

eVS Automated Refund Request for Unused Labels

Frequently Asked Questions (FAQ)



A new method to request refunds for labels that were manifested, but never mailed, also known as Unused Labels beginning in 2018.

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)

What is the eVS Automated Refund Request for Unused Labels?

This process allows customers to submit refund requests for Unused Labels to an automated system that completes a review of requests and then refunds mailers in about two weeks.

What type of refund request can be submitted through this process?

Mailers can only submit refund requests on Unused Labels through the process. An Unused Label is defined as a unique Package Identification Code (PIC) that is manifested only once within the previous 120 days but never used.

All other types of refund requests should be submitted through the existing method for refund disputes. These other types include disputes on pricing, weight ingredients, duplicate manifests, etc. Note: A Duplicate Manifest is defined as a unique PIC that is manifested more than once in the last 120 days. One or more instance of the unique PIC may be unused.

Who can use it?

The automated refund request is available for use by electronic Verification System (eVS), Premium Forwarding Service Commercial (PFSC), and Click-N-Ship Business Pro (CNSBPro) mailers. Note that a customer representative will need to be designated as a Verification Assessment Evaluator (VAE) to use the request interface.

Do mailers have to use the new process?

Starting in mid-2018, mailers will be required to use the automated system for all refund requests involving Unused Labels.

What deadlines are involved for submissions?

To receive a refund on unused labels, mailers must submit their requests within 60 days from the date of manifest for all labels they are disputing.

How do mailers submit automated refund requests for Unused Labels?

Mailers can make their submissions in three ways. The first involves submitting Type-4 Shipping Services Files containing PICs of unused labels. The other two methods involve using the link "Submit Refund Request for Unused Label" to submit PICs of Unused Labels. Mailers can access the link at the top of their "eVS Monthly Account and Sampling Summary" page in the Business Customer Gateway (BCG).

Note that mailers with more than one account must submit requests from the summary page with the Master Mailer ID (MID) that was used to generate the PIC for the unused label.

For more information on how to submit, see the Factsheet on ["eVS Automated Refund Request for Unused Label"](#) or the latest version of [Publication 205](#).

Is there a limit to the number of PICs mailers can submit?

Through the link on the mailer's summary page, the on-screen interface allows users to enter a maximum of 200 PICs into a text box **OR** upload a text (.txt) file with an unlimited number of PICs.

How long do automated refund requests take to process?

Mailers can expect their requests to be processed in about two weeks.

Where can mailers see the results of a request?

Mailers can track the progress and results of their requests using the "Monthly Adjustment Summary" tab for the month the request was submitted or the "Dispute Queue" of their account on the Business Customer Gateway.

Where will refunds be deposited?

All refunds approved through the system will have a transaction number and will be deposited into the mailer's Centralized Account Processing System (CAPS) account.

For assistance with submitting automated refund requests for Unused Labels, contact the eVS Help Desk at evs@usps.gov or 1 (877) 264-9693, Option 2.