

United States Postal Service®

# INDUSTRYALERT

June 11, 2019

## Bulk Upload for Automated PS Form 3801, Standing Delivery Order

Effective June 9, 2019, there will be an upgrade to the automated PS Form 3801, *Standing Delivery Order* application. Parcel Return Service (PRS) Consolidators will have the ability to submit **BULK** uploads, via an Excel file. The file will list the name(s) of the driver, agent, and/or 3<sup>rd</sup> party (company) that is authorized to pick up mail on your behalf at a designated USPS Facility.

What does this mean? No more typing and submitting names individually. Upload the Excel file in Business Customer Gateway(BCG), containing your driver, agent, and/or 3<sup>rd</sup> party (company) names and send the PS Form 3801 electronically to the USPS Facility where the pick-up will occur and is authorized.

BCG customers will:

- be authenticated through Customer Registration
- create new and/or updates to existing PS Form 3801 requests
  - Note: Updates (i.e. deletion and/or additions to the form) must be submitted by 2 A.M. CST daily
- provide names of agent(s) authorized to pickup mail on your behalf
- update form(s) once a year from the effective date and/or when there is a change in authorization
- be sent renewal notifications thirty (30) days in advance of the PS Form 3801 expiration date

### Customer Instructions:

- Customers must have or establish a BCG account
- Navigate to BCG <https://gateway.usps.com> and login
- Select “**Shipping Services**”
- Select “**PS Form 3801, Standard Delivery Order**”
- Select “**Parcel Return Service Bulk Upload**” to submit file
  - Excel file (template provided in BCG) – must contain:
    - CRID
    - Facility ID(s)
    - First Name, Middle Name(optional), and Last Name of Driver/Agent (one or multiple)
    - Company Name (if pickup is made by 3rd Party) (one or multiple)
    - Restricted: place “Y” in column if agent is authorized to sign and pickup Restricted Mail “N” if not authorized
    - Signature: place “Y” in column if agent is authorized to sign and pickup Restricted Mail “N” if not authorized

Sample PS Form 3801 with Company Name

**UNITED STATES POSTAL SERVICE** **Standing Delivery Order**

Name and Address of Individual or Firm (include apartment or suite number)  
 Primary Company: 5247985, 5247985, Campus Dr, San Mateo, CA 94403  
 Signature and Title of person authorized to sign the Standing Delivery Order: [Signature]  
 Date Submitted: 03/15/2019  
 Station Number: 955-111-2222

As the above-named individual or firm, I authorize the agent(s) named below to receive all mail addressed to or in care of the above-individual or firm, including those services Adult Signature Required, Certified, insured, C.O.D., Priority Mail Express, Signature Confirmation, and unrestricted Registered Mail. I understand that this Standing Delivery Order will remain in effect until I cancel it in writing. I assume all responsibility for loss, rifting, or damage of the mail after it is delivered to the agent(s) authorized on this form.

\*USPS will revoke all orders submitted before this date. NOTE: Authorized Agents are required to provide a valid government- or employee-issued photo identification(s) verifying their identity before we release the mail.

| CUSTOMER INSTRUCTIONS  |  | USPS INSTRUCTIONS  |  |
|--|--|--|--|
| Fill out all non-shaded areas as follows:<br>1. Add serial number(s) of Authorized Agents.<br>2. Put a check mark in column that corresponds to the type(s) of Restricted mail (Restricted Delivery, Adult Signature Restricted Delivery) your agent is authorized to pick up.<br>3. Get agent(s) signature of available(s) before you submit this form. |  | 1. At first pick-up: request signature (if missing) and a form of valid government- or employee-issued photo identification (ID).<br>2. Should inspect the ID, check the box if valid, and write in your initials and date.<br>3. Release the mail to the agent. |  |

| AUTHORIZED AGENTS - RESTRICTED MAIL <input checked="" type="checkbox"/> INCLUSION |   | USPS VERIFICATION   |  |   |               |      |
|---|---|---|--|---|---------------|------|
| Agent Names (printed)   | Restricted Delivery Yes <input checked="" type="checkbox"/> | Adult Signature Restricted Delivery Yes <input checked="" type="checkbox"/> | Agent Signature (Request signature - if missing) | ID Verified Yes <input checked="" type="checkbox"/> | USPS Initials | Date |
| BARTY B SIMPSON (955)   | <input checked="" type="checkbox"/>                         | <input checked="" type="checkbox"/>   |  | <input checked="" type="checkbox"/>                 |               |      |
|   |   |   |  |   |               |      |
|   |   |   |  |   |               |      |
|   |   |   |  |   |               |      |

PS Form 3801, September 23, 2018 PSN 7530-02-000-0048 Processed: 03/15/2019 12:42 PM ET Facility: SAN MATEO MNMPO 94403988 CRD: 5247985 Expires: 02/27/2020

Once the data in the file is sent, it will auto-populate an electronic version of the PS Form 3801 to the following USPS Facilities:

- Post Office, Station or Carrier Annex that are approved Return Delivery Units (RDUs)
- Processing & Distribution Centers (P&DCs) that are approved Return Sectional Center Facilities (RSCFs)

Customer Resources: <https://postalpro.usps.gov/June9ReleaseNotes>

For additional information and/or questions please contact the Product Management Team: [DT1DD0@usps.gov](mailto:DT1DD0@usps.gov).

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