# USPS Returns Fact Sheet
PC Postage Onboarding

USPS has implemented an automated returns process for PC Postage which enhances the customer experience with increased timeliness of returns to customers, more accurate pricing, enhanced visibility into piece-level data in near real-time reporting, and modernized payment options. The upgraded package infrastructure is referred to as USPS Returns. This new platform uses automated Package Processing Equipment, instead of manual processes, that automatically capture package attributes, such as weight and dimensions. Leveraging the package attributes captured on the processing equipment USPS is able to automate pricing, verification, and invoicing.

Note: Existing Scan Based Payment (SBP) Vendors/Shippers can continue using existing labels and Service Type Codes (STCs). SBC Vendors/Shippers must open a new payment account (see step 4 below).
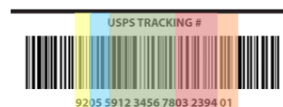
ENROLLMENT

Vendors/Shippers that would like to participate in USPS Returns must:

1. **Update Label Design with Simplified Layout**
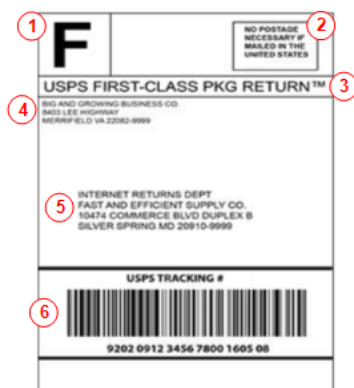
   - Labels must have the following design elements:
     1. Service Icon
     2. Postage Guarantee
     3. Service Banner
     4. Return Address
     5. Delivery Address
     6. Intelligent Mail Package Barcode (IMpb) with one of the approved STCs

   Note: Labels for SBP customers do not have to be updated.

   - Vendors and/or Shippers must work with USPS Sales to ensure that any existing PC Postage NSAs are updated in the Program Registration Platform to include customer MIDs in addition to the currently supported meter numbers.
   - The following design elements are no longer required: Three Horizontal Bars, The Postage Calculation Markings, Extra Service Endorsements, and MRS Legend.

2. **Enroll in the Business Customer Gateway (BCG)**
   - The BCG gives a single entry point for USPS online business services such as: Intelligent Mail Products and Services, Business Mailing Activity and Reports, Scheduling Mailing Appointments, Mailer IDs (MIDs), Incentive Programs and Information, and Shipping Service Programs.
   - Enrollment in the BCG automatically assigns you the Customer Registration ID (CRID).
   - Sign-up for an account prior to enrolling in USPS Returns here: https://gateway.usps.com/eAdmin/view/signin

3. **Request Mailer ID (MID)**
   - A MID is a field within the Intelligent Mail barcode that is used to identify shippers.
   - Vendors should ensure that each one of their Shippers has a unique MID and that the Vendor's Customer Registration ID (CRID) is properly registered as the consolidator.
   - Use the Quick Guide to MID and/or CRID Acquisition to request a MID: https://postalpro.usps.com/QuickStepGuidetoMIDandorCRIDAcquisition

4. **Enroll in Enterprise Payment System (EPS)**
   - Vendors can enroll in Vendor-level EPAs with their CRIDs. If Vendor-level accounts are used, Vendors are responsible for funding accounts and charged directly by USPS. Vendors are then responsible for billing their individual shippers.
   - Shippers can enroll in shipper-level EPAs with their CRID. If Shipper accounts are used, Shippers are able to fund their own accounts and billed directly by USPS.
   - An EPA can be funded by a ACH Debit Account or Trust Account, which include retail deposits, Fedwire Transfers, and ACH Credit deposits.
   - If the provided EPA is a Trust Account, the EPA will be drawn down immediately. If the provided EPA is a ACH Debit Account, transactions will be held until 6:00 pm EST and billed as a daily transaction.
   - Account set-up instructions are available here: https://postalpro.usps.com/EPS/MigrationFactSheet

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ELIGIBLE MAIL CLASSES
- First-Class Mail Package Return Service
- Priority Mail Return Service
- Ground Return Service
- Parcel Return Service Full Network

BENEFITS
- Real-time Scan Data
- Decreased Reliance on Sampling
- Attribute Based Pricing
- Billing at the time of package delivery
- Greater Package Visibility
- Single Payment Account

Business Customer Gateway
https://gateway.usps.com
- A single entry point to enroll in USPS online business services.

PostalPro
https://postalpro.usps.com/
- Website to find resources on current USPS programs including publications, industry alerts, prices changes, and tech guides.

PostalOne! Help Desk
O: 1-800-522-9085
E: Postalone@usps.gov

ENROLLMENT (CONTINUED)

5. **Determine Service Type Code To Use**
   - A Service Type Code (STC) is a unique identifier, included in the IMpb, specifying mail class to increase efficiency in mail transportation, handling, and reporting.

STC	Description	Mail Class
019	Priority Mail Return Service	Priority Mail
020	First-Class Package Return Service	First-Class
022	Ground Return Service	Retail Ground
024*	PRS Full Network Scan Weigh and Pay	Parcel Select Service Retail
820	Priority Mail Return Service Signature Confirmation	Priority Mail
821	First-Class Package Return Service Signature Confirmation	First-Class
822	Ground Return Service Signature Confirmation	Retail Ground

   * This is an NSA only product.

6. **Enroll in USPS Returns**
   - Contact the *PostalOne!* Help Desk and provide them:
     - Vendor or Shipper Customer Registration ID (CRID)
     - Mailer ID (MID)
     - Vendor or Shipper Enterprise Payment Account (EPA) Number
     - Requested Service Type Codes (STCs)

USPS RETURNS JOURNEY MAP

Acceptance

Enroute Processing/Postage Due Calculation

Delivery and Postage Collection

1. Customer initiates return through retail, carrier pickup, drop off at collection box

2. Package Processing Equipment captures package characteristics (weight, dimensions) instead of manual sampling
3. Package characteristics are used to price every package instead of a sample utilized in the SBP and the manual processing of MRS

4. USPS delivers package at final destination and collects payment

Package Platform Automation

- **Customer notified** that package has been accepted

- **Customer notified** each time the package is scanned at a new facility

  - **Customer notified** of package attributes and postage due upon trusted enroute scans

- **Calculate** Postage Due based on **captured data and attributes**

- **Debit** Postage Due from the shipper's **EPS Account instead of CAPS Account, which was utilized for SBP and MRS, upon delivery** of the package to its final destination

PAYMENT FEED—ENTERPRISE PAYMENT SYSTEM REPORTS

Within Enterprise Payment System, there are two customizable reports for USPS Returns:

1. **Commercial Mailing Activity Mail Class Report** - summarizes transaction information for the selected Mail Class:

2. **Transaction History Report** - summarizes the transactions that were made within a selected timeframe:

INFORMED VISIBILITY REPORTS

Vendors and Shippers have the ability to enroll in customizable transaction level data extracts through the Informed Visibility® (IV®) Mail Tracking & Reporting (MTR) application (iv.usps.com). Users are able to select either Push Reports, which are sent through Secure File Transfer Protocol (SFTP), or Pull Reports, which are available for download. The data feeds can be used for any reconciliation and internal/external reporting. In addition to visibility into their own CRID(s), users can request data visibility from or provide data visibility to another CRID through data delegation functionality. This functionality will allow PC Postage Vendors to request data when shippers enroll directly in the platform.

First time users can enroll in the IV-MTR service through the BCG; complete enrollment instructions are provided on PostalPro: https://postalpro.usps.com/InformedVisibility/ApplyForAccess

Vendors/Shippers have access to data, in real-time:
- Continue to receive existing Product Tracking and Reporting (PTR) extracts
- **Pricing Scan Feed:** Real-time package attribute and pricing data feed (*Payment is not collected at this time) from Informed Visibility
- **Final Scan Feed:** Real-time package payment data feed from Informed Visibility

Pricing Notification		Final Notification
• IMPB	• NSA Contract Number	• IMPB
• PIC	• Base Price	• PIC
• Service Type Code	• Extra Service SKU	• Service Type Code
• Mailer ID	• Extra Service Type	• Mailer ID
• Origin ZIP Code	• Extra Service Amount	• Destination ZIP Code
• Destination ZIP Code	• Total Postage	
• Weight	• Assessed Rate Type	
• Dimensions	• Assessed Mail Class Name	
• UPC Barcode	• Assessed Zone	
• Pricing Scan Completion Date/Time	• Assessed Piece Weight Value	
• EPS Account Number	• Assessed Piece Dimensions Length	
• EPS Account Nickname	• Assessed Piece Dimensions Height	
• Base SKU	• Assessed Piece Dimensions Width	
• Price Type		