, *Priority Mail Express International*.
- Should be marked “cremated remains” (Label 139 preferred) on the address side
- Requires inner and outer containers:
 - Domestic: The inner container must be strong and durable to protect and securely contain the contents inside. It must be properly sealed so that it is sift-proof
 - International: A funeral urn is required as the inner container. It must be sealed and sift-proof.
 - Both domestic and international shipping: The outer container must be strong, durable, and sift-proof. Inner container is inserted into the shipping box and padding material added to the bottom, sides, and top to prevent movement.
- Note: when possible:
 - Put address label on urn
 - Put return address and mailing address on inner and outer containers

Lives

- Mailer and shipment must meet certain criteria to assure the safe and effective transport
- Shipments must be clearly marked to identify that the contents are live animals.
- Shipments of live, day-old poultry are assessed a per pound transportation fee when placed in air transportation.
- Shipments via surface are not assessed the transportation fee even though they are handled and processed differently than “normal” items
- A Live Animals transportation fee is not applied to adult birds or other shipments of live animals
- POS/RSS will prompt for day-old poultry to correctly assess the transportation fee and will allow the Postal Service to track volume and revenue for live animals.

For more information, refer to [Publication 52 - Hazardous, Restricted, and Perishable Mail](#), May 2014, Updated with Postal Bulletin Revisions Through May 15, 2014.

This Job Aid is intended to assist in the resolution of “No Delivery / No Attempt” eCC cases. Utilizing these steps will greatly enhance the likelihood of a positive customer experience, and assist in minimizing the number of repeat cases.

Investigation- Use all tools at your disposal!

- **PTS (Product Tracking System)**
 1. Do Origin and Destination ZIP Codes match those associated with the case details?
 2. Do scans indicate package reached delivery unit?
 3. Does article have physical scan ID, but no stop the clock event?
 4. In addition to the prior indications, has sufficient time passed for delivery standards to have been met?
 5. Does customer claim non-receipt even when there is a “Delivered” scan?
 6. Do scans indicate looping between delivery and processing facilities?
- Numbers 1-5 indicate the Delivery Unit as optimum unit to involve in resolution
- Number 6 indicates that the mail processing facility should be involved in resolution

- **WEB APATS**
 - In reviewing image- Is addressing, including ZIP Code as expected / required?
 - Does image indicate obliteration of labels / addressing?
 - Does image indicate package is damaged?

Collaboration

- Based on your investigation, make contact with appropriate individuals in operations to assist you in resolving the problem
- Share your findings with them
- At the Delivery Unit
 - Check the “left notice” staging area, and carrier’s work area
 - Consult with the carrier(s) responsible for delivery on that route
- At Mail Processing facility
 - If you discover a looping package, contact the associated facility, and inform them of the issue, providing the Tracking number and instructions to reroute the package to the proper destinating ZIP Code
 - The NDC will flag the tracking number and when the package is processed through the NDC again, the APPS or ASPBS machine will direct the package to a designated bin for capture
 - The package label will be inspected, and if necessary, repackaged or altered to ensure proper routing to delivery unit
- Develop and document a concise plan for resolution, with specific responsibilities and timelines

Resolution

- Implement the resolution plan
- Communicate with the customer through the process as required
- Apologize to the customer, and thank them for their business
- Document the resolution thoroughly and follow-up to insure directions were completed

Dimensional weight pricing is an important component of Priority Mail because it allows our items mailed in a Priority Mail Flat Rate box.

Dimensional Weight Pricing Criteria

- Priority Mail
- Item is destined for Zone 5 through 9
- Measures more than one cubic foot (1,728 cubic inches)

Determining Dimensional Weight Pricing

- 1) Weigh the item to determine the actual weight (round any fraction of a pound to the next whole pound).
- 2) Determine if dimensional weight pricing applies (use a measurement template if available).
- 3) If dimensional weight pricing applies, measure the length, width, and height (round off individual measurements to the nearest inch) and enter measurements into retail equipment.

Dimensional weight pricing will be calculated on sales equipment for offices with POS ONE and RSS technology or in manual offices with an electronic scale. Other manual offices can use the Postage Calculator on usps.com or perform steps 4 thru 5 below.

4. Multiply the length by the width by the height. This figure is the cubic capacity. If the result is 1,728 cubic inches or less, dimensional pricing does not apply. Postage will be based on the actual weight of the piece and the appropriate zone. If the result exceeds 1,728 cubic inches use Item a, Rectangular Parcels, or Item b, Nonrectangular Parcels, to determine the dimensional weight.

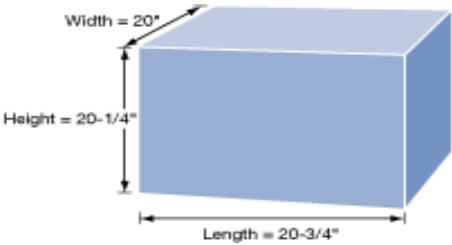
a. RECTANGULAR PARCELS: Divide the result from #4 above by 194 to determine the dimensional weight. Round up any fraction of a pound to the next whole pound (see Exhibit #1).

b. NONRECTANGULAR PARCELS: Multiply the result from # 4 above by the 0.785 adjustment factor. If the result is more than 1,728 cubic inches, divide it by 194 to determine the dimensional weight. Round up any fraction of a pound to the next whole pound (see Exhibit #2).

5. The applicable postage is based on the actual weight or the dimensional weight, whichever is greater, and the appropriate zone.

Exhibit #1

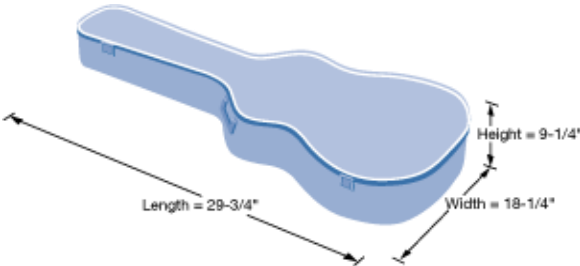
Dimensional Weight Pricing: Rectangular-Shaped Items



Example: 21" x 20" x 20" = 8,400 cubic inches / 194 = 43.29 pounds, which is rounded up to 44 pounds.

Exhibit #2

Dimensional Weight Pricing: Irregularly Shaped Items



Example: 30" x 18" x 9" = 4,860 cubic inches x 0.785 = 3,815.1 / 194 = 19.67 pounds, which is rounded up to 20 pounds.

The meter price for a single-piece non-presorted First-Class Mail® letter for up to one ounce is \$0.485. This meter price is available for any single-piece letters with postage paid by meter, permit imprint, pre-cancelled stamps, business reply mail permit (BRM), or PC Postage®, including customized postage. It is available for single-piece mail whether it is mailed at retail (dropped off at a retail counter or dropped into a blue USPS® collection box) or as a residual piece in a commercial mailing. Customers may bring metered mail to a retail counter to purchase additional services.

To accommodate the half-cent price at the retail counter, the following procedures will apply:

Scenario 1: The customer affixed the correct price (“First-Class Mail Letter METER Price” from the table below) or overpaid. The Retail Associate will enter the price without the half cent (i.e., rounded down) as “Postage Affixed”. This price is listed in the table below as “Adjusted First-Class Mail Letter Price – for systems purpose”.

Scenario 2: The customer affixed a lower price than the “First-Class Mail Letter METER Price” (see table below) and the mailpiece will only be eligible for the stamp price (“First-Class Mail Letter STAMP Price”). Do not process this transaction as “Metered Mail”.

Note:

- The half cent difference between stamp and meter pricing is for First-Class Mail letters only; metered First-Class Mail cards and flats continue to have the same price as stamped First-Class Mail cards and flats.

Weight Not Over (ounces)	First-Class Letter STAMP Price	First-Class Letter METER Price	Adjusted First-Class Mail Letter Price – for systems purposes
1	0.49	0.485	0.48
2	0.71	0.705	0.70
3	0.93	0.925	0.92
3.5	1.15	1.145	1.14

Stamps

Non-Denominated

- Board approved creating 5 types of “non-denominated” – similar to the First-Class Rate Forever® stamps – for select price change issues
- New AIC (097) will be created (as was done with Forever®)
- Automatic push for Postcard (Coastal Birds pane of 20) and Additional Ounce (Penguins, Pane of 20) to all offices
- Automatic push for 2 ounce (Vintage Tulip & Wedding Cake) and Non-machineable Surcharge (Eastern Tiger Swallowtail) to premier offices



- First-Class letter additional-ounce price (.22)
- Panes of 20 (Automatic Push – all offices)
 - Coils of 100



- First-Class Postcard Price (.35)
- Pane of 20 (Automatic Push – all offices)
 - Coils of 100



- First-Class letter including the Non-Machineable Surcharge price (.71)
- Pane of 20 (Automatic Push – Premier Offices)



- First-Class 2 Ounce Price (.71)
- Panes of 20
 - Three Separate Stamp Issues



- Vintage Tulip (Automatic Push – Premier Offices)
- Wedding Cake (Automatic Push – Premier Offices)
- Yes, I Do (Must Order)



Image
Coming
Soon

- First-Class 3 Ounce Price (.93)
- Panes of 20
 - Available Mid-Summer

International

? What's New?

- Insurance tables reduced from 3 to 2
 - GXG table is separate
 - PMEI and PMI tables combined into one table to simplify pricing
- New zoned prices based on origin ZIP Code for Priority Mail International (PMI) destined to Canada
- Canada pricing change by zones based on where office is in relation to ISC
- The following countries were added to the PMEI serviced country list. They are not included in the countries offering the Money Back Guarantee
 - Burma, Kiribati, Sao Tome & Principe
- Global Forever Stamp Forever first-class pricing increase to \$1.20 from \$1.15 This is good for up to 2 ounces to Canada or 1 oz. to the rest of the world.
- International Postcard rate increase to \$1.20
- The non-machinable surcharge is now \$0.22

Extra Service Enhancements

Extra Service Enhancements

May 2015

As part of our ongoing efforts to simplify products and services have been bundled based on customer feedback and need. Enhancing the customer experience by bundling the various options offered to each of our Extra Services will drive volume and revenue, and improved visibility. These changes have been made to offer a relevant line of solutions in today's competitive marketplace.

Some of the key enhancements include:

- Insurance:
 - Combining Priority Mail Express and General Insurance tables into one table.
 - Threshold for obtaining a recipient's signature has been raised from \$200 to \$500.
 - A copy of the recipient's signature will be available at no additional charge for items insured for more than \$500.00.
- USPS Signature Services will include:
 - Signature Confirmation
 - Signature Confirmation Restricted Delivery
 - Adult Signature Required (will be expanded to First-Class Package Service and Parcel Select Lightweight® pieces)
 - Adult Signature Restricted Delivery (will be expanded to First-Class Package Service and Parcel Select Lightweight® pieces)
- Restricted Delivery: Will now become a blended service under the following extra services:
 - Certified Mail Restricted Delivery
 - Registered Mail Restricted Delivery
 - COD Restricted Delivery
 - Insurance Restricted Delivery
- USPS Tracking: Will now be included at no charge with First-Class Mail parcels, Library Mail, Media Mail, Bound Printed Matter parcels.
- Return Receipt: The hardcopy will include an IMpb on the return receipt to provide end-to-end visibility. Additionally, the option for purchasing a return receipt after mailing will be eliminated.
- Collect on Delivery (COD): Mailers will have the option to obtain electronic funds transfer (EFT), in lieu of a postal money order, for remittance for COD payments made by cash.
- Certificate of Mailing: New domestic PS Form 3665, *Certificate of Mailing-Firm (Domestic Use Only)*, replaces the use of the PS Form 3877 for use as a domestic Certificate of Mailing. New PS Form 3606-D, *Certificate of Bulk Mailing – Domestic*, replaces the use of the PS Form 3606 for domestic Certificate of Bulk Mailing.
 - Note: Until further notice, the Postal Service has granted a grace period for the adoption of these two new forms. Mailers may continue to use their current USPS-approved facsimiles of PS Form 3877 in lieu of the PS Form 3665, and current USPS-approved facsimiles of PS Form 3606 in lieu of the PS Form 3606-D.

Frequently Asked Questions

Extra Service Enhancements May 2015

Q: What do I do with Extra Service forms dated prior to April 2015?

A: Prior to May 31, 2015, please manage your Extra Service form supplies wisely and share excess inventory of current forms with nearby offices. If you have large quantities of obsolete forms remaining after May 31, 2015, please follow your local recycling procedures. If you have questions, please send an email to shippingservices@usps.gov.

Q: What do I do if mailer presents mailpieces with an older version of a form?

A: All versions of PS Forms 153, 3606, 3800, 3804, 3811, 3811-A, 3813, 3813-P, 3816, and 3877 dated prior to April 2015 should not be used. Further, the mailer receipt portions will not print properly if using the older version. Replace the older version of the forms with current version. All versions of new PS Form 3606-D and 3665 are dated May 2015 and cannot be used prior to May 31, 2015.

Q: Why is the Postal Service making these changes?

A: As part of our ongoing efforts to simplify products and services have been bundled based on customer feedback and need. Enhancing the customer experience by bundling the various options offered to each of our Extra Services will drive volume and revenue, and improved visibility. These changes have been made to offer a relevant line of solutions in this competitive market.

Q: Will I receive a shipment of the new forms in my office?

A: Each office will receive a quantity of the seven updated forms based on your facilities past ordering history. The following six forms will not be pushed to field offices due to low request for the forms in 2014: PS Form 3606, *Certificate of Mailing-International*, PS Form 3606-D, *Certificate of Mailing-Domestic*, PS Form 3665, *Certificate of Mailing-Firm (Domestic Use Only)*, PS Form 3804, *Return Receipt for Merchandise*, PS Form 3811-A, *Request for Delivery Information/Return Receipt*, and PS Form 3877, *Firm Mailing Book For Accountable Mail*.

Q: How can I order the new forms?

A: Please order any of the Extra Service forms through the normal channel (eBuy2).

Q: What has changed with Insurance?

A: The changes to insurance include:

- Combining Priority Mail Express and General Insurance tables into one insurance table
- Threshold for obtaining a recipient's signature has been raised from \$200.00 to \$500.00.
- A copy of the recipient's signature will be available at no additional charge for items insured for more than \$500.00.

Q: What has changed with Restricted Delivery?

A: The changes to Restricted Delivery are: it is no longer a stand-alone product purchased separately, instead, it will become a blended service under the following extra services:

- Certified Mail Restricted Delivery
- Registered Mail Restricted Delivery
- COD Restricted Delivery
- Insurance Restricted Delivery

Q: What are USPS Signature Services?

A: "USPS Signature Services" will include:

- Signature Confirmation
- Signature Confirmation Restricted Delivery
- Adult Signature Required (not available at retail)

Please direct all inquiries to ShippingServices@usps.gov

- Adult Signature Restricted Delivery (not available at Retail)

Q: Why is USPS Tracking no longer available for purchase at retail?

A: USPS Tracking will be included at no charge with First-Class Mail parcels, Library Mail, Media Mail, Bound Printed Matter parcels, therefore, there will be no fees to charge for the service at retail.

Q: What is changing with Return Receipts?

A: The hardcopy Return Receipt, PS Form 3811, *Domestic Return Receipt*, will include an IMpb on the return receipt to provide tracking visibility to mailers. Additionally, the option for purchasing a return receipt after mailing will be eliminated. PS Form 3811-A, *Request for Delivery Information/Return Receipt*, is revised to provide only information from a delivery record for hardcopy return receipts that are not received by the mailer.

Q: What is changing with Collect on Delivery?

A: Collect on Delivery (COD): Mailers will have the option to obtain electronic funds transfer (EFT), in lieu of a postal money order, for remittance for COD payments made by cash.

Q: What is changing with Certificate of Mailing services?

A: Changes are being made to certificate of mailing services to provide additional piece level visibility by leveraging technology advancements available today and to minimize the administrative costs associated with providing these services.

Q: Are there any changes to the PS Form 3817, Certificate of Mailing?

A: There are no changes to the PS Form 3817, *Certificate of Mailing*, itself, however, mailer can only present two PS Form 3817s at one time. Three or more pieces presented at one time must use the new domestic PS Form 3665, *Certificate of Mailing-Firm*.

Q: Are there any changes to the PS Form 3877, Certificate of Mailing firm sheets?

A: Yes, the PS Form 3665, *Certificate of Mailing – Firm (Domestic Use Only)*, has replaced the use of a PS Form 3877 for certificate of mailing firm for three or more mailpieces presented at one time. The new PS Form 3665, *Certificate of Mailing – Firm (Domestic Use Only)*, will include an IMpb appended to the barcode on the mailpieces and require the mailing to also submit electronic manifest files for the pieces reported on the form. and designated point of entry for these forms will be required.

Q: Where do mailers present the new domestic PS Form 3665 and PS Form 3606-D, Certificate of Bulk Mailing – (Domestic)?

A: Mailers will be permitted to present Form 3665-Firm or Form 3606-D at retail Post Office™ locations when presenting less than 50 pieces or 50 pounds (whichever amount is met first) of corresponding articles at one time, and at a Business Mail Entry Unit (BMEU) or USPS™ authorized DMU (Detached Mail Unit) when at least 50 pieces or 50 pounds (whichever amount is met first) of corresponding articles are presented at one time.

Q: Will duplicate copies of the new Certificate of Mailing forms be available?

A: No, due to the electronic enhancements for PS Form 3665-Firm, duplicate copies of PS Form 3665-Firm after mailing will not be offered; however, duplicate copies of PS Form 3817 after mailing will still be offered.

Q: What is changing with Certificate of Bulk Mailing?

A: A new barcoded PS Form 3606-D, *Certificate of Bulk Mailing*, will be introduced, and will include an IMpb appended to the IMb (or IMpb, for parcels with included tracking only) on the mailpieces manifested to the form. Mailers must submit an electronic manifest to USPS (using

mail.dat or *mail.xml*, or a shipping services file as appropriate for the type of pieces appending to the form) which reconciles with all of the items represented, or listed, on the associated Form 3606-D.

Q: Will there be changes to the mailpiece endorsement at the retail window?

A: No, the same endorsements will be required on mailpieces bearing extra services as of April 26, 2015, as they are today.

Standard Operating Procedure
Delivery
PS Form 3811, Domestic Return Receipt

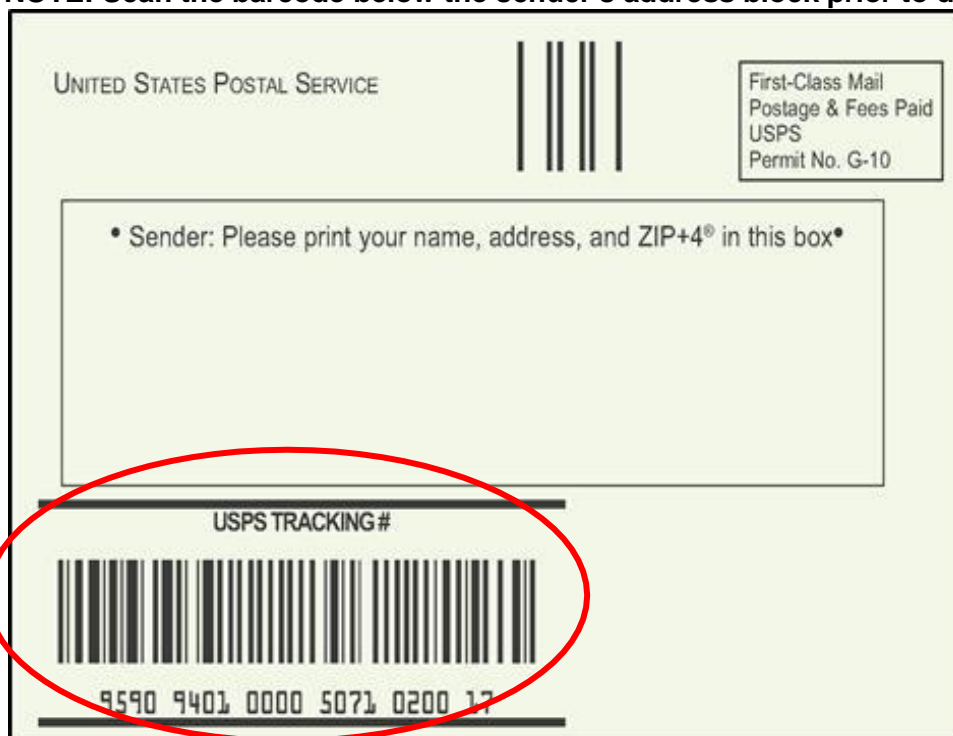
Effective May 31, 2015, the Postal Service included an Intelligent Mail package barcode (IMpb) on PS Form 3811, Domestic Return Receipt, to allow for end-to-end visibility as part of the service. As a result, delivery employees must scan the USPS Tracking barcode on the front of the completed return receipt when it is being **delivered back to the sender**.

Below is the process for scanning PS Form 3811, Domestic Return Receipt, at delivery.

1. When the extra service item is delivered to the recipient and they have completed the back of the form, the carrier does not need to scan PS Form 3811, Domestic Return Receipt at that time.
2. When PS Form 3811, Domestic Return Receipt, is completed and has **been returned to the sender's address** for delivery, scan the USPS Tracking barcode below the sender's address block as "Delivered" prior to placing PS Form 3811 in the sender's mail receptacle or P.O. Box.

PS Form 3811, Domestic Return Receipt

NOTE: Scan the barcode below the sender's address block prior to delivery.

**FOR INTERNAL USE ONLY**

Please direct all inquiries to shippingservices@usps.gov

Value Added Services

USPS Package Intercept™

The Postal Service has upgraded the **USPS Package Intercept™** service to ensure that customers will be charged an intercept fee (plus applicable postage) only if the package is successfully intercepted. Previously, customers were charged the fee even if the package was not successfully intercepted.

Service Details

- Must be requested through Business Customer Gateway (BCG)
- Commercially shipped items only
- Not available at Retail
- Request remains active for 10 business days
- Domestic addresses only (APO/FPO/DPO addresses excluded)

Benefits

- Customers charged an intercept fee (plus applicable postage) only if the package is successfully intercepted
- Requests can be made individually or in bulk

Points to Remember for Back Office Employees

- No changes to handling process
- Package Intercept requests appear in MyPO
- Intercept alerts programmed on scanning equipment
- Scan event changed from “Recall” to “Intercept”
- Audio and visual alerts on Passive Adaptive Scanning System (PASS) and Delivery Scheme-less Sortation (DSS)

Please submit questions and comments to ShippingServices@USPS.gov.

1. What is USPS Package Intercept®?

USPS Package Intercept is a service that allows shippers to redirect the delivery of a shipment, after it is already in transit, for a fee of \$12.15 (plus applicable postage).

2. What are the recent changes to the USPS Package Intercept® service?

The Postal Service upgraded the service to ensure that customers will be charged the intercept fee only if the package is successfully intercepted. Previously, customers were charged for the service even if packages were not successfully intercepted.

3. How do customers request USPS Package Intercept®?

Commercial customers must make requests through the Business Customer Gateway (BCG). Customers must be a registered BCG user and have a permit account (linked to a Centralized Account Payment System [CAPS] debit or trust account) and a Mailer ID. USPS Package Intercept Commercial is not available at Retail.

4. How do non-commercial customers request a package intercept?

Non-commercial customers must make USPS Package Intercept requests through Manage Your Mail on USPS.com at <https://retail-pi.usps.com/retailpi/actions/index.action>.

5. What steps should customers take prior to placing a request for USPS Package Intercept®?

Customers should validate the status of their shipment using USPS Tracking tool prior to placing a request at https://tools.usps.com/go/TrackConfirmAction_input.

6. What classes of mail are eligible for USPS Package Intercept®?

All domestic classes of mail are eligible except Standard Mail and Periodicals. Also, a USPS Tracking or Extra Services barcode must be affixed to the shipment.

7. What options are available for redirecting intercepted shipments?

Customers have three redirect options:

- Return to Sender
- Redirect to new domestic delivery address
- Hold For Pickup at a Post Office location of the shipper's choice

8. What is the process for intercepting a Registered Mail shipment?

If a mailpiece was originally sent as Registered Mail, the only redirect option is Return to Sender (the shipment will maintain the original Registered Mail label number).

9. What are the fees and/or postage required for the service?

The fee for USPS Package Intercept can be found in Notice 123 at <http://pe.usps.gov/text/dmm300/Notice123.htm>. In addition to the intercept fee, applicable postage and additional fees may apply for redirecting a shipment to a new domestic address. Priority Mail postage may be charged under certain conditions, as shown in the following table. USPS Package Intercept fees do not apply if the item is not successfully intercepted.

	Priority Mail Express	Priority Mail	First-Class Mail	Package Services	Parcel Select
Return to Sender	None	None	None	✓	✓
Hold For Pickup	✓	✓	✓	✓	✓
New Domestic Delivery Address	✓	✓	✓	✓	✓

10. Can a USPS Package Intercept® customer request additional Extra Services on the new shipment once it is intercepted?

Customers can purchase the following additional Extra Services:

- Adult Signature Required
- Adult Signature Restricted Delivery
- USPS Insurance (if the original shipment included insurance)
- USPS Signature Confirmation

All Extra Services requested on the original shipment are no longer valid once the shipment is intercepted. Therefore customers must re-purchase Extra Services if they want them retained on the intercepted package.

11. Has the scan event changed as a result of this service enhancement?

Yes. The scan event has changed from “Recall” to “Intercept”.

12. Have there been any changes to the handling process?

No. The handling process remains the same.

13. Is USPS Package Intercept® a guaranteed service?

While USPS personnel will make every effort to intercept and redirect shipments, USPS Package Intercept is not a guaranteed service. Customers will not be charged the intercept fee unless the package is successfully intercepted.

Please submit questions and comments to ShippingServices@USPS.gov.

Enhancements to Delivery Instructions on USPS.com

NEW! On May 31, 2015, the Postal Service will introduce enhancements to **Delivery Instructions on USPS.com** to allow package recipients to upgrade the mail class of packages being redirected to an alternate domestic address as Priority Mail Express or Priority Mail, and add Insurance.

Delivery Instructions refers to the online service that allows package recipients to electronically authorize USPS to leave a package at a specific location, hold for pickup at a Post Office or redirect the package to a new domestic location through USPS.com.

This service is offered for all domestic packages that:

- have an Intelligent Mail package barcode (IMpb).
- do not require a signature
- are insured for less than \$500

To ensure the customer receives the service they have requested, a My Post Office (MyPO) Task will be provided to the Post Office serving the initial delivery address. The notification should be posted until the package is either: located and provided to management for proper handling; or until the 10 business-day search period has expired.

Requests for a Delivery Instructions may be given to carriers for their routes. When the package is located, the package should not be delivered; rather, it should be given to local management for proper handling.

Management or their designee will then log into MyPO and print the new shipping label for the package. The MYPO screen will refresh once the label has been generated, closing out the request. The new shipping label should be affixed over the existing label, ensuring that the previous barcode has been covered. The package should then be scanned as accepted and dispatched as usual.

New Service Details

- Ability to upgrade service to Priority Mail Express or Priority Mail, add insurance and pay for the services through USPS.com.

Benefits

- Allows customers to redirect packages to an alternate domestic address or to a Post Office for pickup.
- Provides ability to upgrade service to Priority Mail Express or Priority Mail, add insurance and pay for the services through USPS.com.

Points to Remember for Back Office Employees

- Packages with Delivery Instructions may have requested to upgrade service – if so, a new label should be generated, affixed to the package and scanned as accepted and dispatched as usual.

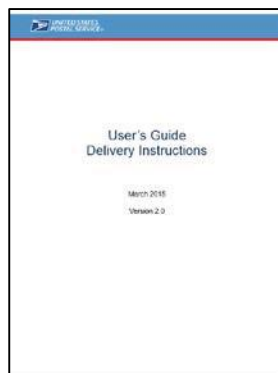
Please submit questions and comments to ShippingServices@USPS.gov.

User's Guide Delivery Instructions

March 2015

Version 2.0

Click on image below to access entire user's guide:



Hold For Pickup Enhancements

The Postal Service has expanded its Hold For Pickup service to Parcel Select Lightweight (PSLW) and Bound Printed Matter Parcels (BPMP). Previously the service was available only for Priority Mail Express items, Priority Mail (except Critical Mass), First-Class Package Service and Parcel Select Non-presort.

This service enhancement also includes the addition of alerts to assist USPS employees in identifying Hold For Pickup items during distribution. Clerks and carriers receive audio and visual alerts through the Passive Adaptive Scanning System (PASS) and Delivery Scheme-less Sortation (DSS).

The Hold For Pickup service allows mailpieces to be held at a designated Post Office for pickup by the addressee. It provides customers added flexibility and assurance that their shipments are secured in a safe environment. Customers may submit requests at any Post Office location (for Priority Mail Express items only) or through Click-N-Ship on USPS.com. Commercial customers may submit requests through Click-N-Ship on USPS.com, the USPS Webtools API and Shipping Services File.

Service Details

- Expanded for availability to PSLW and BPMP
- Clerks and carriers receive audio and visual alert through PASS and DSS during distribution and delivery
- Updated label design

Old Label

P	U. S. Postage & Fees Paid Priority Mail
	PRIORITY MAIL 1-DAY™
TEST 1 915 PHILADELPHIA AVE SILVER SPRING, MD 20910-6913 C000	
HOLD FOR PICKUP	
HOLD FOR: (CONTACT REQUIRED - ID PURPOSES ONLY) 1005 TEST 4 PO BOX 6248 BOSTON MA 02114-0016	
PICKUP LOCATION	
POSTMASTER 2759 MEMORIAL HWY DALLAS, PA 18612-4000 	
USPS TRACKING NUMBER	
	
9411 2029 0108 9817 0007 89	

New Label

P	PRIORITY MAIL U.S. POSTAGE PAID COMPANY NAME eVS
	USPS PRIORITY MAIL®
INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999	
HOLD FOR PICKUP	
HOLD FOR: RONALD RECEIVER C/O ABC POST OFFICE 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
USPS ADULT SIGNATURE/HFP eVS	
	
9277 2912 3456 7803 0249 04	

Benefits

- Provides ease of use and convenience for customers
- Generates automated customer notifications
- Allows shipment location flexibility
- Provides cost effectiveness for shippers
- Delivers security for both customers and shippers
- Provides visibility and tracking

Points to Remember for Back Office Employees

- Audio and visual alerts provided when there is a Hold for Pickup item
- Carrier is the “last line of defense” to ensure that the item is held for pickup

Please submit questions and comments to ShippingServices@USPS.gov.

1. What is Hold For Pickup?

Hold For Pickup is a service that provides customers with the convenience of picking up shipments on their schedule, with the assurance that their shipments are secured in a safe environment. Hold For Pickup shipments are available for pickup by the recipient or their designee at any Post Office location.

2. What are the recent changes to the Hold For Pickup service?

The Postal Service expanded its Hold For Pickup service to Parcel Select Lightweight (PSLW) and Bound Printed Matter (BPM). Previously the service was available only for Priority Mail Express items, Priority Mail (except Critical Mail), First-Class Package Service and Parcel Select Non-presort.

This service enhancement also includes the addition of alerts to assist USPS employees in identifying Hold For Pickup items during distribution. Clerks and carriers receive audio and visual alerts through the Passive Adaptive Scanning System (PASS) and Delivery Scheme-less Sortation (DSS).

3. How do customers request Hold For Pickup?

Customers may submit requests at any Post Office location (for Priority Mail Express items only) or through Click-N-Ship on USPS.com. Commercial customers may submit requests through Click-N-Ship on USPS.com, the USPS Webtools API and Shipping Services File.

4. How will clerks and carriers be notified of Hold For Pickup requests?

Clerks and carriers will receive audio and visual alerts during distribution and delivery through Intelligent Mail Device (IMD), PASS and DSS. Also, there will be a new label design.

New Label Design

BOUND PRINTED MATTER US POSTAGE PAID CITY, STATE PERMIT # 4234657 eVS	
USPS BOUND PRINTED MATTER	
TEST 1 919 PHILADELPHIA AVE SILVER SPRING, MD 20910-4913	0000
HOLD FOR PICKUP	
Expected Delivery Day 05/07/14 Ship Date 5/25/14 Weight 2b. Oz.	
HOLD FOR XXXXXX C/O DALLAS POST OFFICE 2759 MEMORIAL HIGHWAY DALLAS, PA 48612-4000	
USPS SIGNATURE TRACKING # eVS	
	
9214 1900 0065 8976 0020 75	

5. What has changed about the Hold For Pickup label?

The label has been simplified to eliminate confusion and clearly highlight where the package should be held for pickup.

6. What type of communication is provided to the customer?

Automated notifications are provided to the customer via email and/or SMS text message. The customer may also choose to provide notifications to the recipient. Below is a list of notifications provided to the customer and/or recipient.

- **Arrival at Pickup Point:** Notifies the customer that the shipment has arrived at the Post Office and is ready for Pickup. This notification is sent on the day the shipment arrives at the Post Office. A scan event is performed upon Arrival at Unit and Arrival at Pickup Point.
- **Reminder:** Reminds the customer that the shipment is available for Pickup, and the number of days remaining for pickup. This notification is sent on calendar day 3 (for Priority Mail Express only) and on calendar day 5 (for all other mail classes) after shipment arrives at the Post Office.
- **Return to Sender:** Notifies the customer that the shipment will be returned at the end of the day. This notification is sent on calendar day 5 (for Priority Mail Express only) and calendar day 15 (for all other mail classes) after shipment arrives at the Post Office.

7. If a customer requests delivery of the item within the hold period (5 days for Priority Mail Express and 15 days for all other mail classes), can it be delivered?

No. The service does not offer street delivery. Shipments must be picked up from the designated Post Office by the recipient or their designee.

8. Are there any special circumstances when a Hold For Pickup item can be delivered?

No. Hold For Pickup shipments should not be delivered to a street address.

9. Who can pick up Hold For Pickup shipments?

The recipient whose name appears in the HOLD FOR: (Contact Required for ID Purposes Only) section on the mailing label or their designee can pick up Hold For Pickup shipments.

10. What do customers need to bring when picking up their Hold For Pickup shipments?

When the recipient or their designee arrives to pick up their Hold For Pickup shipment, they must present a valid government-issued photo ID for verification and provide the name and address of the recipient, as well as the last four digits of the USPS Tracking barcode.

11. Is Hold For Pickup available to International or APO/FPO/DPO locations?

No. Hold For Pickup service is not available for International or APO/FPO/DPO destinations.

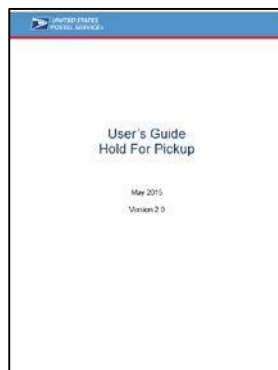
Please submit questions and comments to ShippingServices@USPS.gov.

User's Guide Hold For Pickup

May 2015

Version 2.0

Click on image below to access entire user's guide:



Premium Forwarding Service Commercial™

The Postal Service has expanded **Premium Forwarding Service Commercial™ (PFSC)** to include Priority Mail as an eligible mail class. When the service was introduced in November 2014, it was supported by Priority Mail Express only. Now, the service is supported by both Priority Mail Express and Priority Mail, and comes with the insurance coverage and other features of those mail classes.

PFSC is a service that allows approved businesses to consolidate their company mail received from multiple business P.O. Boxes and/or business street addresses into a single shipment for delivery to an alternate domestic business address using Priority Mail Express and Priority Mail. Using the PFSC application in the Business Customer Gateway (BCG), commercial customers can schedule, edit or cancel PFSC. PFSC shipping supplies (labels, full trays and half trays) for Priority Mail Express and Priority Mail can be ordered by the local Post Office through EBuy2 at <https://www.usps.com/ship/priority-mail-express.htm>.

Service Details

- Commercial customers request, modify and cancel PFSC requests using the PFSC application in the BCG
- Supported through Priority Mail Express and Priority Mail

Benefits

- Provides ability to schedule, modify and cancel shipments online
- Offers ability to make online payments
- Provides notifications via email or text messaging

Points to Remember for Back Office Employees

- PFSC requests are routed from the PFSC application and processed through MyPO
- No changes to Retail PFSC processes

Please submit questions and comments to ShippingServices@USPS.gov.



Premium Forwarding Service – Commercial (PFSC)

Premium Forwarding Service Commercial (PFSC) allows commercial businesses to consolidate company mail received from multiple P.O. Boxes and/or street addresses into a single shipment for forwarding to an alternate domestic address. The originating office is required to verify mail for dispatch, weigh, calculate, and deduct forwarding postage using Priority Mail Express or Priority Mail service online from the customer's permit imprint or Centralized Account Processing System (CAPS) account prior to forwarding to the requested PFSC destination address.

This Standard Operating Procedure (SOP) serves to standardize the procedure for mail volume being redirected under Premium Forwarding Service Commercial using Priority Mail Express or Priority Mail service. The following are standard work instructions for proper set up, handling and processing of approved PFSC shipments.

Mailer Requirements

1. Commercial mailers can register and request the service online via the Business Customer Gateway <https://gateway.usps.com/eAdmin/view/signin> and click the "Register for free" button. Information and help for BCG registration can be found here: https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BusinessCustomerGateway.pdf
2. Establish a Centralized Automated Payment System (CAPS) account. If you do not have a CAPS account, go to <https://caps.usps.gov/> for more information.
3. Establish a permit imprint account and link it to a CAPS account. If you do not have a permit imprint account, go to: <http://pe.usps.com/businessmail101/postage/applyPermit.htm>. For information on linking your permit imprint account to your CAPS account, go to: <https://caps.usps.gov/>
4. Establish Customer Registration IDs (CRIDs) for each location and link each CRID to a CAPS account.
For more information about getting a CRID, go to: https://ribbs.usps.gov/intelligentmail_mail_id_app/documents/tech_guides/MIDCRIDAcquisitionQuickStep.pdf
5. Obtain access to the Mailer ID (MID) and Manage Mailing Activity business series in BCG For more information on Mailer IDs, go to: <https://ribbs.usps.gov/index.cfm?page=intellmailmailidapp>

FOR INTERNAL USE ONLY

Please direct all inquiries to shippingservices@usps.gov

Origin PFSC Office Responsibilities

Using the My Post Office system: Search Tasks; Select **Premium Forward Commercial** from the Task Search dropdown and enter date range.

1. Follow mailer instructions on the PFSC My Post Office (MYPO) request. The clerk at the origin Post Office will verify and consolidate all company mail from specified PO Box(es) and/or Business street addresses (except Registered Mail) for PFSC shipment to an alternate domestic address. **Ensure all PFSC mail collected is addressed for the intended mailer.** Process and place in a Priority Mail Express or Priority Mail sack, tray or Flat Rate Envelope and seal for dispatch.
2. The accountable mail clerk will identify and separate Accountable mail items (Certified Mail, COD, Insured Mail, Signature Confirmation, or Adult Signature) and create PS Form 3977, Accountable Mail Firm Sheet for preparation and dispatch. Scan the Accountable Mail Firm sheet "Forward" and dispatch the Accountable mail volume (with the Firm sheet) with other consolidated mail.

NOTE: Accountable mail pieces will be shipped separately to the Postmaster at the destination post office for proper sign-off and handling. Registered Mail cannot be included in a PFSC shipment and must be signed for and delivered as addressed to the authorized mailer/agent at the origin PFSC Post Office.

3. Identify and separate Postage Due, Merchandise Return Service, and Business Reply Mail items to calculate/deduct postage from the mailers CAPS account as required to ensure proper collection of USPS revenue prior to dispatch and forwarding.
4. Weigh the PFSC shipment and enter data into MYPO to calculate the Commercial Based postage cost (except for PM FRE items) for either Priority Mail Express or Priority Mail service by weight of the container(s) and the destination address zone. The system will then debit the appropriate postage from the Commercial Mailers linked CAPS account to collect forwarding postage.
5. Obtain the printed PFSC PME or PM label(s) and affix to the containers where appropriate.
6. Scan the label "Accept" and stage PFSC shipment in the appropriate docking area. Dispatch the PFSC Priority Mail Express or Priority Mail containers with outgoing mail as required.

Destination PFSC Office Responsibilities:

1. Upon receipt of the PFSC container(s), scan label on the tray boxes or Flat Rate Envelope as "Arrival at Unit".
2. Dispatch PFSC container/sacks/boxes to the appropriate Carrier/route or PO Box.
3. Carrier will process and scan PFSC shipment as "Delivered" when surrendering to destination address/customer.
4. Postmaster/Supervisor will ensure proper handling and standard procedures are followed for Accountable items received as PFSC shipments.

FOR INTERNAL USE ONLY

Please direct all inquiries to shippingservices@usps.gov

1. What is Premium Forwarding Service Commercial™?

Premium Forwarding Service Commercial™ (PFSC) is a service introduced by USPS that allows approved businesses to consolidate their company mail received from multiple business P.O. Boxes and/or business street addresses into a single shipment for delivery to an alternate domestic business address using Priority Mail Express or Priority Mail.

2. Which mail classes are used to ship PFSC?

PFSC is shipped using Priority Mail Express or Priority Mail.

3. Is there a fee for PFSC?

In addition to postage costs for shipping to another location, there is an annual enrollment fee for PFSC which can be found in Notice 123 available at <http://pe.usps.gov/text/dmm300/Notice123.htm>.

4. Which USPS payment options can be used to pay PFSC postage?

Customers may use a permit imprint linked to a CAPS account to pay PFSC postage.

5. Is there a minimum piece requirement for shipping PFSC?

There is no PFSC minimum piece requirement.

6. How does PFSC differ from Premium Forward Service for Retail customers?

The two services provide essentially the same benefits. Retail customers must request forwarding service through USPS.com. Commercial customers must request PFSC through the Business Customer Gateway (BCG). Commercial customers will receive Email notifications informing them of the date the items were shipped, expected delivery date and the number of shipments. USPS Tracking labels will be included in the service.

7. What should I do if commercial customers ask for this service at retail?

Instruct commercial customers to sign up and register for PFSC through the Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>

8. Can PFSC be shipped internationally?

No, PFSC is a domestic-only service.

9. How are Business Reply Mail (BRM) and Merchandise Return Service (MRS) prepared for PFSC dispatch?

Return mail is weighed and rated for each piece. The BRM and MRS accounts are debited the appropriate postage prior to dispatch and forwarding to the PFSC destination address.

10. How is Registered Mail handled under PFSC?

Registered Mail items do not qualify for PFSC and therefore cannot be included in the PFSC shipment. Registered Mail must be signed for and delivered as addressed to the recipient at the origin PFSC post office.

11. Can Accountable Mail items be shipped through PFSC?

Accountable items (except Registered Mail) are shipped separately to the Postmaster of the destination post office for proper handling, scanning, sign-off and delivery.

12. How are PFSC shipments processed at the destination Post Office?

Upon arrival at the destination post office, the PFSC container, box, tray or Flat Rate Envelope is scanned as "Arrival at Unit." Scanned PFSC containers are then provided to the appropriate carrier/route or Box Section clerk for processing and scanned as "Delivered" when delivered to the customer.

13. How can PFSC shipping supplies be obtained?

PFSC shipping supplies (labels, full trays and half trays) for Priority Mail Express & Priority Mail can be ordered by the local Post Office through eBuy2 at <https://www.usps.com/ship/priority-mail-express.htm>.

14. Is the origin post office required to use PFSC shipping supplies when sending mail to a destination post office?

While PFSC shipping supplies are preferred, they are not required. Items that will not fit in the USPS-supplied PFSC container can be shipped in a Priority Mail or Priority Mail Express sack.

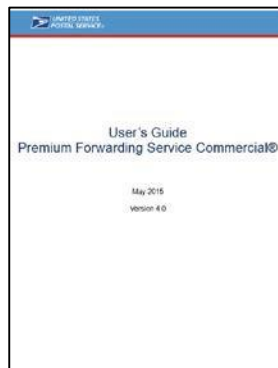
Please submit questions and comments to ShippingServices@USPS.gov.

User's Guide Premium Forwarding Service Commercial®

May 2015

Version 4.0

Click on image below to access entire user's guide:



Value Added Services Enhancements

NEW! On May 26, 2015, the Postal Service will expand Same Day, Sunday Delivery, Extended Coverage and Next Day Delivery to include additional classes of mail for commercial customers under an approved USPS Negotiated Service Agreement (NSA). Previously these **Value Added** services were limited to Parcel Select, including Parcel Select Lightweight (PSLW) packages. Now, NSA customers may be able to qualify for Value Added services for two additional classes of mail: Priority Mail (excluding Critical Mail and MetroPost) and First-Class Package Service for Same Day, Sunday Delivery, Extended Coverage and Next Day Delivery.

Service Details

- Same Day, Sunday Delivery, Extended Coverage and Next Day Value Added services expanded to include commercial Priority Mail (excluding Critical Mail and MetroPost) and First-Class Package Service
- Available only to shippers with an approved NSA
- Not available at Retail
- Shippers schedule Facility Access and Shipment Tracking (FAST) appointments

Benefits

- Increases package volume and revenue
- Capitalizes on anticipated e-commerce growth of 62 percent by 2016

Points to Remember for Back Office and Delivery Employees

- Notification provided as new customers sign up
- Eventual increase in volume likely for new commercial customers under NSA with USPS
- Packages easily identifiable – shipments arrive with affixed placard identifying packages for Same Day, Sunday Delivery, Extended Coverage or Next Day service
- Shipping labels may also include an endorsement
- Scanning procedures same as those for current Same Day, Sunday Delivery, Extended Coverage and Next Day packages

Please submit questions and comments to ShippingServices@USPS.gov.

1. What are Value Added Services?

Value Added Services cover Same Day, Sunday Delivery, Extended Coverage and Next Day Delivery for commercial customers under Negotiated Service Agreements (NSAs).

2. What are Negotiated Service Agreements (NSAs)?

NSAs are national agreements between commercial customers and USPS. These agreements are based on volume, price/fee and/or features.

3. What changes are coming to Value Added Services in May 2015?

NSA customers may be able to qualify for Value Added Services for two additional classes of mail: Priority Mail (excluding Critical Mail and MetroPost) and First-Class Package Service for Same Day, Sunday Delivery, Extended Coverage and Next Day Delivery.

4. Which mail classes are eligible for Value Added Services?

The eligible mail classes are:

- Priority Mail (excluding Critical Mail and MetroPost)
- First-Class Package Service
- Parcel Select, including Parcel Select Lightweight as a ride along

5. Which customers are eligible for Value Added Services?

The service is available only to customers with an approved NSA.

6. Are there other requirements for Value Added Services?

In addition to having an approved NSA, shippers must also use the Electronic Verification System (eVS) to submit payments. Also, all shipping labels must contain an Intelligent Mail package barcode (IMpb), and all shipping containers must include a placard with an IMpb in order to help verify the date and time of acceptance.

7. How will we know which packages are for Sunday Delivery?

Packages will be dropped off at the Destination Delivery Units (DDUs) by the customer. The shipment container will be labeled "Sunday Delivery". The shipping label on each package may also include a Sunday Delivery endorsement.

8. Is USPS going to expand Sunday Delivery to non-NSA customers?

No, there are no plans to extend Sunday Delivery to non-NSA customers at this time.

9. Can these Value Added Services be requested at Retail locations?

No. Value Added Services are available to NSA customers only and cannot be requested at Retail locations. NSA customers should contact USPS Sales personnel to request these services.

10. How do customers request NSA?

Work with sales associates to determine if they qualify.

Please submit questions and comments to ShippingServices@USPS.gov.

Returns

USPS Package Returns Comparison

	Merchandise Return Service (MRS)	USPS Return Services	Parcel Return Service (PRS)	Parcel Return Service-Full Network (NSA Only)	Bulk Parcel Return Service (BPRS) (Endorsement Only)	Business Reply Mail (BRM) Parcels	Return on Your Own (ROYO)	First-Class Package Return Service, 1 lb.
Products	Priority Mail, First-Class Package Return Service, Ground Return Service	Priority Mail Return Service, First-Class Package Return Service, Ground Return Service	PRS	PRS-Full Network	Standard Mail parcels, Parcel Select Lightweight machinable parcels	Priority Mail, First-Class Mail	Priority Return Service, First-Class Package Return Service	First-Class Package Return flat rate service up to 1 lb.
Minimum Annual Volume	None	10,000 (for Scan Based Payment)	Determined by PRS vendor	Depends on NSA Agreement	10,000 each returns facility	None	None	Depends on NSA Agreement
Extra Services	Insurance, Registered Mail, Special Handling, Pickup on Demand, Return Receipt for Merchandise	Insurance (less than \$500) available for purchase by customer at USPS retail locations only	Certificate of Mailing available for purchase by customer at USPS retail locations only	N/A	N/A	N/A	All Extra Services by class of mail	Insurance under and over \$500 and/or Signature Confirmation
Transportation Method	Air or ground ¹	Air or ground ¹	Ground	Ground	Ground	Air or ground ¹	Air or ground ¹	Air or ground ¹
Permit Type	Return Services	Return Services	Return Services	Return Services	No permit required	Business Reply Mail parcels	N/A	Return Services
Annual Permit Fee Plus Account Maintenance Fee	N/A if customer ships 1 outbound piece per year	N/A if customer ships 1 outbound piece per year	N/A ²	N/A if customer ships 1 outbound piece per year	No—customer is responsible for paying the \$3.10 per-piece surcharge	No—but required for high-density pricing	N/A	N/A if customer ships 1 outbound piece per year
Postage Calculation	Single-piece weight and zone or flat rate	Scan Based Payment at average uniform per-piece price, adjusted monthly	Postage plus PRS vendor fees	Scan Based Payment at average uniform per-piece price, adjusted monthly	Flat rate per piece	Single-piece weight and zone plus a per-piece surcharge	Retail single-piece weight and zone or flat rate	Flat rate per piece (based on NSA)
Centralized Account Processing System (CAPS)	Optional	Debit required	N/A	Debit required	Optional	Optional	N/A	Debit required
Payment	Advance deposit account	CAPS	Determined by PRS vendor	CAPS	Advance deposit account	Advance deposit account	N/A	CAPS
Assistance for Onboarding to USPS Cloud or Application Programming Interface (API) Label Tools	Technical Integration Specialist	Technical Integration Specialist	Technical Integration Specialist	Technical Integration Specialist	Technical Integration Specialist	Technical Integration Specialist	Technical Integration Specialist	Technical Integration Specialist
Label Generation (IMpb required except for ROYO)	USPS Web Tools API, Merchant Returns Label Tool, privately printed labels, Click-N-Ship for Business Pro	Merchant Returns Label Tool, privately printed labels	Privately printed labels	Merchant Returns Label Tool, privately printed labels	Privately printed labels	Privately printed labels	Retail generated (IMpb not required)	Merchant Returns Label Tool, privately printed labels
Print and Deliver Return Label Service	N/A	Yes	Yes	N/A	N/A	N/A	N/A	N/A
IMpb Banner Text	USPS Tracking Number (unless Registered Mail or Insurance over \$500 is included)	USPS Tracking Number	USPS Parcel Return Service	USPS Tracking Number	USPS Tracking Number	USPS Tracking Number	All available retail options	USPS Tracking, insurance over \$500, Signature Service
Label Certifi	National Customer Support Center (NCSC), unless shipping labels created via USPS Web Tools API, Merchant Returns Label Tool, Click-N-Ship for Business	NCSC, unless labels created via Merchant Returns Label Tool	NCSC	NCSC, unless labels created via Merchant Returns Label Tool	NCSC	NCSC	N/A	NCSC, unless labels created via Merchant Returns Label Tool
Shipping Services File v1.6 or Higher	No	May be required ³	Required for PRS vendor	May be required ³	No	N/A	N/A	May be required ³
Access Options	Collection box, Pickup Services, USPS retail locations	Collection box, Pickup Services, USPS retail locations	Collection box, Pickup Services, USPS retail locations	Collection box, Pickup Services, USPS retail locations	Collection box, Pickup Services, USPS retail locations	Collection box, USPS retail	Pickup Services, USPS retail locations	Collection box, Pickup Services, USPS retail locations

¹ Allowed in air only when contents are eligible for air transportation.

² PRS annual fees and account maintenance fees are paid by the PRS vendor.

³ If stated in Negotiated Service Agreement (NSA).

The following are among the many trademarks owned by the United States Postal Service®: ACS™, Click-N-Ship®, Click-N-Ship for Business™, Critical Mail®, First-Class™, First-Class Mail®, First-Class Package Return®, First-Class Package Service®, Intelligent Mail®, Media Mail®, Parcel Select®, Parcel Select Lightweight®, Pickup On Demand®, Priority Mail®, Priority Mail Express®, Registered Mail™, Return on Your Own®, ROYO®, Signature Confirmation™, Standard Mail®, Standard Post™, USPS™, USPS Tracking®, and USPS Web Tools®. This is not a comprehensive list of all Postal Service™ trademarks.



USPS Package Returns Comparison Checklist

A: Determine which USPS product is most beneficial.

Product Features	Merchandise Return Service	USPS Return Services	Parcel Return Service	Parcel Return Service-Full Network (NSA Only)	Business Reply Mail Parcels	Bulk Parcel Return Service (Endorsement Only)	First-Class Package Return Flat Rate Service up to 11b (NSA Only)
Minimum Annual Returns Volume							
- 10,000		✓				✓	
Postage Calculation							
- Individual weight and rate	✓		✓		✓		✓
- Average price		✓		✓			
- Postage Due Weight Averaging							
- Flat Fee	✓					✓	✓
Service Standards							
- Priority Mail Return Service 1–3 days	✓	✓			✓		
- First-Class Mail parcel 1–3 days ¹					✓		
- First-Class Package Return Service 1–3 days ¹	✓	✓					✓
- Standard Post 2–9 days						✓	
- Ground Return Service 2–9 days	✓	✓		✓			
- Parcel Return Service			✓				
- Parcel Select Lightweight						✓	
Intelligent Mail Package Barcode (IMpb)							
- IMpb	✓	✓	✓	✓	✓	✓	✓

B: Complete the onboarding steps.

Onboarding Steps							
1	Establish permit						
	- Return Services (RS)	✓	✓	✓	✓		✓
	- Business Reply Mail (BRM)					✓	
2	Submit letter of application			✓	✓		✓
3	Enroll via Business Customer Gateway (BCG)			✓			✓
4	Establish postage payment account			N/A	✓		✓
	- Advance deposit account	✓	✓		✓	✓	✓
	- Centralized Account Processing System (CAPS) account, trust or debit	Optional	✓	Determined by PRS vendor	✓	Optional	Optional
5	Electronic Verification System (eVS)			✓			
6	Establish mailer ID (MID)	✓	✓	✓	✓	✓	
7	Request scan data extract file	✓	✓	✓	✓	✓	
8	Determine label print method(s)						
	- USPS Application Programming Interface (API)	✓	✓		✓	✓	
	- Merchant Returns Label Tool	✓	✓		✓		✓
	- Print and Deliver Return Label Service		✓	✓			
	- Click-N-Ship for Business	✓					
	- Privately printed labels (certification required)	✓	✓	✓	✓	✓	✓
	- Unique ZIP Code and client ID code			✓			
9	Establish access to BCG reports		✓		✓		
	- Scan Based Payment (SBP) reports						
	- PostalOne! reports	✓	✓	✓	✓	✓	✓
	- eVS reports			✓			
10	Specify processing and delivery details						
	- Select destination pickup locations (RNDC every 48 hours ¹ ; RSCF every 24 hours ¹ ; RDUs as agreed)			✓			
	- Submit PS Form 3801, <i>Standing Delivery Order</i> , at each pickup facility			✓			
	- Finalize package capture and delivery details				✓		
	- Certify shipping services file and labels			✓			
11	Sign service agreement			✓			✓

¹Contiguous 48 states

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1. What are the benefits of using the Postal Service for returned shipping?

USPS Returns solutions offer convenience with our extensive retail presence and free Package Pickup. Label printing flexibility makes it easy for merchants to print and distribute Return shipping labels to their customers. In addition, USPS has competitive prices and no surcharges.

2. How do merchants start shipping and who do they contact for assistance?

Start-Up checklists are provided for each product in the User Guide to help merchants get started quickly. Merchants can contact a USPS Sales professional, Postmaster, Customer Service Manager or Business Mail Entry personnel for additional assistance. User Guides can be accessed at the USPS New Products and Innovations website @ [USPS New Products and Innovation Home](#)

3. How do merchants apply for Merchandise Return Service (MRS)?

The merchant must complete PS Form 3615, *Mailing Permit Application and Customer Profile*, and pay the applicable annual Permit and Account Maintenance fees at the local Post Office. The form can be found at <http://about.usps.com/forms/ps3615.pdf>. The Post Office assigns the Merchandise Return Service permit number.

How do merchants apply for Parcel Return Service-Full Network (PRS-Full Network) Service?

This service is available to Negotiated Service Agreement (NSA) customers only. Merchants should contact a USPS Sales professional to qualify for service. The Postmaster, Customer Service Manager or Business Mail Entry personnel can provide contact information.

4. How do merchants apply for USPS Return Services?

Merchants should contact a USPS Sales professional for onboarding assistance. The Postmaster, Customer Service Manager or Business Mail Entry personnel can provide contact information.

5. How do merchants print return shipping labels that are compliant with Intelligent Mail package barcodes (IMpbs)?

Labels can be printed through the following methods, USPS Web Tools API, Merchant Returns Label Tool, privately printed labels, and Click-N-Ship for Business.

6. Will merchants be charged for every label printed?

No. Merchants are only charged postage for a label once the customer has shipped the return package. There are no fees to print return shipping labels.

7. I already have a Mailer ID (MID). Do I need a new one for Returns?

Mailers may have multiple MIDs, as some postage payment processes or special applications may require a MID that is unique only for a specific purpose. For example, a unique MID is required to participate in USPS Return Services and PRS-Full Network (NSA only). Consult a USPS Sales professional to determine if an additional MID is necessary.

8. What are the options for merchants to distribute Return shipping labels to their customers?

Merchants have several options to distribute USPS return shipping labels to their customers:

- Include a preprinted return shipping label with the order

- Send a PDF image via email or text message
- Integrate the USPS API on the Returns webpage
- Post the customized URL for the USPS Merchant Returns Label Tool on the Returns webpage
- Email or text the customized URL for the USPS Merchant Returns Label Tool

9. How can customers get return packages to the Post Office?

The Postal Service makes it convenient for a merchant's customers to deposit prepaid return packages. They can:

- Schedule free Package Pickup from their home during regular mail delivery at USPS.com
- Schedule Pickup on Demand for time-specific pickup at USPS.com
- Drop off the packages at a USPS Retail location
- Place the packages in a USPS collection box

10. How does a consumer get a prepaid returns label like Merchandise Return Service, Parcel Return Service or USPS Returns?

Merchants decide how they want to provide returns labels to consumers. They can include a return shipping label in the outbound shipment, or provide a customized URL so consumers can create a label themselves or email the PDF label image. Label generation options are explained in the USPS Returns Customer Guide located @ [USPS New Products and Innovation Home](#)

11. How does a consumer get a Return Merchandise Authorization (RMA) number?

RMA numbers are assigned by merchants and used in their returns facilities to process the merchandise credit. There are USPS label tools built in for an optional RMA number field to support this.

12. When the new rule to charge on first scan for USPS Return Services (Scan Based Payment Returns) went into effect in July 2014, were existing merchants affected and how are changes communicated to them?

Existing merchants will not be affected by the change. They will continue to be charged based on a "Delivered" scan or, if no "Delivered" scan, they will be charged upon the first physical scan event.

- If existing merchants add additional sites under its master Mailer ID (MID), they will also pay on "Delivered" scan.
- If an existing merchant sets up a new MID, this new account will be charged on first physical scan.
- If an existing merchant requests to pay on first physical scan, its profile can be changed. However, it will not be possible to revert to "Pay on Delivered Scan."

13. What is the maximum amount for which a Returns shipment can be insured?

The maximum available insurance coverage for a Returns shipment is \$5,000.

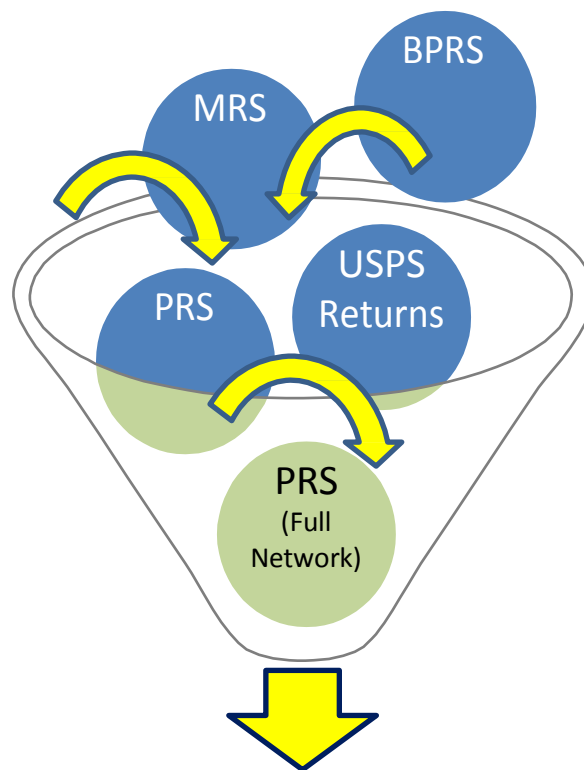
Please submit questions and comments to ShippingServices@USPS.gov.

2015 Domestic Return Services Permit

NEW! On May 26, 2015, the Postal Service will introduce **Return Services Permit**, which will eliminate upfront fees for Returns customers, streamline Merchandise Return Service (MRS), eliminate fees for Bulk Parcel Return Service and retire Parcel Return Service Full-Network published rates. This simplification will eliminate the need to use multiple permits for Returns services and their associated separate fees.

USPS has three permits for Returns, each of which requires an annual fee of \$675.00:

- Parcel Return Service (PRS)
- Merchandise Return Service (MRS)
- Bulk Parcel Return Service (BPRS)



Simplified to One Return Services Permit

Service Details

- One Return Services Permit eliminates:
 - Annual Permit fee of \$225
 - Continue to pay separate Business Reply Mail Parcel Permit fee

Benefits

- Eliminates up-front fees for Returns services
- Removes barrier for new customers to use USPS for Returns

Points to Remember for Back Office Employees

- Separate permit and fee still required for Business Reply Mail Parcels (BRMP)
- Integrated shipping label Intelligent Mail package barcodes (IMpbs)
- Permit and account maintenance fees eliminated for customers using USPS for both Returns shipments and at least one outbound shipment

Please submit questions and comments to ShippingServices@usps.gov.

Elimination of Upfront Fees for Return Services

Our focus: Grow the USPS Returns package business. Improve the customer experience.

The USPS has an opportunity to increase our package volume and revenue by educating our employees on how to promote our Returns products, effective revenue assurance techniques and how to process returns packages efficiently.

NEW! On May 26, 2015, the Postal Service will eliminate upfront fees for Returns Services. Charging these fees can deter customers from using USPS for their returns shipments when compared to our primary competitors. We are eliminating the fees for customers that ship outbound parcels with USPS as well as for their returns shipments which will position us competitively in the eCommerce marketplace.

USPS is advising current Business Reply Mail (BRM) parcel customers to migrate to Merchandise Return Service (MRS) or USPS Returns Scan-Based Payment (SBP). In addition, these customers are required to append the Intelligent Mail package barcode (IMpb) on MRS or SBP shipping labels. In order to incentivize this migration and proactively address the anticipated negative customer reaction, USPS will waive the annual permit fee and the annual account maintenance fee for the remaining current year as well as for an additional year. This will provide ample time for customers to transition to MRS and SBP shipping labels with IMpb and help offset associated costs.

Service Details

- Eliminate MRS, BPRS and PRS annual permit fee \$200 and annual account maintenance fee \$685 for customers using USPS for both outbound and return shipments
- PostalOne! Updates

Benefits

- Customer Annual Savings: \$905
- Removes barrier to entry for customers to use USPS for returns

Elimination of Upfront Fees for Returns Services

NEW! On May 26, 2015, the Postal Service will eliminate the upfront Permit and Account Maintenance fees for **Returns Services** for customers that use USPS for Returns and ship at least one outbound product, within one year.

Service Details

- Eliminates:
 - Annual Permit fee of \$225
 - Annual Account Maintenance fee of \$700
 - Savings to customers of \$925 annually

Benefits

- Eliminates significant up-front fees for Returns services
- Provides annual customer savings of \$925
- Removes barrier for new customers to use USPS for Returns
- Makes USPS Returns Services more competitive and comparable to competitors services

Points to Remember for Back Office Employees

- Permit and Account Maintenance fees eliminated for customers that use USPS for Returns and ship at least one outbound product within one year
- Scanning is critical to determine if customer qualifies for service

Please submit questions and comments to ShippingServices@USPS.gov.

Print and Deliver Return Shipping Label

The Postal Service has expanded its **Print and Deliver Return Shipping Label (PDRSL)** service to include Parcel Return Service (PRS) as an option.

PDRSL is a USPS service that delivers a return shipping label to a customer on behalf of a participating merchant. The merchant is charged postage when the article is returned and the Return shipping label is scanned after their customer deposits the package into the Postal network.

Merchants have three options to send their customers USPS return shipping labels: Home Delivery, Pickup at Post Office and Pickup at Self Service Kiosk (SSK). Merchants can sign up for service through the Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>. Requests appear as a task in MyPO for the delivering Post Office.

Each PDRSL item will include a shipping label with an Intelligent Mail package barcode (IMpb). Service Type Codes embedded in the construction of the IMpb on the shipping label will identify the package as PDRSL and any Extra Services included when scanned.

PDRSL requests will appear under MyPO tasks and will be included on the carrier manifest. The supervisor will print the PDRSL, fold it in half and insert the label in a white 9" x 5 3/4" double window G-10 label envelope. The label should be inserted so that the recipient's address and a unique PDRSL Intelligent Mail package barcode (IMpb) is displayed.

The carrier will deliver the PDRSL envelope and scan the exposed PDRSL barcode at the time of delivery.

Upon returning to the Post Office, the carrier should promptly cradle the scanner to ensure that data is uploaded and inform the Postmaster or designee of any failed PDRSL requests. In the event that a PDRSL request was not completed, the carrier should attempt delivery on the next business day. In the event that a PDRSL request cannot be delivered, the open request must be closed out in MyPO indicating the failed reason. Postmaster or designee is responsible for ensuring that MyPO tasks have been properly closed out each day.

If the customer is picking up the PDRSL at the Post Office, the retail clerk should scan the exposed PDRSL barcode as "Delivered" before handing the PDRSL envelope to the customer.

Service Details

- Available for Parcel Return Service (PRS) and USPS Returns
- Updated User Guide

Benefits

- Provides additional way for merchants to get pre-paid return labels to their customers
- Provides ease of use for customers without a personal computer or printer
- Increases Returns revenue

Points to Remember for Back Office Employees

- Home Delivery and Pickup at Post Office: Verify that the customer's information on the shipment matches the PDRSL request received in MyPO.
- For pickup at SSKs, customers must enter their 12-digit confirmation number.

Please submit questions and comments to ShippingServices@USPS.gov.

Print and Deliver Return Shipping Label

The Postal Service has expanded its **Print and Deliver Return Shipping Label (PDRSL)** service to include Parcel Return Service (PRS) as an option.

PDRSL is a USPS service that delivers a return shipping label to a customer on behalf of a participating merchant. The merchant is charged postage when the article is returned and the Return shipping label is scanned after the customer enters the package into the Postal network.

Merchants have three options for their customers to receive a USPS return shipping label: Home Delivery, Pickup at Post Office and Pickup at Self Service Kiosk (SSK). Merchants can sign up for service through the Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>. Requests appear as a task in My Post Office (MyPO) for the delivering Post Office.

Each PDRSL item will include an Intelligent Mail package barcode (IMpb). The service type code embedded in the IMpb will identify the package as PDRSL and any Extra Service included.

PDRSL requests will appear as a MyPO task and will be included on the carrier manifest. The Postmaster or designee will print the PDRSL, fold it in half and insert the label in a white 9" x 5 3/4" double window G-10 envelope. The PDRSL printed from MyPO should be inserted in the envelope so that the recipient's address and the unique PDRSL Intelligent Mail package barcode (IMpb) is displayed.

The carrier will deliver the PDRSL envelope and scan the exposed barcode "Delivered" at the time of delivery.

USPS Carrier
scans this barcode.



Upon returning to the Post Office, the carrier should inform the Postmaster or designee of any PDRSL requests that they failed to deliver. In the event that a PDRSL request was not completed, the carrier should attempt delivery on the next business day. In the event that a PDRSL request cannot be delivered, the open request must be closed out in MyPO indicating the failed reason. Postmaster or designee is responsible for ensuring that MyPO tasks have been properly closed out each day.

Service Details

- Available for Parcel Return Service (PRS) and USPS Returns.
- Updated User's Guide available on <https://ribbs.usps.gov/>
 - Go to site index (A - Z).
 - Select Shipping Products and Services.
 - Select Customer Onboarding Guidebooks.

Benefits

- Provides additional way for merchants to get pre-paid return labels to their customers.
- Provides ease of use for customers without a personal computer or printer.
- Increases Returns revenue.

Points to Remember for Back Office Employees

- Home Delivery and Pickup at Post Office: Verify that the customer's address information matches the PDRSL request received in MyPO.
- For pickup at SSKs, customers must enter their 12-digit confirmation number received in their confirmation notification.

Please submit questions and comments to ShippingServices@USPS.gov.

Print and Deliver Return Shipping Label

The Postal Service has expanded its **Print and Deliver Return Shipping Label (PDRSL)** service to include Parcel Return Service (PRS) as an option.

PDRSL is a USPS service that delivers a return shipping label to a customer on behalf of a participating merchant. The merchant is charged postage when the article is returned and the Return shipping label is scanned after the customer enters the package into the Postal network.

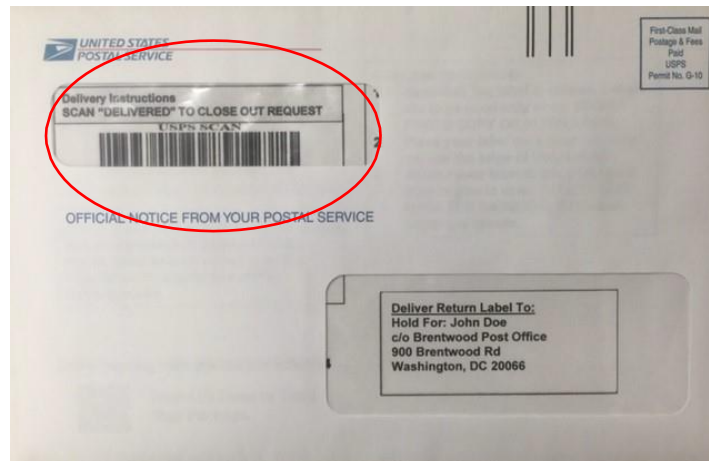
Merchants have three options for their customers to receive a USPS return shipping label: Home Delivery, pickup at Post Office and pickup at Self Service Kiosk (SSK). Merchants can sign up for service through the Business Customer Gateway (BCG) at <https://gateway.usps.com/eAdmin/view/signin>. Requests appear as a task in My Post Office (MyPO) for the delivering Post Office.

Each PDRSL item will include an Intelligent Mail package barcode (IMpb). The service type code embedded in the IMpb will identify the package as PDRSL and any Extra Service included.

PDRSL requests will appear as a MyPO task. The Postmaster or designee will print the PDRSL, fold it in half and insert the label in a white 9" x 5 3/4" double window G-10 envelope. The PDRSL printed from MyPO should be inserted in the envelope so that the recipient's address and the unique Intelligent Mail package barcode (IMpb) is displayed.

If the PDRSL is for pickup at the Post Office, it should be retrieved from MyPO in the AM and placed in a designated holding area at, or near, the window. The USPS employee should scan the exposed PDRSL barcode as "Delivered" when delivering the PDRSL envelope to the customer.

USPS
employee
scans this
barcode. →



In the event that a PDRSL request was not picked up by the customer in 14 days from the date of the request, the open request will automatically expire in MyPO. After the expiration of the label, the Postmaster or designee will then select the reason code "not picked up by customer" in MyPO. The label should then be recycled/disposed of in accordance with local procedures.

Service Details

- Available for Parcel Return Service (PRS) and USPS Returns.
- Updated User's Guide available on <https://ribbs.usps.gov/>
 - Go to site index (A - Z).
 - Select Shipping Products and Services.
 - Select Customer Onboarding Guidebooks.

Benefits

- Provides additional way for merchants to get pre-paid return labels to their customers.
- Provides ease of use for customers without a personal computer or printer.
- Increases Returns revenue.

Points to Remember for Back Office Employees

- Home Delivery and Pickup at Post Office: Verify that the customer's address information matches the PDRSL request received in MyPO.
- For pickup at SSKs, customers must enter their 12-digit confirmation number received in their confirmation notification. (If a customer does not have their confirmation number, they must contact the merchant. USPS does not receive the confirmation number information.)

Please submit questions and comments to ShippingServices@USPS.gov.

User's Guide Print and Deliver Shipping Label Service

May 2015

Version 2.0

Click on image below to access entire user's guide:



Streamlining Merchandise Return Services

Our focus: Grow the USPS Returns package business. Improve the customer experience.

The USPS has an opportunity to increase our package volume and revenue by educating our employees on how to promote our Returns products, effective revenue assurance techniques and how to process returns packages efficiently.

NEW! On May 26, 2015, the Postal Service will streamline the **Merchandise Return Service**. Currently, this service has two payment methods: a traditional weigh and rate process (traditional MRS) and Scan Based Payment (SBP). SBP is the preferable payment method of the two as it is more efficient and cost effective. One source of efficiency is SBP only offering a limited number of mail class options.

The traditional MRS allows for the use of several classes of mail, including all Packages Services products. Allowing multiple mail class options has led to a less cost effective solution for USPS, is generally more labor-intensive and often results in the delay of mailpieces in the rating process. In addition, the Package Services products allowed in traditional MRS have negative or marginal cost coverage.

The transition from numerous mail class options to three will streamline the manual weighing and rating of traditional MRS parcels, will generate additional revenue, and will simplify the Returns portfolio both internally and for the merchants themselves.

Service Details

- Streamline MRS to three mail classes
 - First Class Package Return Service
 - Priority Mail Return Service
 - Ground Return Service (charged at PRS Full Network pricing)
- Elimination of the Media Mail, Library Mail, Bound Printed Matter and Standard Post as options under traditional MRS.
- Communications to MRS permit holders and their customers to advise them of upcoming changes.

Benefits

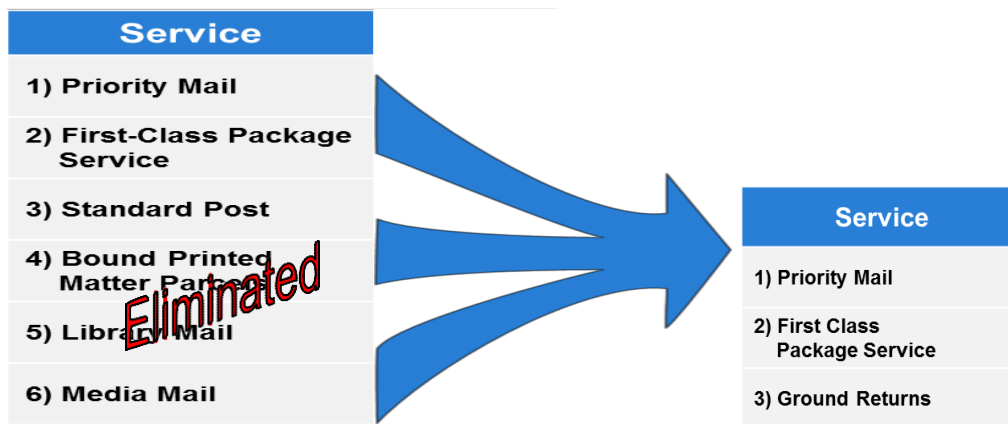
- Allow for more efficient and streamlined package processing.
- Simplify the MRS product line.
- Increase revenue for USPS Returns through the elimination of less cost effective mail classes.
- Provide faster transit times and better visibility to merchants without a substantial increase in cost.
- Provide Sales with a simpler and operationally aligned returns structure.

Merchandise Return Service

NEW! On May 26, 2015, the Postal Service will streamline the **Merchandise Return Service (MRS)** to align with the products offered for USPS Returns. Currently, this service has two payment methods: a traditional weigh and rate process (traditional MRS) and Flat Rate.

The traditional MRS allows for the use of several classes of mail, including all Packages Services products. Allowing multiple classes of mail has led to a less cost-effective solution for USPS, is generally more labor-intensive and often results in the delay of shipments during the rating and weighing process. In addition, the Package Services products allowed in traditional MRS have negative or marginal cost coverage.

The transition from six to three classes of mail will streamline the manual weighing and rating of traditional MRS parcels, generate additional revenue and simplify the Returns portfolio both internally and for merchants.



Service Details

- Streamlines MRS to three classes of mail:
 - First-Class Package Return Service
 - Priority Mail Return Service
 - Ground Return Service (charged at PRS-Full Network rates)

Benefits

- Allows for more efficient and streamlined package processing
- Simplifies the MRS product line
- Increases revenue for USPS Returns through the elimination of less cost-effective mail classes
- Provides faster transit times and better visibility to merchants without a substantial increase in cost
- Provides Sales with a simplified Returns portfolio

Points to Remember for Back Office Employees

- Only three classes of mail:
 - First-Class Package Return Service
 - Priority Mail Return Service
 - Ground Return Service (charged at PRS-Full Network rates)
- Media Mail, Library Mail, Bound Printed Matter and Standard Post now handled as part of Ground Return Service
- Scanning is critical to improving visibility
- Input revenue into PostalOne!
- Intelligent Mail package barcode (IMpb) required for MRS effective July 2014 (transition period provided until September 2015)

Please submit questions and comments to ShippingServices@USPS.gov.

User's Guide Merchant Returns Service

May 2015

Version 2.0

Click on image below to access entire user's guide:



	WORK INSTRUCTION Parcel Return Service (PRS)	WI # CSS – F4 05	Version # 03	Process Owner: Manager, Customer Service Standardization
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1. SERVICE DESCRIPTION:

Parcel Return Service (PRS) is a program that offers work share discounts to participating companies. It was designed for high volume mailers to reduce their transportation expenses. With PRS, an agent retrieves returned parcels from designated Post Offices, mail processing facilities or from designated network distribution centers.

The PRS program is invisible to Postal customers. They receive a pre-paid return label from the participating company, place it on their return parcel and simply drop it in a collection box, take it to one of over 32,000 USPS retail locations or schedule a free carrier pickup.

A company can take advantage of the PRS work sharing discounts by [enrolling](#) in the program directly or by working with an approved [Third-Party Reverse Logistics Provider](#). Many companies rely on such providers to assist with their parcel return operations. For more info about setting up a PRS account for a large volume mailer go to <https://www.usps.com/business/return-services.htm>.

2. PURPOSE:

The purpose of this work instruction is to standardize the procedures for handling parcels that are identified as Parcel Return Service (PRS). This work instruction pertains to those postal facilities designated by the Postal Service as a Return Delivery Unit (RDU). PRS parcels will have an approved preprinted mailing label. It is important to note that proper handling and accurate scanning of PRS parcels at the RDU is essential to collecting postage by the Postal Service. The following are the standard work methods to ensure proper handling of PRS RDU parcels.

3. SCOPE:

This work instruction includes: (1) Identifying PRS parcels and doing an **acceptance scan** (2) Separating PRS parcels for the RDU all other PRS parcels should be placarded (MTEL) RDC-09 for shipment to the SCF (3) Scanning PRS parcels “Available for Pickup” (must be done on the date received at your facility). (4) Writing on each parcel the date of the initial “Available for Pickup” scan. (5) Identifying oversized PRS parcels. (6) Separating PRS parcels (by merchant/agent) for pick up at the RDU, (7) Staging PRS parcels (by merchant/agent and if volume warrants, by initial “Available for Pickup” scan date) that are available for pickup in a designated area using the unique ZIP Code. (8) Maintaining PS Form 3801 *Standing Delivery Order*, (9) Scanning PRS parcels when “Picked Up By Agent”, (10) Ensuring PRS parcels that are not picked up at the RDU within 96 hours (4 days - excluding Holidays and Sundays) of the “Available for Pickup” scan receive a “Return to Sender – Not Picked Up” scan, (11) Identifying PRS parcels scanned as “Return to Sender – Not Picked Up” and dispatching to SCF for processing, (12) PRS parcels identified with duplicate label numbers (same label number at the same facility, on the same day) should scan one, annotated on the PRS log and reported to the Business Service Network (BSN).

4. SCANS:

The following scans are available for PRS (see Work Instruction Content for more information):

- V. Available for Pickup
- T. Picked Up By Agent
- N. Return to Sender – Not Picked Up
- S. Random Sampling
- O. Enroute
- J. Dead Mail

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5. SUPERVISOR REQUIREMENTS:

Use this work instruction to ensure that employees are performing correct work methods and practices.

6. QUALITY CONTROL ASSESSMENT:

- a. Observe the employee(s) and validate:
 - i. Safe work practices
 - ii. Efficient work methods
 - iii. Accurate scanning
 - iv. Revenue assurance
- b. Document findings.
- c. Discuss findings with employee(s).

7. PROGRAM TERMS / FORMS:

The following are essential terms that will be used throughout this work instruction:

- b. Return Delivery Unit (RDU) – designated Post Office, Station or Branch identified as a pickup point by the Agent. Labels contain, for PRS only, a unique 5-Digit ZIP Code assigned to an Agent that begins with 569 displayed in the address block.
- c. Return Network Distribution Center (RNDC) – one of the 21 centers. Labels contain, for PRS only, a unique 5-digit ZIP Code assigned to an Agent that begins with 569 displayed in the address block.
- d. Return Sectional Center Facility (RSCF) – designated Plant identified as a pickup point by the Agent
- e. Assignment ZIP Code – Scanning for PRS must be set to the facility ZIP Code in the Intelligent Mail Device (IMD).
- f. Mailer Identification Code – alpha code found in the lower right corner of the PRS label (e.g., X01) used for sortation and merchant/agent identification at an RDU.
- g. PRS Label example:

USPS	WORK INSTRUCTION Parcel Return Service (PRS)	WI # CSS – F4 05	Version # 03	Process Owner: Manager, Customer Service Standardization
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8. PROGRAM ACRONYMS:

PRS: Parcel Return Service
 RNDC: Return Network Distribution Center
 RDU: Return Delivery Unit
 RSCF: Return Sectional Center Facility

9. WORK INSTRUCTION CONTENT:

Parcel Return Service Operation Number:

Operation 637 – Parcel Return Service (PRS)

LDC 42

Work hours used exclusively in the sortation, scanning and related activities of Parcel Return Service.

a. Retail Associates / Window Operations:

- i. Identify Parcel Return Service parcels upon acceptance.
- ii. Ask whether the parcel contains anything fragile, liquid, perishable or potentially hazardous.
- iii. Ensure that piece is placed on the scale and follow the prepaid work flow include scanning the package offer the customer the option to purchase Special Services Certificate of Mailing. If the customer opts for Certificate of Mailing the full acceptance process must be used. When prompted for ZIP Code enter the consumer ZIP Code and not the 569 ZIP Code.
- iv. Ensure parcel has not been prepared for expedited handling (i.e. Express Mail/Priority Mail).

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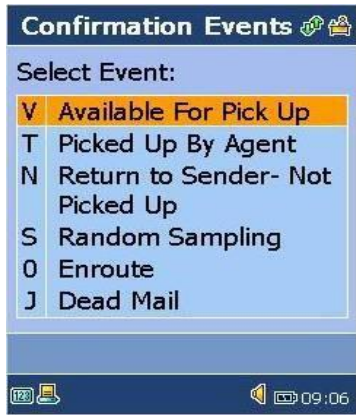
	WORK INSTRUCTION Parcel Return Service (PRS)	WI # CSS – F4 05	Version # 03	Process Owner: Manager, Customer Service Standardization
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1. If expedited packing has been used, when possible the customer should repackage and/or address to a different address provided by the merchant or agent. When repackaging is not possible process with all other PRS packages accordingly.
- v. Deposit PRS parcels in designated container.
- vi. For PRS parcels that are identified as containing duplicate label numbers (the same label number from the same customer) ask the customer who duplicated the label.
 1. If the customer claims the merchant sent them the duplicates, notify the supervisor who will notify the Business Service Network (BSN) at the district. These parcels should be handled in the same manner as all other PRS parcels for that facility. If a designated RDU, scan and tender to PRS provider. If not a designated RDU for the PRS provider dispatch with an acceptance scan event.
 2. If the customer claims they duplicated the label, they should be instructed to contact the merchant and request a unique label for each parcel.

b. Customer Service Back Office / Dispatch Operations:

- vii. Ensure a PS Form 3801 *Standing Delivery Order* for identifying Mailers/Agents who are authorized to pick up the parcels has been completed.
- viii. Establish an area where PRS parcels will be deposited.
- ix. At scheduled time(s), retrieve PRS parcels that were accepted and held out by the Retail Associates at the window.
- x. At scheduled time(s), retrieve PRS parcels that were culled by the letter carrier, clerk, mail handler or other postal employee.
- xi. Identify and separate PRS parcels that are to be picked up at your RDU by unique 569 ZIP
 1. Using the “In office menu” on the handheld scanner, scan as “Available for Pickup.”
 2. Writing on each parcel the date of the initial ‘Available for Pickup’ scan. These dates will help you later determine if a parcel has been at your RDU for more than 96 hours (#9 below). See “*Scanning Steps (Available for Pickup)*” below.
 3. If PRS parcels are identified that contain duplicate label numbers (the same label number from the same customer), notify your supervisor who will contact the BSN at the district. These parcels should be handled in the same manner as all other PRS parcels for that facility. If a designated RDU, scan one parcel and tender all others to PRS provider, annotate on PRS Dispatch Log. If not a designated RDU for the PRS provider dispatch with acceptance scan only.
- xii. Stage PRS parcels to be picked up at your facility by unique 569 ZIP Code and if volume warrants, by date of “Available for Pickup” scan in a designated area for agent pickup.
- xiii. Parcels not authorized for pickup at your facility should be dispatched using (MTEL) placard RDC-09.**
- xiv. Identify parcels that have been in the RDU longer than 96 hours (4 days – excluding Sundays and Holidays) from when the “Available for Pickup” scan was performed and scan them “Return to Sender – Not Picked Up” then dispatch to the SCF for processing.
- xv. Ensure PS Form 3801 Standing Delivery Order is on file and contains signature of the agent, and /or their authorized representative(s), picking up PRS parcels at your facility.
- xvi. Using the IMD scanner, scan each PRS parcel to be picked up at your facility as “Picked Up by Agent” before handing parcels to the agent.
- xvii. While scanning, ensure PRS parcels are designated to be picked up at your facility and are for the correct agent picking up the parcels. See “*Scanning Steps (Picked up by Agent)*” below.

Scanning Steps with IMD



Scanning Steps (Available for Pickup):

1. User Type: IN-OFFICE USER
2. User Profile Setup: Verify ZIP Code (RDU) and Route ID
Note: Assignment ZIP Code must be set to your facility ZIP Code.
3. In Office menu: Option 1 – Scan/key-in bar code. Scan all PRS barcodes under the USPS PARCEL RETURN SERVICE heading
4. Select Event: Available For Pick Up
5. Modify Destination ZIP Code If Necessary
Note: It is critical to scan each PRS parcel to be picked up at your facility with the facility ZIP Code.
6. Confirm screen: “Information Recorded Successfully”
7. Write or stamp the date on the parcel without interfering with any of the barcodes or address information. This date will help you later determine if a parcel has been at your RDU for more than 96 hours. Packages are to be scanned and dated on the date received at your facility.
8. Identify and set aside any oversized parcels for additional scanning steps (oversized parcels exceed 108 inches but are not more than 130 inches in combined length and girth).
9. Return IMD to cradle for downloading.

Additional Scanning Steps (oversized RDU parcels only) (oversized parcels exceed 108 inches but are not more than 130 inches in combined length and girth):

1. User Type: In-Office
2. User Profile Setup: Verify ZIP Code (RDU) and Route ID - **Note:** Assignment ZIP Code must be set to your facility ZIP Code.
3. In Office menu: Option 1 – Scan/key-in bar code. Scan all PRS barcodes under the USPS PARCEL RETURN SERVICE heading
4. Select: Random Sampling (option S)
5. Is this parcel oversized: Select Yes (Option 1)
6. ZIP Code & Weight: Press ENTER to bypass
7. Confirm screen: “Information Recorded Successfully”
8. Repeat steps 5-7 for each additional oversized parcel
Note: You cannot scan oversized RDU parcels in bulk. You must complete the above steps for each oversized RDU parcel.
9. Return IMD to cradle for downloading.

Scanning Steps (Picked Up by Agent):

	WORK INSTRUCTION Parcel Return Service (PRS)	WI # CSS – F4 05	Version # 03	Process Owner: Manager, Customer Service Standardization
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1. User Type: In-Office
2. User Profile Setup: Verify ZIP Code (RDU) and Route ID - **Note:** Assignment ZIP Code must be set to your facility ZIP Code.
3. In Office menu: Option 1 – Scan/key-in bar code. Scan all PRS barcodes under the USPS PARCEL RETURN SERVICE heading
4. Select Event: Picked Up By Agent
5. Modify Destination ZIP Code If Necessary **Note:** It is critical to scan each PRS parcel to be picked up at your facility with the facility ZIP Code.
6. Confirm screen: “Information Recorded Successfully”
7. Return IMD to cradle for downloading

Scanning Steps (Return to Sender – Not Picked Up):

1. User Type: In-Office
2. User Profile Setup: Verify ZIP Code (RDU) and Route ID - **Note:** Assignment ZIP Code must be set to your facility ZIP Code.
3. In Office menu: Option 1 – Scan/key-in bar code. Scan all PRS barcodes under the USPS PARCEL RETURN SERVICE heading
4. Select Event: Returned to Sender – Not Picked Up
5. Modify Destination ZIP Code If Necessary **Note:** It is critical to scan each PRS parcel not picked up at your facility within 96 hours with the facility ZIP Code, including oversized parcels.
6. Confirm screen: “Information Recorded Successfully”
7. Return IMD to cradle for downloading

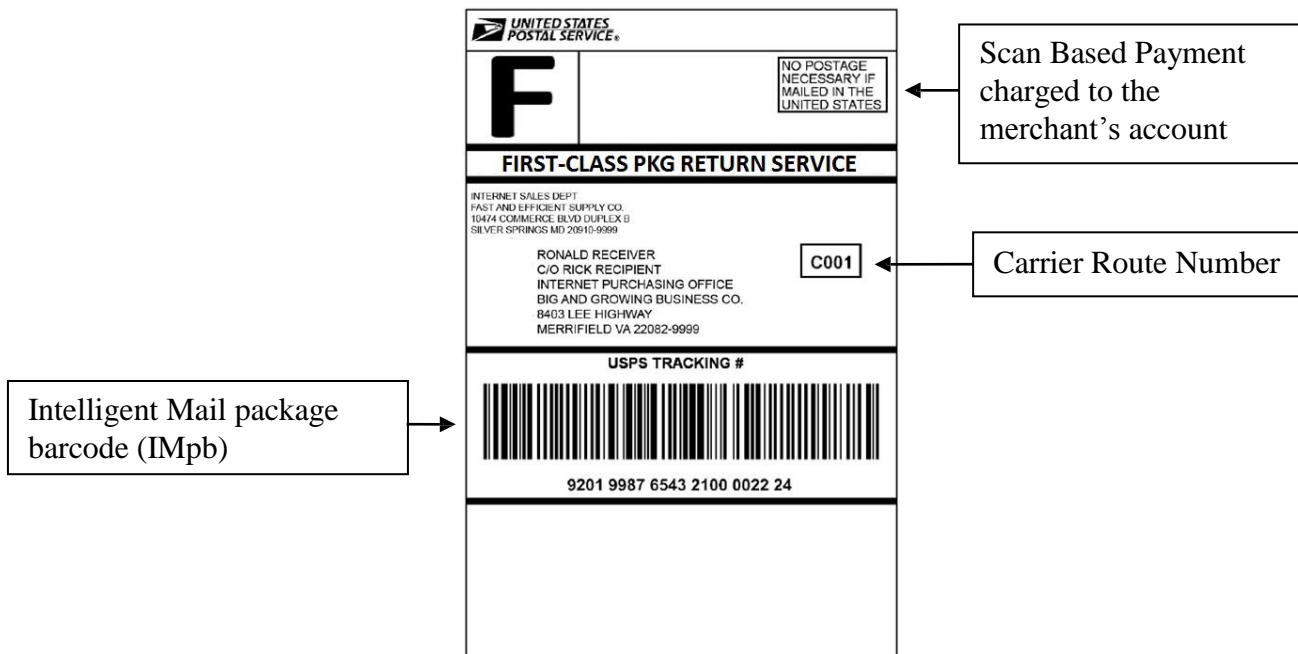
10. RESPONSIBILITIES:

- Headquarters: Develop, implement and maintain a standardized process
- Area Level: Monitor program performance and ensure compliance.
- District Level: Provide training and support to field offices; implement and monitor program performance and ensure compliance.
- Installation Level: Provide training, safe work practices, efficient work methods, and monitor compliance of accurate identification, separating, scanning and staging for revenue assurance.

First-Class Package Return Flat-Rate Service Up To 1 lb. (NSA Only)

NEW! On May 26, 2015, the Postal Service introduced a new competitive service for commercial customers with approved Negotiated Service Agreements (NSAs) called **First-Class Package Return Flat-Rate Service Up To 1lb.** This service targets merchants that ship high-value/lightweight products (e.g. jewelry, consumer electronics). Merchants using this service may add insurance and/or Signature Confirmation as Extra Services to their items.

Each First-Class Package Return Flat-Rate Service Up To 1lb. item will include a shipping label with an Intelligent Mail package barcode (IMpb). Service Type Codes (STCs) embedded in the construction of the IMpb on the shipping label will identify the package as First-Class Package Return Flat-Rate Service Up To 1lb. A new Rate Indicator in the merchant's Shipping Services file will electronically assess the correct postage per the NSA.



Service Details

- Available to NSA-only merchants
- Not available at Retail
- Merchants provide packaging
- Postage assessed by Scan Based Payment
- Flat rate per piece

Benefits

- Increases package volume and revenue
- Capitalizes on anticipated e-commerce growth of 62 percent by 2016

- Provides ease of use as a Returns solution

Points to Remember for Back Office and Delivery Employees

- Available to NSA-only merchants
- Not available at Retail
- Postage to be accepted as paid
- No need to weigh and rate each item
- Items to be scanned per normal procedures

Please submit questions and comments to ShippingServices@USPS.gov.

Bulk Parcel Return Service

Our focus: Invest in the future, foster innovation, empower employees and build networks.

The USPS has an opportunity to increase our package volume and revenue by educating our employees on promoting our Returns products, employing revenue assurance techniques and processing Returns packages efficiently.

NEW! On May 26, 2015, the Postal Service will eliminate the annual permit and account maintenance fees for **Bulk Parcel Return Service (BPRS)**. BPRS is designed for merchants of Parcel Select Lightweight or Standard Mail machinable parcels as a solution for undeliverable-as-addressed (UAA), refused, or other unopened returned to sender parcels. These packages are charged a flat fee, regardless of weight or zone. Notice 123 contains current prices at <http://pe.usps.gov/text/dmm300/Notice123.htm>.

Permit holders will also pay the same BPRS flat rate for opened and return-to-sender packages if the optional return label is provided inside the package and affixed by the consumer. When the optional BPRS return label is provided, the consumer can open the package before deciding if they wish to keep it or return it.

The permit holder has the option of picking up all returned packages from a designated postal facility at a predetermined frequency or having them delivered in a manner and frequency specified by the Postal Service.

The Bulk Parcel Return Service Address Change Services Technical Guide is available at https://ribbs.usps.gov/acs/documents/tech_guides.

Service Details

- Customer will be responsible for paying the \$2.95 per piece fee
 - Eliminating the \$220 annual permit fee and the \$685 annual account maintenance fee
- Products available for
 - Standard Mail parcels
 - Parcel Select Lightweight
- Intelligent Mail package barcode
 - All packages must bear an Intelligent Mail package barcode (IMpb). The outbound BPRS labels will use the service type codes (STC) applicable to the mail class used. The Postal Service recommends, but does not require, optional BPRS return labels to bear an IMpb.
- Mailer ID
 - The mailer identifier (MID) number is a six- or nine-digit numeric code assigned to a mailer based on annual mail volume as verified by the USPS. Merchants may have multiple MIDs.
- Bulk Parcel Return Service Agreement
 - The Postmaster will present the BPRS agreement to the merchant for signature. The merchant and the Postmaster will retain copies of the agreement, which remains in effect until either party terminates the agreement.

Benefits

- Enhances customer convenience and ease of use
- Provides USPS with a new revenue opportunity

Points to Remember for Back Office Employees

- Permits
 - A Bulk Parcel Return Service permit is required. The merchant must send a written request to the Postmaster at each Post Office where packages are to be returned, including the following:
 - Information pertinent to each delivery point that documents either receipt of at least 10,000 machinable packages to a designated postal facility during the past 12 months or the expectation that the merchant will receive 10,000 machinable packages in the next 12 month period.
 - Sample documentation substantiating the number of packages returned daily to each location.
 - Description of the returned packages.
 - Statement of desired frequency and location of package pick up.
 - Sample labels (for returning opened packages) along with package instructions for its use.
 - A written statement agreeing to pay the per piece fee for each returned package.

Please submit questions and comments to ShippingServices@usps.gov.

Bulk Parcel Return Service

NEW! On May 26, 2015, the Postal Service will eliminate the **Bulk Parcel Return Service** (BPRS) as a Returns product offering and instead establish it as a Returns endorsement. BPRS is designed as a solution for merchants of Parcel Select Lightweight (PSLW) or Standard Mail machinable parcels that are undeliverable-as-addressed (UAA), refused or other unopened and returned-to-sender parcels. These parcels are charged a flat fee of \$3.10, regardless of weight or zone.

	PARCEL SELECT LIGHTWEIGHT U.S. POSTAGE PAID PERMIT NO. CITY, STATE
USPS PS LIGHTWEIGHT®	
INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999	
RETURN SERVICE REQUESTED - BPRS	
RONALD RECEIVER C/O RICK RECIPIENT INTERNET PURCHASING OFFICE BIG AND GROWING BUSINESS CO. 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
USPS TRACKING #	
	
9274 8912 3456 7894 0323 02	

Permit holders will also pay the same BPRS flat rate for opened and return-to-sender packages if the optional return label is provided inside the package and affixed by the customer. When the optional BPRS return label is provided, the customer can open the package before deciding if they wish to keep it or return it.

The Permit holder has the option of picking up all returned parcels from a designated postal facility at a predetermined frequency or having them delivered in a manner and frequency specified by the Postal Service.

Service Details

- Customer responsible for paying the \$3.10 per-piece fee
 - Annual Permit fee of \$225 and annual Account Maintenance fee of \$700 are eliminated for the customer, resulting in an annual savings of \$925
- Products available for:
 - Parcel Select Lightweight
 - Standard Mail parcels
- Intelligent Mail package barcode (IMpb)
 - All packages must bear an IMpb
 - Outbound BPRS labels use the Service Type Codes (STCs) applicable to the mail class
 - BPRS return labels bearing an IMpb are required
- Mailer ID
 - Mailer Identifier (MID) number is a 6- or 9-digit numeric code assigned to mailer based on annual mail volume as verified by USPS
 - Merchants may have multiple MIDs
- BPRS Agreement
 - Postmaster presents BPRS Agreement to merchant for signature
 - Merchant and Postmaster retain copies of agreement, which remains in effect until either party terminates agreement

Benefits

- Enhances customer convenience and ease of use
- Provides USPS with a new revenue opportunity
- Reduce USPS cost

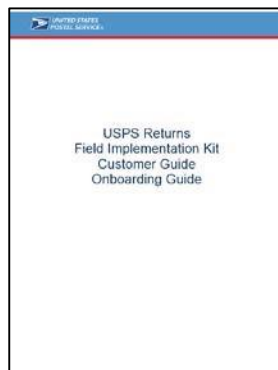
Points to Remember for Back Office Employees

- Permits
 - BPRS Permit required
 - Merchant sends written request to Postmaster at each Post Office where packages are to be returned
 - Merchant requests should include:
 - Information pertinent to each delivery point that documents either receipt of at least 10,000 machinable packages to a designated postal facility during the past 12 months or the expectation that the merchant will receive 10,000 machinable packages in the next 12-month period
 - Sample documentation substantiating the number of packages returned daily to each location
 - Description of the returned parcels
 - Statement of desired frequency and location of parcel pick up
 - Sample labels (for returning opened packages) along with parcel instructions for its use
 - Written statement agreeing to pay the per-piece fee for each returned parcel

Please submit questions and comments to ShippingServices@USPS.gov.

USPS Returns Field Implementation Kit Customer Guide Onboarding Guide

Click on image below to access entire guide:

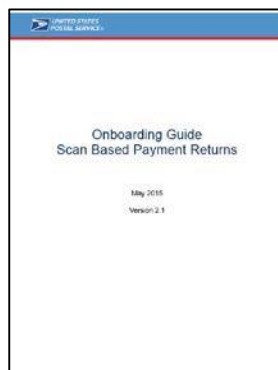


Onboarding Guide Scan Based Payment Returns

2015

Version 2.1

Click on image below to access entire guide:



Click-N-Ship Business Pro

Click-N-Ship Business Pro

The Postal Service introduced an enhancement to **Click-N-Ship Business Pro**, a free downloadable software application from the Postal Service that allows small and medium business mailers to generate shipping labels with Intelligent Mail package barcodes (IMpbs) and securely pay for postage via electronic shipping service files. Click-N-Ship Business Pro is available for business customers who ship 50 or more packages (or multiple packages with a combined weight of 50 or more pounds) in a typical mailing. The permit fee is waived for customers that use this application.

Customers can select one of the USPS Returns products from Click-N-Ship Business Pro. USPS Returns include Priority Mail Return Service (including Critical Mail), First-Class Package Return Service and Ground Return Service. All USPS Returns products use Scan Based Payment to calculate and assess postage. Scanning is critical to ensure that USPS is paid for the service rendered.

P	NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES
PRIORITY MAIL® RETURN SERVICE	
THE COUNTER 369 S CALIFORNIA AVE SUITE A PALO ALTO CA 94306-1830	0005
	C039
SHIP TO: RONALD RECEIVER C/O RICK RECIPIENT INTERNET PURCHASING OFFICE - NORTH BIG AND GROWING BUSINESS CO. 39 ANYWHERE ST SCARSDALE NY 10583-9999	
USPS TRACKING #	
	
9201 9901 4322 7400 2713 68	

Service Details

- USPS Returns added to Click-N-Ship Business Pro application
- Services available:
 - First-Class Package Returns
 - Priority Mail Returns
 - Ground Returns
- Scan Based Payment calculates and assesses postage

Benefits

- Provides a Returns solution to the Click-N-Ship Business Pro application
- Increases package volume and revenue
- Provides ease of use as a Returns solution

Points to Remember for Back Office Employees

- Available only to customers who enroll in Click-N-Ship Business Pro at <https://gateway.usps.com/eAdmin/view/knowledge?id=WHITELABELELIGIBLE>
- Not available at Retail
- Postage should be accepted as paid
- Scan items per normal procedures
- Current outbound products are Priority Mail Express, Priority Mail, First-Class Package Returns and Parcel Select Non-presort

Please submit questions and comments to ShippingServices@USPS.gov.

Click-N-Ship Business Pro™ is a desktop software application offered free of charge by the United States Postal Service (USPS), which allows commercial package mailers to generate and print package labels with the Intelligent Mail® Package Barcode (IMpb), electronically create and submit a shipping manifest, and pay for those packages through an electronic payment account with funds automatically debited as manifests are received. Click-N-Ship Business Pro mailers will be compliant with January 2014 IMpb requirements.

Mailers can use Click-N-Ship Business Pro with:

- Priority Mail
- Priority Mail Express
- First-Class Package Service
- Parcel Select Nonpresort
- Priority Mail Express International
- Priority Mail International
- First-Class Package International Service

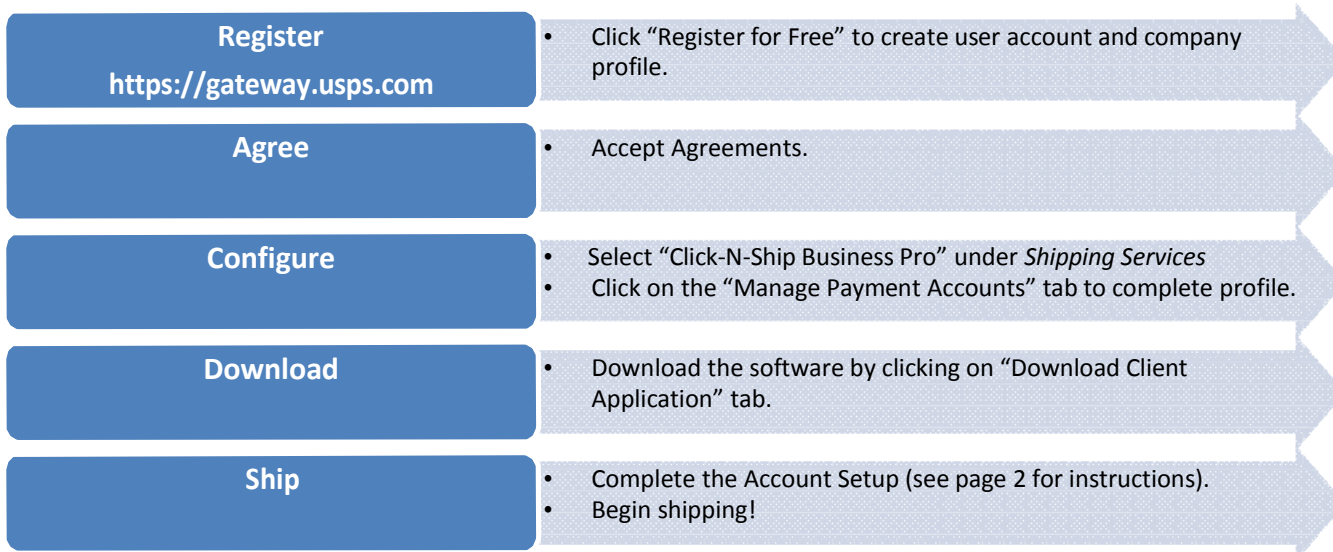
Information & Benefits

Mailers who use Click-N-Ship Business Pro will receive these key features:

Key Features

- Free software download
- Ability to generate and print IMpb labels
- Electronic (eVS) manifest generation and payment for products and services
- Electronic submission of required Customs data
- Ability to create reports
- Compliance with January 2014 commercial package mailing requirements

Click-N-Ship Business Pro Enrollment Process



System Requirements

The following software requirements are required to use Click-N-Ship Business Pro:

- **Operating System** - *Microsoft Windows®XP or later*
- **Processor** - *Pentium® processor-based personal computer*
- **Memory** - *32 MB of available RAM*
- **Hard Drive** - *20 MB of available hard-disk space*
- **Rights** - *Ability to install software*

For Additional Assistance:

Business Customer Gateway: <https://gateway.usps.com/eadmin/view/support> Help Desk: 877-264-9693, option 7 or evs@usps.gov

Click-N-Ship Business Pro Account Setup

Configure the Account Setup

The Account Setup screen is displayed by default the first time a user logs in to Click-N-Ship Business Pro.

- In order to complete the **Account Credentials**, this information is needed:
 - User Name: *user's Business Customer Gateway user name*
 - Password: *user's Business Customer Gateway password*
 - Permit Number: *assigned during Online Enrollment; displayed on the Manage Payments Account tab*
 - CRID: *assigned during Online Enrollment; displayed on the Manage Shipping Locations tab*
 - MID: *assigned during Online Enrollment; displayed on the Manage Shipping Locations tab*
- In order to complete the **Return Address to Print on Shipping Labels**, the following information is required:
 - Name
 - Company
 - Address, City, State, ZIP Code
 - Phone Number
 - ZIP Code Packages Are Mailed From

NOTE: Modifications to the information submitted as part of the initial configuration can be made at any time by selecting "Account Setup" from the *Edit* menu.

Complete Printer Setup

Test Printing Mode is enabled by default.

- Choose "Printer Setup" from the *File* menu to select the printer for Click-N-Ship Business Pro labels.
- **RECOMMENDED:** Print a test shipping label to verify printer settings.
- After test labels are successfully generated, disable *Test Printing Mode*.
 - Select "Preferences" from the *Edit* menu.
 - Click to clear the "Test printing mode" checkbox on the *Printing and Customs* tab.
 - Click *OK* to save Preferences.

Create Shipping Labels and Postage Payment Records

The following instructions detail the steps to print an individual shipping label without additional system integration. Click-N-Ship Business Pro users also have the option to import orders from a database or file using the **Data Source Setup**, and/or **Batch Print** labels based on that configuration.

For assistance mapping to a database or file for this feature, please contact the Click-N-Ship Business Pro Support Team at 877-264-9693, option 8.

- Enter the destination *Shipping Address* on the *Order Lookup* tab.
 - Type the recipient's Name, Company and Street Address.
Type the City, State and ZIP Code.

OR

 - Click *Retrieve Order* to import a *Shipping Address* from the configured *Data Source*.
 - Click *Verify Address* to validate the destination address.
- Specify package details:
 - Select the desired *Mail Class* and *Tracking* option from the dropdown menus.
 - Enter the estimated *Package Value* and check *Use USPS Insurance* if insurance is required.
 - Enter the *Package Weight* and *Size* (if applicable).
The total *Postage and Additional Fees* for the package are calculated and displayed.
- Click *Print Label* to create the package's shipping label.
- When all of the day's packages are labeled and ready to ship, submit the shipment for postage payment by clicking *Submit Manifest*.

Complaint Handling Guidelines



Complaint Handling Guidelines

Residential and Small
Business Customers



GUIDELINES - COMPLAINT HANDLING PROCESS

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GUIDELINES - COMPLAINT HANDLING PROCESS

DESCRIPTION

Postal Service employees are to provide timely, customer-friendly, and professional resolution to customer complaints. Prompt response and resolution of customer complaints will increase customer satisfaction and loyalty.

This document serves as guidelines and establishes standard guidelines for responding to customer complaints, in addition to establishing procedures for:

- Handling
- Tracking
- Assigning accountability for customer contact
- Timely response and resolution

A complaint is defined as a statement of dissatisfaction with a service, product, policy or personnel. Although, these guidelines are for complaint handling, it should be noted that an inquiry will be defined as a request for information about a service, product, policy, or personnel and should be addressed at initial contact.

ORIGINATING COMPLAINT SOURCES

The Postal Service receives complaints from business and residential customers through the following sources:

- Walk-in (person-to-person)
- Telephone Contact
- Our Web site, www.usps.com
- Calls to our toll-free number 800-ASK-USPS (800-275-8777)
- Written correspondence
- Congressionals
- Headquarters Referrals
- Postal Regulatory Commission (PRC)
- Postmaster General Inquiries
- Office of Inspector General Inquiries (OIG)

Roles and Responsibilities

CUSTOMER CARE CENTERS

- Intake customer issues from 1-800-ASK-USPS
- Educate customers on Postal products and services
- Assist customers with service requests
- Assign correct service issue type and category in the eCC application
- Document customer issues in the eCC application
- Escalation of customers to the District Consumer and Industry Contact Office by providing a phone number

LOCAL POST OFFICE

- Assign responsibility for checking eCC three times a day
- Customer contacted within 24 hours and issue acknowledged
- Research Case
- Accountable for resolution
- Monitor and provide follow-up on closed cases to ensure quality closure and timely handling of customer issues

GUIDELINES - COMPLAINT HANDLING PROCESS

DISTRICT COMPLAINTS & INQUIRY CLERKS

- Intake of customer issues via phone and eCC
- Research and resolve case
- Provide assistance to Local Post Office personnel on customer issues
- Follow escalation process for complaints/issues that do not meet customer satisfaction
- Oversee District compliance with the complaint handling process including the PRC, PMG, OIG, Congressional, and the Political Campaign Mail complaints

DISTRICT CONSUMER & INDUSTRY CONTACT MANAGER

INITIAL POINT OF ESCALATION

- Research case and resolution including referrals from Headquarters
- Provide assistance on escalated cases from Local Post Office and Care Center
- Provide guidance/instruction to Local Post Office to assist in quality closure and timely handling of customer issues
- Report complaint, initial contact and on-time resolution trends to district leadership
- Monitor and review closed cases to ensure quality closure and timely handling of customer cases.
- Oversee District compliance with the complaint handling process including the PRC, PMG, OIG, Congressional, and the Political Campaign Mail complaints
- Work with Manager, Business Mail Entry to research and resolve Political Campaign Mail complaints
- Follow-up on overdue cases

DISTRICT MARKETING MANAGER

SECOND POINT OF ESCALATION

- Provide assistance on escalated cases from Consumer and Industry Contact Manager
- Oversee and ensure compliance with the complaint handling process including the Political Campaign Mail complaints
- Monitor for compliance

DISTRICT MANAGER

THIRD POINT OF ESCALATION - WITHIN THE DISTRICT

- Research case and resolution of referrals from Headquarters
- Ensure compliance with complaint handling process
- Ensure District strictly follows complaint handling process to include follow-up reviews of closed cases

AREA

FOURTH POINT OF ESCALATION – OUTSIDE THE DISTRICT

- Research case and resolution of referrals from Headquarters
- Responsible for final resolution
- Monitor Area/District compliance with the Complaint Handling Process
- Monitor Area/District compliance with Political Campaign Mail complaints

HEADQUARTERS

FINAL POINT OF ESCALATION - OUTSIDE OF AREA

- Research case and resolution for complaints requiring interpretation of or impacting national policy
- Monitor national compliance with the Complaint Handling Process
- Provide national policy and procedures for the Consumer and Industry Contact function
- Provide SOPs and procedural instructions
- Carbon copy (cc) Area Consumer and Industry Contact Manager in correspondence from HQ

GUIDELINES - COMPLAINT HANDLING PROCESS

COMPLAINT HANDLING PROCESSES

PROCESSING A WALK-IN (PERSON-TO-PERSON) COMPLAINT

When a customer walks into a local Post Office with a complaint, the Postal Service employee should do the following:

- Listen and apologize on behalf of the US Postal Service
- Thank the customer for taking the time to report their concern
- Record customer complaints on the Customer Complaint Control Log Exhibit 165.3 from the Postal Operations Manual (*reference appendix item #8*) or in appropriate system if applicable to ensure timely response and analyze complaints routinely. Include the following information regarding customer complaints:
 - Customer name
 - Company name, if applicable
 - Customer address
 - Customer telephone number
 - Source of complaint
 - eCC case number or tracking number if applicable
 - Type of contact
 - Type of final response (e.g., personal, telephone, email, and letter)
 - Date received
 - Suspense date
 - Assignment of responsibility for suspense and resolution of the complaint
 - Document specific actions taken to resolve case on Customer Complaint Control Log or appropriate system if applicable
- Research and communicate the resolution to the customer within 3 business days
- If the customer is not satisfied with the resolution, follow the escalation process for resolution

PROCESSING A TELEPHONE COMPLAINT

Follow these instructions when processing a telephone complaint:

- Answer promptly, within three rings and with courtesy
- Thank the customer for calling the United States Postal Service
- Identify your office name and your name
- Listen and apologize on behalf of the United States Postal Service
- If unable to resolve during initial contact, document on Customer Complaint Control Log Exhibit 165.3 from the Postal Operations Manual (*reference appendix item #8*) or enter in the appropriate system if applicable to ensure timely response and analyze complaints routinely. Include the following information regarding customer complaints:
 - Customer name
 - Company name, if applicable
 - Customer address
 - Customer telephone number
 - Source of complaint
 - eCC case number or tracking number if applicable
 - Type of contact
 - Type of final response (e.g., personal, telephone, email, or letter)
 - Date received
 - Suspense date
 - Assignment of responsibility for suspense and resolution of the complaint
 - Document specific actions taken to resolve case on Customer Complaint Control Log or appropriate system if applicable
- Establish a time you will contact them again and follow-up with the accurate information
 - Assume ownership of YOUR Customer - Do NOT Transfer Calls if possible.
- Resolution within 3 business days
- Thank the customer for using the United States Postal Service

GUIDELINES - COMPLAINT HANDLING PROCESS

PROCESSING A WRITTEN COMPLAINT

- Contact the customer to acknowledge receipt of complaint using method identified in correspondence (e.g., telephone, email, letter, or postcard)
- Review the written correspondence from the customer concerns; investigate and prepare written response within the Service Level Agreement (reference appendix item #7)
- Responses should be in professional format and address all the customer's issues and include the responder's name, title and contact information (See Correspondence Template)
- Resolution within 3 business days
- Document on Customer Complaint Control Log Exhibit 165.3 from the Postal Operations Manual (reference appendix item #8) or enter in the appropriate system if applicable to ensure timely response and analyze complaints routinely. Include the following information regarding customer complaints:
 - Customer name
 - Company name, if applicable
 - Customer address
 - Customer telephone number
 - Source of complaint
 - eCC case number or tracking number if applicable
 - Type of contact
 - Type of acknowledgement (e.g., personal, telephone, email, letter, or postcard)
 - Type of final response (e.g., personal, telephone, email, or letter)
 - Date received
 - Suspense date
 - Assignment of responsibility for suspense and resolution of the complaint within 3 business days
 - Document specific actions taken to resolve case on Customer Complaint Control Log or appropriate system if applicable
 - If case is created in eCC, scan the customer correspondence and attach to the eCC case
 - If documenting on Control Log, complete the log and file the customer correspondence for 1 year in accordance with record retention policy

PROCESSING USPS.COM AND 800-ASK-USPS COMPLAINT VIA ECC (ENTERPRISE CUSTOMER CARE)

When responding to customer complaints assigned from USPS.com or the 800-ASK-USPS, follow these instructions when processing the request:

- Customer contacted within 24 hours of receipt, issue acknowledged, and resolved if possible
- If unable to resolve during initial contact, document follow-up with customer and resolve by the Service Level Agreement (reference appendix item #7)
- Customer contact is vital to customer satisfaction - adhere to the customer's contact preference indicated in the case
- Email responses should address the customer's issue; be in a professional letter format; and include the responder's name, title, and office name
- Telephone contact should be entered in the Case Notes or Resolution Notes including the name of the person you spoke with and actions taken for resolution
- After 3 phone attempts, if contact is not made, document all contact attempts in the Case Note
- Send the customer a customer contact letter or email, attach a copy to the case and close the case
- Provide adequate and accurate comments about actions taken to resolve the customer complaint/issue in the Resolution Notes

GUIDELINES - COMPLAINT HANDLING PROCESS

PROCESSING COMPLAINTS RECEIVED FROM CONGRESSIONAL OFFICES

Letters and complaints regarding local issues received from Congressional offices are referred to the District Consumer & Industry Contact Manager with a copy to the District Manager and the District Marketing Manager. Enter all Congressionals into eCC and attach applicable documentation.

The District Manager will require a response based on local operating procedures for the completion of Congressional complaints within each district depending on the issue reported, investigation required and response needed.

POLITICAL CAMPAIGN MAIL COMPLAINTS

Political Campaign Mail complaints will be documented by the local Consumer & Industry Contact Office with information and documentation provided by the Political Mail Coordinator, Business Service Network Specialist, Bulk Mail Entry representatives and local Post Office officials (supervisors, managers, and postmasters). Every effort should be made to respond to and resolve Political Campaign Mail complaints in a shorter time-frame (within 12 hours) than the normal 24 – 48 hour response and resolution timeframes. See the Political Mail SOP at:

<http://blue.usps.gov/caweb/fsi/documents/2012-Political-Mail-Complaint-Handling-SOP-Final.doc>

PROCESSING HEADQUARTER REFERRALS

Headquarter Referrals (Postmaster General/CEO, VP/Consumer and Industry Affairs)

Consumer and Industry Affairs reviews correspondence to determine if it is a policy or service related issue. Policy issues remain at Headquarters Consumer & Industry Affairs for processing. Service related issues are referred to the Field management officials for investigation and response to the customer based on the nature of the issue as indicated below.

Consumer and Industry Contact Manager Referrals Received from Headquarters Consumer Advocate and Customer Relations

- Letters and complaints regarding local issues, received by the office of the Postmaster General, or other officers at USPS HQ, will be routed via email to the District C&IC Manager for investigation and resolution as field referrals, with scanned copies of the customer's correspondence attached.
- Enter all Headquarters referrals into eCC and attach applicable documentation
- Field referrals require a written response to the customer and the signed response must be attached to the case in eCC when closed.
- Responses should include a reference that the issue was referred to you for investigation and response. For example: "Your letter to Postmaster General (insert current PMG name) regarding [insert issue & date] was referred to this office for investigation and response."

District Manager Referrals Received from Headquarters Consumer Advocate and Customer Relations

- Letters and complaints regarding local issues, received from the Postal Regulatory Commission, Postmaster General's office, Office of the Inspector General, Sr. VP's office, and Consumer Advocate and Manager Customer Relations office may be referred to the District Manager with a copy to the C&ICM and the District Marketing Manager.

GUIDELINES - COMPLAINT HANDLING PROCESS

- District Manager referrals require a response to the customer by personnel designated by the District Manager.
- Responses should include a reference that the issue was referred to the District Manager for investigation and response. For example: “Your [email or letter] to [the Postal Regulatory Commission, Postmaster General, or Consumer Advocate] regarding [insert issue] was referred to this office for investigation and response.”
- C&IC Managers are responsible for ensuring a case is created in eCC, attaching response to the case when closed, and providing a copy of the response to the Headquarters Response Team. If the response is in hardcopy format, the District Manager, or designee, must sign the response, send an electronic signed and dated copy to Headquarters Response Team, and attach a copy to the eCC case.

PROCESSING COMPLAINTS RECEIVED FROM THE POSTAL REGULATORY COMMISSION (PRC)

Consumer and Industry Affairs reviews customer complaints received from PRC sources at Headquarters.

- Complaints are recorded on PRC log
 - Requests for information (telephone numbers, contacts, forms, etc.) are not logged
- Acknowledgment of receipt of inquiry is sent to customer if response will require further research
- Complaints are reviewed, investigated and a response is compiled within 10 business days
- Responses provided by:
 - Headquarters
 - District Manager
 - District Consumer & Industry Contact Manager
- Final response is logged and the complaint is closed - copy of response is sent to PRC upon request
- Prior month's complaints received are forwarded to PRC within the first week of the month with a copy of the written responses

PROCESSING COMPLAINTS RECEIVED FROM THE OFFICE OF THE INSPECTOR GENERAL (OIG) HOTLINE

Complaints received by the Office of the Inspector General regarding local service issues are referred directly to C&IC offices for response. C&ICs have 10 days to complete the request from the OIG hotline email. The process is as follows:

- Investigate customer issue received via OIG Hotline; determine resolution and response
- Prepare and send response to the customer via their preferred method of contact (if known); email, telephone, or letter:
 - If response is by email, copy the OIG to the email address hotlineresponses@uspsdig.gov
 - If response is by telephone, send an email to the Hotline address to share resolution and response to customer
 - If response is by letter, send an email to the Hotline address to share resolution and attach a scanned copy of the customer response letter
- Responses should include a reference that the issue was referred to you for investigation and response. For example: “Your complaint to the Office of the Inspector General regarding [insert issue] was referred to this office for investigation and response.”
- Emails to the OIG are to include the customer's last name, OIG Case #, and ZIP Code in the email subject line when submitting the resolution to the OIG.

GUIDELINES - COMPLAINT HANDLING PROCESS

Complaint Escalation Process

Escalation of a case should occur only if the initial point of contact cannot achieve resolution to the customer's satisfaction. The following outlines the escalation process for a customer complaint:

1. Consumer & Industry Contact Office
 - a. The C&IC office receives and handles customer complaints that have not been resolved by the local Post Office after two complaints are reported on the same issue, when the customer doesn't receive a callback, as requested, or anytime the customer feels the local Post Office cannot handle their problem.
 - b. If the C&IC office receives customer complaints which they cannot resolve, the escalation process is as follows:
2. District Marketing Manager
3. District Manager
4. Area Management

(Reference Appendix Item #4, Case Escalation Flow Chart)

Overdue Cases

Consumer and Industry Contact Office shall monitor the incidence of overdue cases daily and work with the responsible manager to minimize the occurrence. The goal is timely initial customer contact, timely and thorough resolution, final customer advisement of the resolution, and documentation of actions taken in the case.

Closing Cases

Referrals to Post Offices and District Administrative offices do not constitute final resolution. Closure occurs when the referral is returned with supporting documentation of final resolution to the customer (e.g., copy of written correspondence or detail of telephone contact). When the customer is unavailable within timeframe for closure, after two attempts and written notification, employees may close case. Document the detailed message left by telephone within the email message or within the letter to the customer. Final contact must be documented with the customer as soon as the resolution is discussed with the customer.

GUIDELINES - COMPLAINT HANDLING PROCESS

Appendix Item #1 – Core Language Letter

Title: Trying to Contact the Customer for Information

(Customer name)
(Address)
(City, State, ZIP + 4)

Dear <INSERT NAME or “Customer”>,

This letter is in response to your recent (complaint/issue, etc.) regarding (misdelivery, non-delivery of your mail, whatever their issue is...etc.)

In order to research this matter on your behalf, we need more information. We have attempted to contact you by telephone to discuss this matter with you; however, our attempts to reach you were unsuccessful.

We ask that you call us at XXX-XXX-XXXX between the hours of XX and XX. Please ask for (name of person who may assist the customer). Again, we need more specifics so that we may better serve you.

-OR-

We attempted to reach you by phone to discuss our plans to resolve this matter.

In an attempt to resolve your case we have (insert actions taken here). We believe this will (insert the outcome here) and hopefully prevent a future occurrence. Should you need our assistance in the future, please feel free to contact us at XXX-XXX-XXXX. Our representatives are there to assist you.

Thank you for the opportunity to address this matter with you.

-OR-

Please accept our sincere apology for any inconvenience this matter may have caused you.

-AND-

Thank you for choosing the United States Postal Service®.

<INSERT NAME OF EMPLOYEE, TITLE, AND OFFICE>

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

cc: File

GUIDELINES - COMPLAINT HANDLING PROCESS

Appendix Item #2 – Enterprise Customer Care (eCC) System Overview

The Enterprise Customer Care (eCC) application is a case management system that is used to manage customer complaints. The application provides the ability for clear and consistent customer responses, actionable data for root cause analysis, and flexible reporting of customer issues to identify trends. It also provides Consumer & Industry Contact Offices (C&IC) and local Post Offices with email functionality for resolving customer complaints.

CASE PROCESSING

It is imperative that all employees project professionalism in all areas of complaint handling, including case input and processing. All information that is placed within the case is held in history. This information will be available to others and in some cases may be used in litigation. After the case has been saved, it cannot be deleted or changed. However, additional information may be entered using the notes function within the case.

Contacting the customer is vital to the complaint resolution process. In addition to ensuring that the customer receives a call back, when requested, it is imperative to follow these procedures when entering notes in the case:

- Name of employee who investigated or contacted the customer.
- Always note the name and title of the person you spoke with from a Post Office or other functional department in the case notes. Preferably, this should be a supervisor or manager.
- A complete description of the steps taken to resolve the problem must be noted in the case. Proposed actions, such as “Will talk to carrier,” are not appropriate entries. For example, if it is a misdelivery case, document the route number, the date or dates it occurred, the specific steps taken to resolve, and who is to be contacted if the issue occurs again. Resolution notes should include the name or initials of the person closing the issue.
- Record only comments that pertain to the specific case. Always use complete sentences. Avoid any editorial comments or assumptions of what you think or feel. Do not diminish the credibility of anyone in writing or on the telephone.
- Proofread the notes before saving to make sure anyone reading them would know what you are writing about.
- If a call back is requested or additional information is required make at least two (2) attempts on day one (1). If the customer cannot be reached, send the customer [Core Language](#) Letter, “*Trying to Contact the Customer for Information.*” (reference appendix item 1)
- Service issues pertaining to Political Campaign Mailings require the following additional information be obtained and recorded within the case:
 - The destination ZIP Code,
 - Scanned front and back copy of the mail piece
 - Name of the candidate.

Please note: Due to the confidential nature of this information, Post Office personnel must NOT provide hard copies of complaints, or service requests (Hold Mail, Redelivery, and Carrier Pick-Up) directly to the customer. Field requests should be referred to the District Freedom of Information Act (FOIA) coordinator and Consumer & Industry Contact Manager. See guidelines under the Freedom of Information Act, Handbook AS 353 at <http://about.usps.com/handbooks/as353/welcome.htm> for further information.

CASE ASSIGNMENT PROCESS

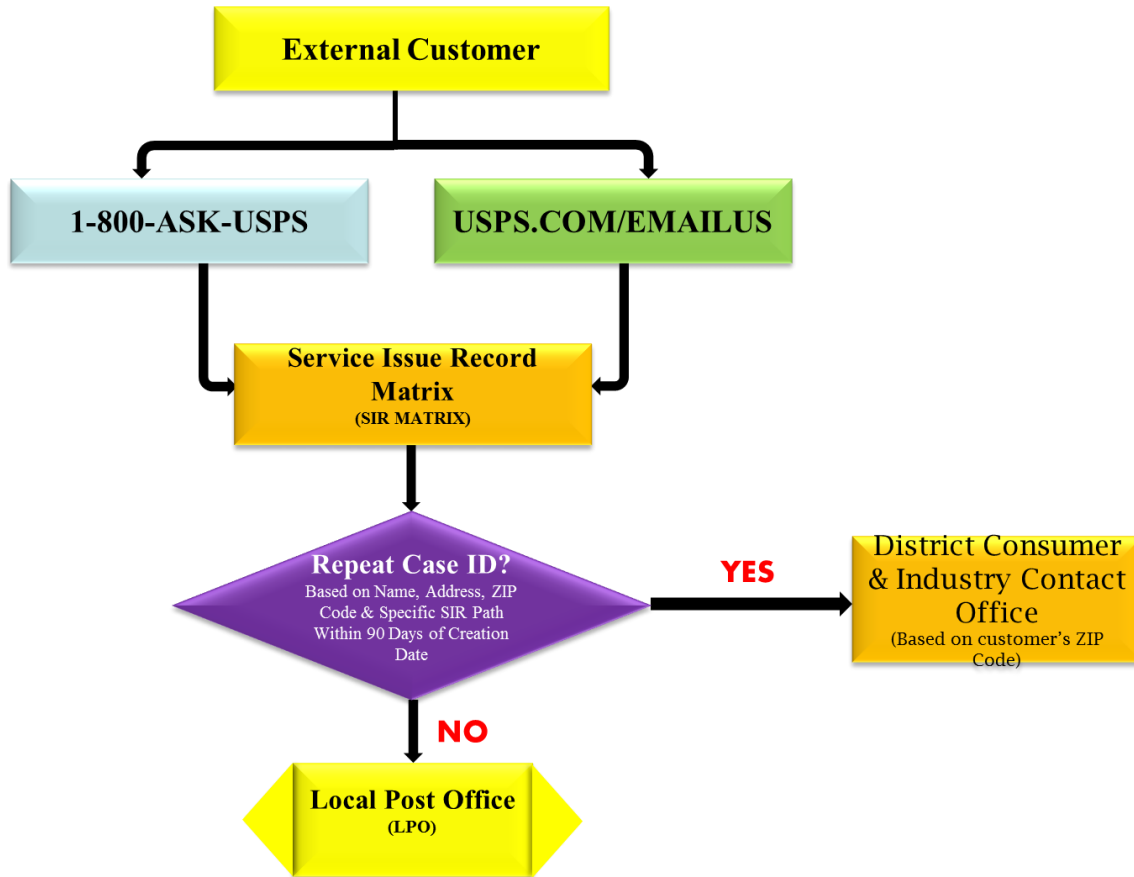
In most instances, eCC will automatically direct customer complaints to the local Post Office that matches the customer’s residential ZIP Code. At times, the mail problem(s) may have occurred in another delivery area, but the responsibility of responding to the issue belongs to the Post Office of the customer’s delivery address.

There are two exceptions to this rule:

- Change-of-address complaints are sent to the ZIP Code of the former address if provided by the customer. If the former address is unknown, the case will go to the current address of the customer.
- Package complaints are sent to the ZIP Code of the delivery office.

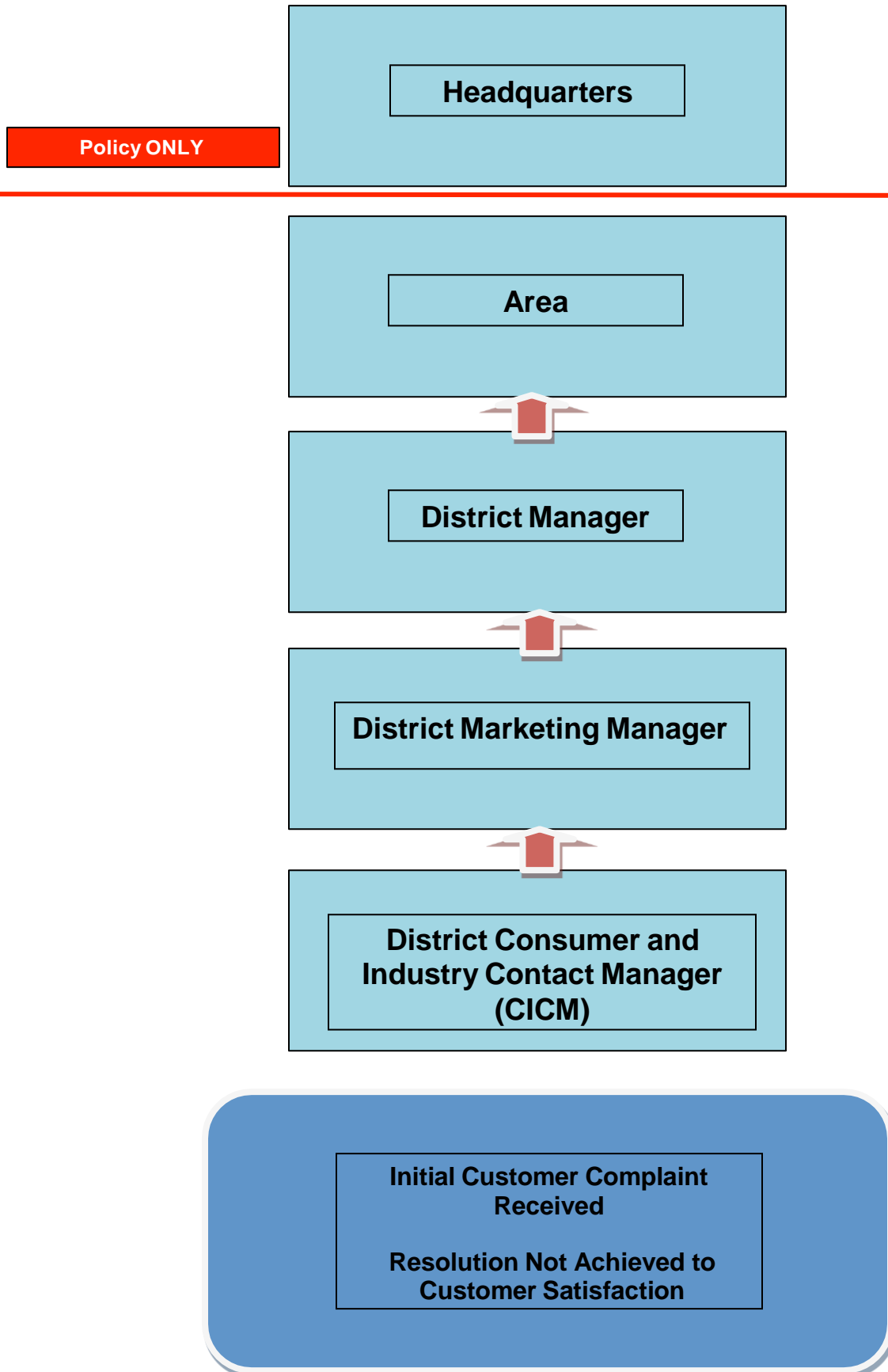
GUIDELINES - COMPLAINT HANDLING PROCESS

Appendix Item #3 – Enterprise Customer Care (eCC) Routing Flow Chart



Note: SIR Matrix: stands for Service Issue Record Matrix. It is a predetermined routing mechanism that operates in the background of the eCC application. It ensures the cases are routed to the proper endpoint (ie. LPO or CAO) based on the categories chosen when case is initially created.

Appendix Item #4 – Case Escalation Flowchart



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Appendix Item #5 - Customer Contact Methods

Follow the procedures in the following chart to ensure that necessary actions are performed within the indicated time frames.

Customer Contact	Initial Acknowledgement	Final Resolution
Person to Person	Immediate	3 Days
Telephone (Local)	Immediate	3 Days
Letter (Local)	Immediate	3 Days
800-ASK-USPS	1 Business Day*	Per eCC Due Date
www.usps.com	1 Business Day*	Per eCC Due Date

***1 Business Day equals 24 hours**

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Appendix Item #6 - Notice 4314-C, We Want To Know

Notice 4314-C, *We Want To Know*, promotes three methods for contacting the Postal Service and providing feedback. The notice is mandatory stock at all Post Office lobby information racks as "take one" and used by Postal Service employees in assisting with complaint/concerns.



**Let's hear
from you...**

**We want to know
if we met your needs today?**

Give us the opportunity to serve you better by:
SPEAKING to our Postmaster/Management Staff
CALLING 1-800-ASK-USPS (275-8777)
VISITING www.usps.com

 **UNITED STATES
POSTAL SERVICE.** Notice 4314-C March, 2002

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Appendix Item #7 – Response Times

Table 2-2. Due Date Calculation Based on Source Code Table

Source Code Name	Service Level Agreement (SLA) (Business Days to Complete)
1-800-ASK-USPS	3
Claims	3
Letter	3
Letter - PMG	10
Letter - PMG Compliment	10
Letter - Senate/Congressional	7
NEW - Letter - Consumer Advocate	10
NEW - Letter - PRC	10
OIG	10
Political Mail Complaints	2
Publication Watch - Daily	36
Publication Watch - Monthly	36
Publication Watch - Weekly	36
Telephone	3
USPS.com/Email	3
Stamps	2
Walk-in	3

Note: The weekend/holiday schedule will still be taken into account when calculating case due dates.

Note: The same due date data calculation logic will be applied to reroutes as it is today.

Note: SLAs will be mapped to the eCC Source Codes. Every source code will have a defined SLA.

(Source: eCustomer Care User's Guide)

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Appendix Item #9 – Tools & Resources

EACCESS RESOURCES

CCC-RPM: This ASR tool through EDW allows users to view numerous reports regarding customer complaints and inquiries documented in eCC

CESA PUSH REPORTS (Customer Engagement And Strategic Alignment Push Reports): The CESA group has developed several key reports which focus on improving the customer experience. These reports are distributed through a special email account and are based on analysis of data in eCC.

COARS (Change of Address Reporting System): This system consists of a central database for retrieval of COA form images, associated results and a Web based server application that provides intranet access to the COA image (if available) and results.

eCC (Enterprise Customer Care): Enterprise-wide application that is used to manage customer's complaints end-to-end. This is an external and internal facing application that implements a 360-degree communication loop between our external customers, Customer Care Centers, Local Post Offices and Consumer & Industry Affairs offices. This application enables users to initiate, route, communicate and document resolution of customer complaints.

FDB (Facilities Database): Data is electronically collected from USPS systems across the nation and is consolidated into the Facilities Database System (FDB). The system serves as a centralized, complete, and accurate source of Postal facility information

MYPO (My Post Office): Enterprise-wide USPS Portal that gathers delivery task information by local post office facility and provides the local post office supervisor with a one-page view of many significant mail processing and delivery tasks (i.e., hold mail requests, redelivery information, hold for pickup, rural non deliveries, carrier pickups, customer service issues, etc). Information is sorted by route and is used by carriers to perform mail delivery tasks on a daily basis.

Product Tracking System (Intranet): This site houses general information, search tools, label entry applications, and reports related to package and extra services tracking. This site also links to other systems for specific information concerning Priority Mail Express and USPS Corporate Accounts.

Web APPS PRLM Analysis Tool: This application allows users to view images of packages in support of analyzing instances of misdirected or missing items.

LOCAL RESOURCES

Postmaster
MPOO (Manager Post Office Operations)
District Consumer & Industry Contact Manager

LINKS

Consumer & Industry Affairs Website: <http://blue.usps.gov/blue/caweb/welcome.htm>
Website provides information on departments within Consumer & Industry Affairs. Includes links to the Consumer Advocate Newsletter, eCC, Core Language letters and information related to customer service.

Domestic & International Claims: <http://blue.usps.gov/accounting/domestic.htm>
Source for information on filing Domestic and International Claims and timelines

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eCC User's Guide:

http://blue.usps.gov/caweb/fsi/documents/eCC%20User%20Guide%20R2_V1_OCT%202010.pdf

The eCustomer Care (eCC) application is an enterprise solution for web self-service and case management, and supports the end-to-end process of initiating, routing, resolving, communicating, and managing customer service requests.

Election Mail: <http://blue.usps.gov/marketing/election.htm>

This website is a single, comprehensive source for information about the Postal Service's role in elections. Its purpose is to educate employees on the importance and proper handling of both Official Election mail and Political Campaign mail.

FAST (Facility Access and Shipment Tracking): <http://fast.usps.gov/fast>

FAST is an electronic appointment scheduling system that replaced Drop Shipment Appointment System (DSAS).

Global Business: <http://blue.usps.gov/globalbusiness/>

Site provides information on International Service Centers, Global Service Updates

Mail Recovery Center Information:

http://blue.usps.gov/purchase/assetmgnt/am_mrc_welcome.htm The Mail Recovery Program is responsible for the policies and procedures that govern the processing and final disposition of undeliverable mail. The Mail Recovery Center is located in Atlanta, GA.

Postal Bulletin: <http://www.usps.com/cpim/ftp/bulletin/pb.htm>

The Postal Bulletin is the official source of updates to Postal Service policies and procedures. This biweekly publication is available online and hardcopy. It includes advance notices of updates, time-sensitive instructions, and other business information. The Postal Bulletin also includes the text of revisions to the standards in the Domestic Mail Manual and the International Mail Manual.

Postal Explorer: <http://pe.usps.com/>

Postal Explorer is a virtual library of postal information and tools designed for US Postal Service customers, business mailers, and employees. It puts a wealth of postal information for mailing and shipping Domestically, Internationally, and to APO/FPO/DPO destinations, at your fingertips in an easy-to-use format.

Postal Inspection Service: <https://postalinspectors.uspis.gov/>

The mission of the U.S. Postal Inspection Service is to support and protect the U.S. Postal Service and its employees, infrastructure, and customers; enforce the laws that defend the nation's mail system from illegal or dangerous use; and ensure public trust in the mail.

RIBBS (Rapid Information Bulletin Board): <https://ribbs.usps.gov/>

This site provides notice of proposed and final changes to mail preparation standards, mail service updates, public meetings, and other official announcements.

LMS CUSTOMER SERVICE COURSES

Course Number: 3620590 - Customer Service Processes and Procedures

Description: Failing to realize the importance of customer service and effective complaints handling leads to increasingly dissatisfied customers. Organizations need to be able to address the needs of customers in an effective and efficient manner. This course is intended to show the proper procedures and processes needed to provide effective customer service: how to properly support a customer, how to provide accurate documentation, and how to handle difficult customers. This course helps to prepare learners interested in the Customer Service Representative (CSR) Certification, which is targeted to individuals wishing to qualify to work in a customer support center/help desk environment. (Length: 3.0 hours)

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Course Number: 3622168 - Customer Service Confrontation and Conflict

Description: How do you handle angry and confrontational customers? One of the most challenging, and potentially uncomfortable responsibilities of a customer service person is dealing with angry customers. By following a few simple techniques such as letting the customer vent, and expressing empathy towards the customer's situation, you can usually defuse tense situations without incident. This course explores typical trouble spots in dealing with angry customers, including reasons for customer dissatisfaction and things customer service people should refrain from saying or doing to avoid adding to the customer's frustration. (Length: 1.0 hour)

Course Number: 3622164 - Customer Service Fundamentals: Building Rapport

Description: Good customer service and strong customer relationships begin with building rapport. Building rapport requires knowing your customer, understanding their situation, and providing an empathetic ear for them to voice their concerns. Building rapport can lead to great customer relationships between individuals as well as the company they represent. This course covers how to build rapport with customers by being customer-focused. This includes being able to connect with your customers, being positive, paying close attention to the customers' needs, and understanding their feelings by empathizing with them. (Length: 1.0 hour)

Course Number: 3622165 - Customer Service in the Field

Description: How do you make a good impression when providing customer service in the field? When you meet customers on their turf, your initial meeting forms the basis for their overall impression of you, your abilities, and your company. You can enhance the impressions you make in the field by using a few tried-and-true techniques, including being prepared, practicing customer recognition, and employing active listening so the customer feels reassured by your presence. To kick off your face-to-face service meeting, you should try to start on a positive note, clearly set the expectations for resolution time and scope, and help customers fully understand your products and services, as well as your intentions. This skill-building course takes your customer service proficiency up a notch toward excellent customer assistance. (Length: 1.0 hour)

Course Number: 3622166 - Customer Service over the Phone

Description: Can you hear a smile over the phone? When you're providing customer service over the phone – without the benefits of face-to-face interaction with your customer – it can be challenging to establish the right relationship for excellent service. Just like for face-to-face customer service, there are many techniques for service over the phone that can help you to consistently deliver the best customer service. This course covers the basic rules for answering a customer call including greeting the customer and offering your assistance. It includes information on how to make a good impression by listening and using questions to probe for more information, using your tone, and being able to empathize and be sincere with the customer. This course also describes ways of reflecting or adapting to your customer's style. In the end, customer service should focus on how to better serve and benefit the customer. (Length: 1.0 hour)

GUIDELINES - COMPLAINT HANDLING PROCESS

THINGS TO REMEMBER WHEN PREPARING CUSTOMER RESPONSES

Writing style shapes people's impressions of our company.

Do	Do Not
Be concise and to the point	Open your email with "Hi"
Introduce only one idea per paragraph	Write in CAPITALS
Choose your words	Leave out the message thread
Answer all questions & anticipate further questions	Use emoticons
Use proper spelling, grammar & punctuation	Use uncommon abbreviations
Make it personal	Use uncommon acronyms
Avoid redundancies	Write long sentences
Use proper structure & layout	Use Jargon
Use a meaningful subject	Start sentences with small letters
Include your name at the end	Use Text Message Language

Know when to use e-mail (and when not to): You shouldn't send an e-mail to do a conversation's work. Complicated subjects are often difficult to explain face to face, much less in an e-mail. Instead of firing off a complicated explanation via e-mail, set up a short call to address the issue live. E-mail is also a poor stand-in for conversation when conducting critical, difficult, and/or unpleasant discussions.

Check your work: Before clicking the Send button, give it a final once-over. Reread the entire e-mail, checking it for grammatical errors, punctuation mistakes, and typos. You'll be amazed at what you catch. Also make sure your tone is appropriate for the message. It will help to comprise your email in a word document and copy/paste to the eCC email template to ensure accurate spelling, and consistent font and line spacing.

Write effective subject lines. Writing subject lines can be tricky, but you should always include one. The goal is to summarize the message without being too wordy or too vague. Long subjects tend to be skimmed or ignored, and they don't always fully display in e-mail viewers. Be sure to use a subject line that is meaningful to both the recipient and you, the sender.

Properly use CC and BCC. The carbon copy (CC) and blind carbon copy (BCC) features found in most e-mail clients allow you to send copies of an e-mail to others you need to keep informed but who aren't necessarily the primary recipients. When copying others, be certain the e-mail message pertains to them. If you use e-mail address lists, verify that all of the members of the list should receive the e-mail, too, and remove those who don't need to be included. Use the BCC feature sparingly.

Be concise. Use short paragraphs. Introduce only one idea per paragraph and lay it out clearly in the first sentence of the paragraph. Then use the rest of the paragraph to support or elaborate. Challenge yourself to keep the email communication as concise as possible. Your contact is just as likely to be checking the message on a phone as on a desktop computer, and shorter is easier to digest – which means you're more likely to get a response.

Be Positive. Find the most positive way to respond to a customer, even if the situation presents itself as negative.

Communicate "action steps" first, not last. It's standard practice to begin an email by summarizing what happened previously, then following on with any "action steps" that emerged. But this makes it easy for the most important information to get lost in the shuffle. By reversing this order – and listing actions steps first and foremost – you keep the attention on the items you want to draw attention to.

Make the way forward clear. Be proactive and take the lead in your communications so that the way forward is completely clear. For a multi-step process, create a bullet-pointed outline of the parameters from the beginning.

GUIDELINES - COMPLAINT HANDLING PROCESS

Include deadlines. Some people think that handing out deadlines can seem dictatorial, although successful busy people recommend deadlines. It helps the receiver integrate the tasks into their schedule. If a response from them is imperative, politely include a deadline: "For the project to stay on track, I need a response from you by 1/18." If a response is optional, communicate that as well: "If I don't hear back from you by 1/18, I'll proceed with the solution I've proposed."

Use "FYI" for emails that have no actionable information. Some emails need to be shared to keep everyone in the loop. But non-actionable correspondence should be labeled as such – so that it can be prioritized accordingly.

Tell them that you'll get to it later. If someone sends you an urgent email that you can't act on immediately, write them a quick note to acknowledge receipt and include when you will get to it. You'll quell their anxiety, and save yourself a future nagging email from them. Explaining now why you won't get to something until later is much more effective than apologizing later.

Use proper spelling, grammar & punctuation. This is not only important because improper spelling, grammar and punctuation give a bad impression of the company, it is also important for conveying the message properly. Limit use of jargon and acronyms or abbreviations. Do not use emoticons. Do not use all capital letters; this can be interpreted as shouting.

Answer all questions, and pre-empt further questions. If you do not answer all the questions in the original email, you will receive further e-mails regarding the unanswered questions. If you are able to pre-empt relevant questions, the customer will be grateful and impressed.

GUIDELINES - COMPLAINT HANDLING PROCESS

Written Correspondence Format

Date

Customer Name
Street or POB address
City, State ZIP+4

Dear (Customer Name),

Beginning paragraph: This is in response to your letter of (date of letter) to the Postmaster General who shared your concerns with our office for investigation and response.

Apologize (I apologize to you on behalf of the Postal Service for the experience you describe and thank you for the opportunity to make improvements in our delivery service)

Body: Brief, complete, and accurate details of investigation and what actions will be taken to improve or resolve.

Apologize again and thank the customer for writing (Again, (customer name), we regret your experience and will work to restore your confidence in the Postal Service.

Sincerely,

Your name
Title
Contact information

Use official letterhead

Use Arial 10 font only.

Use left-justified margin only.

Right margin. Try to keep the right-hand margin fairly even. Don't leave one word hanging out on the right if you can add a return or hyphenate the word and make it look neat.

Date: if response will be signed by someone other than yourself, add date when signed.

First paragraph should always begin as follows:

This is in response to your letter of June 16 to the Postmaster General who shared your concerns with our office for investigation and response.

Respond accurately and completely to all questions raised by the correspondent.

Be warm, brief, and straightforward.

Do not use terms and abbreviations not readily understandable. Do not use acronyms unless spelled out at the first use.

Use Dear and Sincerely as complimentary salutation and closing.



The customer's experience with you on the telephone matters!

- ✓ **ANSWER:** Promptly, within three rings and with courtesy.
- ✓ **GREET:** Thank you for calling the United States Postal Service
- ✓ **IDENTIFY:** Your office name and your name
- ✓ **OFFER ASSISTANCE:** Get the customer's number (in case call is disconnected), identify issue, answer the question if you know the answer, if not document the inquiry on the Customer Complaint Control Log, establish a time you will contact them again and follow-up with the accurate information. Assume ownership of YOUR Customer. Do NOT Transfer Calls if possible.
- ✓ **THANK THE CUSTOMER:** Thank you for using the United States Postal Service. We appreciate your business.

Delivering a Positive Customer Experience Every Time!