eVS Automated Refund Request for Unused Label
Factsheet

UNITED STATES POSTAL SERVICE

A new method to request refunds for labels that were manifested, but never mailed, also known as Unused Labels will be released in 2018.
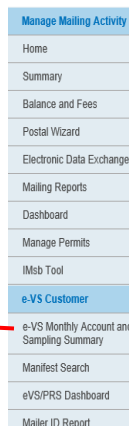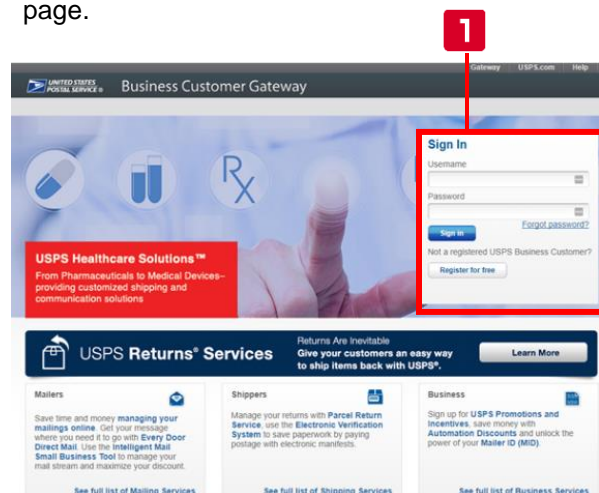
Customers can submit refund requests for Unused Labels via two methods. One method currently available allows mailers to submit a Type-4 Shipping Services File (SSF), also known as a corrections file to USPS. Later in 2018, another method will allow customers to submit refund requests for unused labels via the Business Customer Gateway (BCG). This new interface will automate the refund process for unused labels and provide a self-service customer experience.

Participation

A customer will need to be designated as an eVS mailer to utilize the new interface to request refunds for Unused Labels. The portal is accessible through the Business Customer Gateway, via a link at the top of the eVS Monthly Account and Sampling Summary report titled "Submit Refund Request for Unused Label." Note that a customer representative will need to be designated as a Verification Assessment Evaluator (VAE) to use the interface)

Steps for Submitting a Refund Request for Unused Label (2018)

1. A VAE user logs into the USPS Business Customer Gateway (BCG).
2. User clicks on eVS
3. User clicks on the 'Submit Refund Request for Unused Labels' link on the summary page.

PRODUCTS
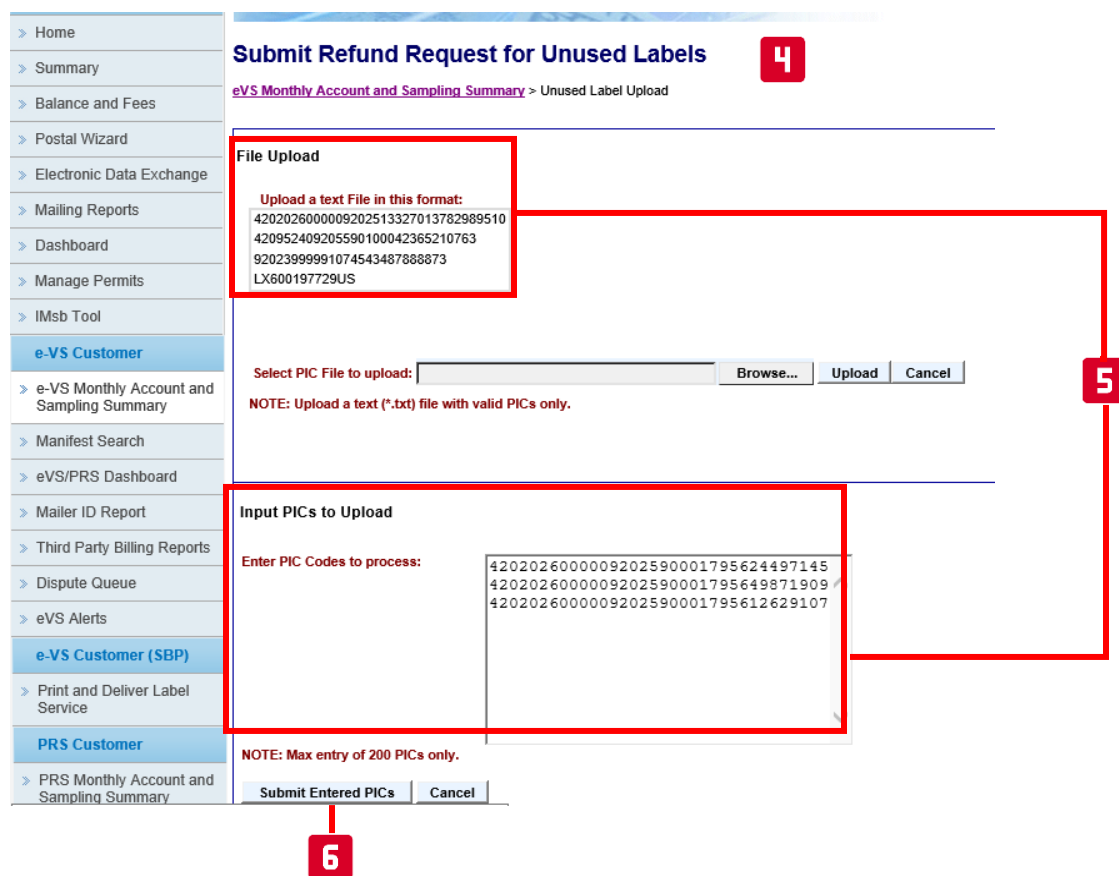
- Priority Mail Express
- Priority Mail
- First Class Package Service
- Parcel Select
- Parcel Select Lightweight
- Standard Mail marketing package
- Bound Printed Matter
- Media Mail/Library Mail
- Priority Mail Express International
- First Class Package International
- Priority mail International
- Global Express Guaranteed (GXG)

SERVICES

- eVS
- Click-N-Ship Business Pro (CNSBPro)
- Premium Forward Service Commercial (PFSC)

SUBMISSION METHODS

- Type 4 Shipping Services File 1.6 or higher (Corrections File)
- Business Customer Gateway (BCG)

PERMIT TYPES

- Permit Imprint (eVS)

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4. System displays the 'Submit Refund Request for Unused Labels' screen.

5. User enters PIC or EFNs (200 max) **OR** uploads a text (.txt) file with unlimited PIC or EFNs (can include domestic and international).
6. User clicks on submit button *(Note: Refund Requests should be submitted within 60 days from mailing date)*

If PIC/EFNs pass validation, a case number is generated and is displayed on the Dispute Queue screen. NOTE: The case number will be displayed but the case summary may not be immediately available. It may take up to 24 hours for the case summary to be available.

A confirmation email with the case number is also sent to the assigned VAE user(s). The way to view refund requests in the dispute queue has remained largely unchanged. You can monitor the status of the refund case via the Unused Label report from the refund request case that was generated.