

Unused Outbound Labels Refund Request

Fact Sheet

Instructions and references for submitting a refund request for unused outbound labels.

Unused outbound labels that were manifested but packages bearing these labels were not mailed. A processing fee of 10% is assessed for requests that qualify for a refund. If a request does not qualify for a refund, there is no processing fee.

You may request a refund for Unused Labels by logging into the **Business Customer Gateway** (BCG) and following these steps:

Step 1. Obtain Access (If you already have access, skip to Step 2. Get Started)

1. Click Shipping Services in the top nav.

Mailing Services Shipping Services Additional Services

() Alerts Pending Requests & Manage Account - USPS.com Help

Home Hello

2. Scroll down to USPS Ship Disputes and Refund Requests and click the Get Access button.



3. Once access is approved, you are ready to submit your request.

Step 2. Get Started

1. Log into the BCG and select **Shipping Services**. Scroll down to USPS Ship Disputes and Refund Requests and click the **Go to Service** button.



2. Click the Start Request button under Unused Label Refund.

Request a Review	Unused Label Refund
Refund requests for adjustments must be submitted within 60 days of the original billing date, if approved a refund will be processed to the EPS Account Number on file. Users will have the opportunity to provide supporting details during the submission process and the status of existing reviews can be found below in the Recent Reviews section.	Refund requests for unused labels must be submitted within 60 days of the original date of mailing, if approved a refund will be processed to the EPS Account Number on file minus a processing fee of 10%.
Start Request	Start Request

Note: Unused Label Refund Requests must be submitted within 60 days of the original mailing date.

Link

Business Customer Gateway (BCG)

https://gateway.usps.com

Products

- Priority Mail[®]
- Priority Mail Express®
- USPS Ground Advantage[™]
- Parcel Select[®]
- Parcel Select Lightweight[®]
- Marketing Mail
- Bound Printed Matter
- Media Mail[®]/ Library Mail
- Priority Mail
 International®
- Priority Mail Express International[®]
- First Class Package International®
- Global Express Guaranteed[®]

Helpdesk

Mailing & Shipping Solutions Center 1-877-672-0007 MSSC@usps.gov



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Cancel

Instructions and references for submitting a refund request for unused outbound labels.

Note: When you have a request in process, the menu below appears at the bottom of the USPS Ship Disputes and Refund Request page. Request Status 07-26-2022 100392 Processing Details 100338 05-16-2022 Processing Details Open 04-21-2022 100313 Processing Details → 🐳 🚹 « PPC > Mailer Review ン Search Mailer Review Organize 🔹 New folder Select text files to upload, then click the Submit button 3. ICDs Name Date modified Remember, only .txt files are acceptable. January 2021 PC Test 10848 - Results.dock 8/30/2020 11:18 AM Mailer Review Test 10849 - Results.docx 8/30/2020 11:18 AM Submit Refund Request for Unused Labels Test 10850 - Results.docx 8/30/2020 11:18 AM transactions_CAT2-082020.txt 8/28/2020 12:18 PM 🛵 Desktop Upload a file containing the labels being requested for refund transactions_sit2-082020 - Copy (2).txt 8/26/2020 12:26 PM 🔏 Documents The file should contain no more than 500,000 labels per submission and must be of an acceptable file type (.txt). 📄 transactions_sit2-082020 - Copy.txt 8/20/2020 4·57 PM Each label should be included on its own separate line in the file. 🔈 Downloads transactions sit2-082020.txt 8/21/2020 7:32 AM Music transactions_test.txt 8/17/2020 1:58 PM Unused Label Refund Requests must be submitted within 60 days from the mailing date. Pictures unused_label_format_example.txt 8/17/2020 2:19 PM inused_label_format_example.xlsx 7/22/2020 10:05 AM Videos unused_label_sit2 - 081920 - Copy.txt 8/20/2020 5:11 PM 🐛 Windows (C:) unused_label_sit2 - 081920 - Copy.txt 8/20/2020 5:11 PM Drag and Drop files here to upload 👽 shr_IBSSC_ST_Lo unused_label_sit2 - 081920 - Copy.xlsx 8/20/2020 5:23 PM Metwork × < (or) Custom Files (*.txt;*.pdf;*.xls;*.xl \sim File name: transactions_test.txt Select file(s) to upload Open File transactions_test.txt uploaded Cancel successfully. Request Case Number 123456 created. 356 PIC(s) submitted. 4. A message notifies you when the upload is successful. ок Before clicking the OK button, note the Case Number, as this can be used to check the status of your refund request on the Unused Labels Report page.

Validate the Refund

To check the status of your refund request:

Log in to the BCG, scroll down to USPS Ship Reports, and click the Go to Service button. 1.

Reports -	2. From the Reports dropdown menu, select <i>Unused Labels</i> .		
Assessed Unmanifested	Home Reports *		Help - Logout
Assessed Verification			
Carbon Summary	Unused Labels Report		
Census Verification	Select Company Name Dispute ID	Month	Year
Manifest Search Report	Company Name	May V	2023 V
Manifest Summany		YYYY-MM-DD	YYYY-MM-DD Search
anthly Activity 3. Enter the Dispute ID (Case Number) and the Month/Year of the first mailing date or Start Date/End Date, then click the Search Button. Legen A sampling Summary Report 4. A table is generated for the requested Dispute ID. The Beason Code AD: AC		Legend AD: Access Denied	
Unused Labels Variance Report	4. A table is generated for the requested Dispute ID. The Reas column indicates the status for each PIC. See the Reason C If the Reason Code is blank, that PIC has been approved fo	Code legend. ► r a refund.	NM : No Manifested postage in the last 60 days
Note: To validate a har	nk charge, compare the Transaction ID on the Unused Label Report to	the anarenated	PR: Previously Refund

Note: To validate a bank charge, compare the Transaction ID on the Unused Label Report to the aggregated EPS Transaction ID on the EPS Transaction History Report.

SE: Scan Event found