

Automated Package Verification (APV) Frequently Asked Questions (FAQs)

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Automated Package Verification (APV) Frequently Asked Questions (FAQs)

What is APV?

Automated Package Verification or **APV** is a new program for short paid domestic parcels with postage prepared using Click-N-Ship or one of the following providers:

- EasyPost
- eBay
- Endicia
- PayPal
- Pitney Bowes
- Stamps.com

- APV uses mail processing equipment that has been outfitted with upgraded scales to capture the weight of a package, and equipment to measure the dimensions of a package to detect postage overpayment or underpayment.
- An invoice is sent to the customers via Click-N-Ship or the PC Postage provider.
- USPS will then receive payment from Click-N-Ship or the PC Postage provider on behalf of the customer.
- The APV system eliminates the need for packages paid via Click-N-Ship or PC Postage to have additional postage collected manually through the postage due process.

Note: Some vendors/customers may refer to this as Automated Postage Due.

Why is the Postal Service using APV?

- The Postal Service has invested in new technologies that automatically detect and correct package postage overpayments or underpayments, bringing USPS in line with industry standards.

Customer Questions

How does APV improve upon the manual postage due process?

- By automating the postage due process for PC Postage and Click-N-Ship parcels, APV eliminates shipment delays and/or collection upon delivery from the recipient.
- Implementing an automated postage due process also ensures USPS can maintain competitive and economical shipping prices for our customers.

Who is impacted by this process?

- USPS has implemented this process across Click-N-Ship® and PC Postage® entities: Endicia, Stamps.com, Pitney Bowes, eBay, PayPal, EasyPost.

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When does a postage difference occur?

- Generally, a postage difference occurs when the package characteristics (e.g., weight, dimensions, zone, etc.) used when the label is created do not match measurements of the actual package mailed as captured by USPS processing equipment.
- The most common reasons for postage discrepancies include:
 - Incorrect weight on label resulting in a price difference due to different rating or exceeding limitations for the class chosen.
 - Additional information on pricing of mail classes can be found at USPS DMM notice 123 - <https://pe.usps.com/text/dmm300/notice123.htm>
 - Incorrect dimensions versus those of the actual package shipped
 - Incorrect service or packaging entered for label creation versus actual service/packaging material used (e.g., First-Class™ labels cannot be used on Priority Mail® or Priority Mail Express® packaging).
 - Package claimed at First Class 13 oz., but actually weighs 1.5 lbs. should be mailed as Priority as First Class Mail has a 15.999 oz. limit.
 - Package claimed at First Class 15.9 oz., but actually weighs 1.2 lbs. should be mailed as Priority Mail as First Class Mail has a 15.999 oz. limit.

How will I be notified of an under or over payment?

- USPS® notifies the vendor, either Click-N-Ship® or the PC Postage entity, when differences in package characteristics are detected.
- Payment adjustments are facilitated through Click-N-Ship® and PC Postage® platforms.

How is my payment processed?

- All credits/debits are processed by your PC Postage entity on behalf of USPS.
- Contact your PC Postage provider directly for questions regarding your account or billing.

Will I receive a refund for overpayments?

- Yes. USPS has invested in new technologies that automatically detect and correct both package postage overpayments and underpayments at the same magnitude.

How accurate is the automated postage due process?

- The state-of-the-art mail processing network has been extensively tested and is comparable to what is used across the shipping industry.
- The equipment is checked daily for calibration of scales to ensure we get the most accurate information that will help us to best streamline your shipping experience.

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Which account will be charged/refunded? USPS or PC Postage entity (Endicia, Stamp.com, etc.)

- The account the customer used to pay postage for the specific package will be adjusted.
 - For example, if the customer used their Endicia account to ship the package then the postage adjustment would come from Endicia account;
 - If they used (i.e., USPS Click-N-Ship) then the postage adjustment would come from USPS Click-N-Ship account.

Disputes/Appeals

What do I do if I disagree with the assessment by USPS?

- If you disagree with the assessment, follow the instructions on the notice to submit a dispute.
 - You can open a dispute by contacting USPS by emailing verifypostagehelp@usps.gov or directly at 844-819-5187 between 7AM-5PM CT, M-F.
 - Please prepare to share the following, which can be seen on the notice of shortpaid charges:
 - Intelligent Mail package Barcode (Tracking) Number – last 4 digits
 - Revenue Assurance ID
 - Reason Code
 - Contact information (name, email, and phone number)
- USPS may review all scan data relating to your piece in question, including image analysis, and, if such an error has occurred, USPS will work through the PC Postage entity to return the amount in question.

How long will it take USPS to review my dispute/how can I check the status of my dispute?

- Most responses can be expected in 2-5 business days, and at most 15 business days.
- The status of your dispute claim is available from your PC Postage entity and may be updated daily.

When will I receive my refund if I dispute my shortpaid invoice?

- If your dispute is upheld you may be due a refund.
- All payments are processed by your PC Postage entity on behalf of USPS. You will need to contact your PC Postage entity directly for questions regarding billing or your account.

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How to Pay Postage Correctly

Why does Weight matter?

- Pricing for packages is based on one pound weight increments.
 - USPS® rounds up to either the next pound (lb.) or ounce (oz.).
 - For example, if your package weighs 3 lbs. 5 oz., it would be charged at the 4 lb.-rate.
 - If you have a First-Class Package® that weighs 7.3 oz., it must be charged at the 8 oz.-rate. This applies to all mail classes—domestic and international.

Why does mail class matter?

- The class of mail determines the service level the package receives and the pricing for the package.
- In addition, certain mail classes have weight restrictions
 - For example, First-Class Package Service® delivery can only be used for packages under 15.999 oz.; anything over the weight limit must be shipped with Priority Mail® service and domestic Regional Rate Boxes A and B have 15 and 20 lbs. limits respectively.

Does Zone make a difference?

- Yes, Zone does matter.
- If you are using PC Postage® software, verify that the origin (or “sent from”) address is up to date before printing the label.
 - This will ensure you have the correct destination Zone for your package
- Please note USPS charges for zones not by ZIP Code™, to get a zone chart for your ZIP Code use the Postal Calculator. <https://postcalc.usps.com/>

Do I have to Measure my package?

- To ensure you are paying the correct postage, you should measure the length, width, and height of the package, and enter them when prompted by the PC Postage label program you are using.
- Dimensional weight may also apply to your packaging. Learn About Dimensional Weight Here: <https://www.usps.com/dimensionalweight/>

How do I properly Label my package?

- After measuring and weighing your package, follow the instruction from your PC postage entity for printing a prepared label
 - Ensure you place the label on the long side of the package.
 - Labels should not wrap over the ends or edges and all barcodes should face up in the same direction.