

eVS Automated Refund Request for Unused Label Factsheet



A new method to request refunds for labels that were manifested, but never mailed, also known as Unused Labels will be released 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)

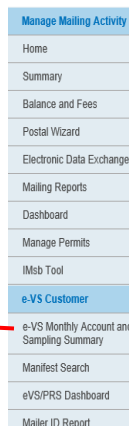
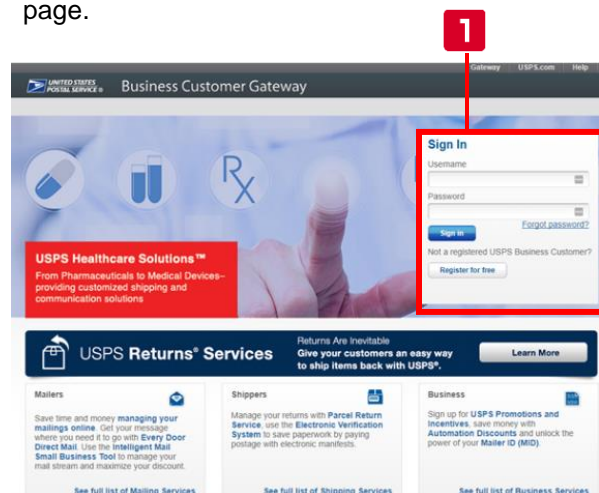
Customers can submit refund requests for Unused Labels via two methods. One method currently available allows mailers to submit a Type-4 Shipping Services File (SSF), also known as a corrections file to USPS. Later in 2018, another method will allow customers to submit refund requests for unused labels 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.



Restricted Information

Report Date: 11/22/2017

eVS Monthly Account and Sampling Summary

JULIE EVS TESTING COMPANY
 Month 02 of Fiscal Year 2018 (11/01/2017 - 11/30/2017)

Change Month and Year: November 2017 Show Data

Reports | Joint Review Request | **Submit Refund Request for Unused Labels** | Submit Other Refund Request | Printer-Friendly View

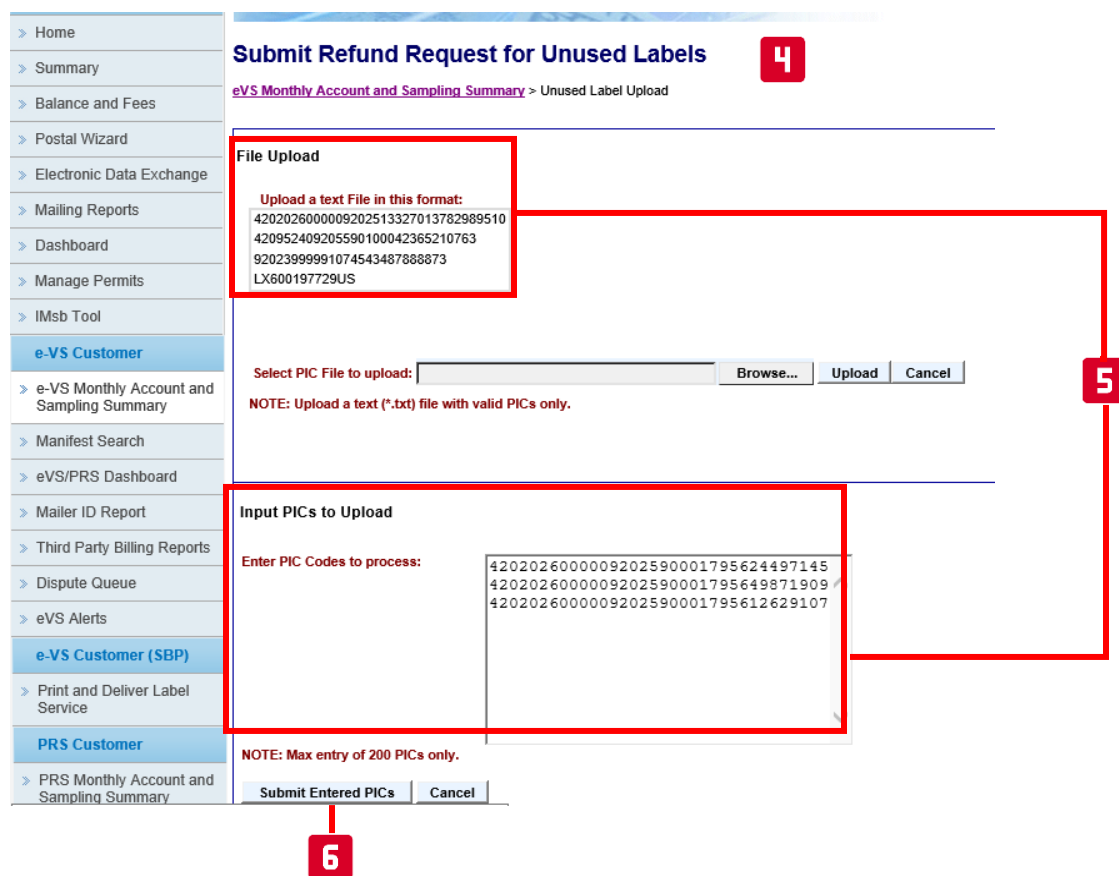
Mailer Name:		Authorized Mail Classes and Subclasses:	
Street Address:	1270 385 ... CIR STE	Priority Mail Express	Metro Post
City, State, ZIP Code:	FAIRFAX, VA 22033-4905	Parcel Select	Bound Printed Matter
CRID:	20239004	First Class	Parcel Select Light Weight
Master Mailer ID:	900017956	Priority Mail	USPS Marketing Mail Nonprofit
Mailer ID for Last Transmission of Month:	900017956	Media Mail	USPS Marketing Mail Marketing Parcels
		USPS Marketing Mail Marketing Parcels Nonprofit	Library Mail
		Priority Mail Express International	First-Class International
		Global Express Guaranteed	Priority Mail International
		Priority Mail International Regional Rate Boxes	

Permit	Company Name	Federal Agency Cost Code	Permit ZIP Code	Finance Number	CAPS Acct#
01 168	FEDERAL BUREAU OF INVESTIGATION (JUSTICE)	131	36201	01-0300	N/A

eVS Automated Refund Request for Unused Label Factsheet

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

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



The screenshot shows the 'Submit Refund Request for Unused Labels' screen. The left sidebar contains a navigation menu with items like Home, Summary, Balance and Fees, Postal Wizard, Electronic Data Exchange, Mailing Reports, Dashboard, Manage Permits, IMsb Tool, e-VS Customer, e-VS Monthly Account and Sampling Summary, Manifest Search, eVS/PRS Dashboard, Mailer ID Report, Third Party Billing Reports, Dispute Queue, eVS Alerts, e-VS Customer (SBP), Print and Deliver Label Service, PRS Customer, and PRS Monthly Account and Sampling Summary. The main content area is titled 'Submit Refund Request for Unused Labels' and includes a breadcrumb trail: 'eVS Monthly Account and Sampling Summary > Unused Label Upload'. A red box labeled '4' highlights the 'File Upload' section, which contains the instruction 'Upload a text File in this format:' followed by four lines of PIC codes: 4202026000009202513327013782989510, 420952409205590100042365210763, 92023999991074543487888873, and LX600197729US. Below this is a 'Select PIC File to upload:' field with 'Browse...', 'Upload', and 'Cancel' buttons. A red box labeled '5' highlights this field and the 'Upload' button. A 'NOTE: Upload a text (*.txt) file with valid PICs only.' is displayed below the field. The 'Input PICs to Upload' section has a text area for 'Enter PIC Codes to process:' containing three lines of PIC codes: 4202026000009202590001795624497145, 4202026000009202590001795649871909, and 4202026000009202590001795612629107. A red box labeled '6' highlights the 'Submit Entered PICs' button at the bottom of the page. A 'NOTE: Max entry of 200 PICs only.' is located above the button.

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.