USPS Returns®

Customer User Guide

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OVERVIEW

USPS has developed a new automated verification and payment method for Merchandise Return Service (MRS) and Scan Based Payment (SBP) customers, which is branded as *USPS Returns*[®]. The new methodology for USPS Returns replaces current manual postage and fee assessments and improves visibility of return packages.

USPS Returns leverages upgraded Mail Processing Equipment (MPE) to capture package attributes to expedite processing and enable consistently accurate pricing. The upgraded infrastructure enables USPS to price each package individually, provide package-level visibility for pricing, eliminate most manual pricing activities, and return packages directly to Returns customers. *Appendix E*, USPS Returns, shows the key steps in Enrollment, Transactions, and Reporting.

ENROLLMENT

1. Create Business Customer Gateway (BCG) account

Returns customers register in the BCG to enroll in USPS Returns and add the necessary Customer Registration Identifications (CRID) to profiles. Returns customers can use their BCG accounts to activate their Enterprise Payment System (EPS) accounts, request or look-up their Mailer ID (MID), view payment transactions, and set up data downloads.

• The <u>first</u> user for the CRID becomes the Business Service Administrator (BSA) for all Core Services (including Manage Mailing Activity).

· For more information:

- Use Online Resources on PostalPro[™] at <u>https://postalpro.usps.com/</u>.
- Contact the USPS Mailing and Shipping Solution Center at 1-877-672-0007 (1-877-MRC-0007).

2. Create Enterprise Payment System (EPS) account

Return customers must set-up an EPS account for Electronic Payment Account (EPA). An EPS account can be funded with local deposits, Fedwire, ACH Credit, and ACH Debit. Details on account set-up are available here: https://postalpro.usps.com/EPS/MigrationFactSheet.

3. Choose Mailer ID (MID)

Returns customers may have multiple MIDs assigned to them. Choose the MID(s) to be used for USPS Returns

- The MID(s) will be printed as part of the Intelligent Mail Package Barcode (IMpb).
- The MID(s) must be linked to the USPS Returns customer's EPS account during enrollment.
 - > The MID(s) must be associated to the same CRID that is linked to the EPS account.
 - > All Service Type Codes (STCs)/Mail Classes for each MID are required to be enrolled simultaneously.
- If the MID(s) is linked to a Negotiated Service Agreement (NSA)/ Commercial Plus[™] Pricing (CPP) Authorization, the USPS Returns customer must provide contract numbers associated to that MID.
- The MID(s) can be reused on outbound packages.

Returns customers can request new MIDs through the BCG or re- use an existing MID. Note: A MID/STC combination can only be active in either Scan Based Payment (SBP) or USPS Returns, but not both. When transitioning a Mailer ID from SBP to USPS Returns, mailers must transition all Service Type Codes.

4. Update Customized Pricing

USPS Sales Representative will work with USPS Returns customers with existing NSAs or CPP authorizations to update their agreements for use in USPS Returns.

• NSA or CPP Authorizations for USPS Returns customers will need to be linked to the MID(s) printed in the IMpb on the USPS Returns label.

5. Prepare USPS Returns Labels

Note: Scan Based Payment and Parcel Return Service (PRS)-Full Network customers do not need to make any changes to their label formats and will continue using the STC(s) utilized today. Legacy Merchandise Return Service (MRS) labels (Appendix D) will not be used in the new automated system, **existing MRS customers will need to ensure they transition to the new label format. Figure 1 (below)**

Use enrolled MIDs and approved STCs embedded in the (IMpb) when printing USPS Returns labels.

Options:

- USPS has a Cloud Tool Application Interface (API) label option that can be requested by contacting the USPS Mailing & Shipping Solution Center at 1-877-672-0007.
- USPS Returns customers have the option of using privately printed labels as follows:
 - USPS Returns customers may purchase software through a vendor that has authorized USPS label options.
 - > USPS Returns customers may create their own labels with barcode/label template software.
 - Note: Privately printed labels must be certified by the National Customer Support Center (NCSC). Shipper must send 10 sample labels and PS Form 5052, *Printer Certification Submission* (https://about.usps.com/forms/ps5052.pdf) to:

NCSC-Confirmation Services Support, 225 N Humphreys Blvd. STE 501, Memphis TN 38188-1001.

- Labels must represent each unique mail class and Signature Confirmation combination that is supported for certification.
- Labels should include the mail class and Signature Confirmation identified by the unique 3-digit STC used in the corresponding IMpb.

USPS Returns customers must use the enrolled MIDs and approved STCs when creating their USPS Returns labels. The STC is a unique identifier included in the IMpb which specifies the Mail Class and may include Extra Services



Figure 1: USPS Returns[®] Label Format

Different than Legacy MRS labels, USPS Returns labels include the following elements:

- The USPS Returns label dimensions are 4x6
- USPS Returns labels must have the following design elements:
 - Service Icon Block (1)
 - Postage Guarantee Imprint (2)
 - Pre-Printed or Handwritten Return Address (3)
 - Service Banner (4)
 - Delivery Address (5)
 - IMpb with MID and STC (6)
 - OPTIONAL: Additional information and User Segment/QR Code (7)
- USPS Returns labels must use one of the following label constructs:
 - C01 Commercial Mail Construct
 - C05 Commercial Mail Construct
 - Mailer may be required to use a specific ZIP+4

USPS Returns is a product, returns customers must use enrolled MIDs and approved STCs when printing USPS Returns IMpb labels. No changes to mailing labels are required for current Scan-Based Payment (SBP) or Parcel Return Service (PRS) Full-Service Network Returns customers.

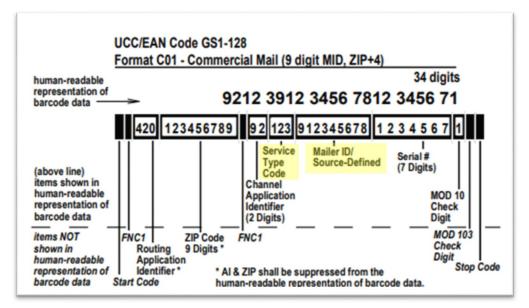


Figure 2: IMpb Specification

Choose the USPS Returns Service Type Codes (STC) based on the desired mail class and /or mail class and Extra Service (s) from the available STC that are listed in **Appendix B**.

Label reference materials can be found here:

- **Publication 199:** Intelligent Mail® Package Barcode (IMpb) Implementation Guide for: Confirmation Services and Electronic Verification System (eVS) Mailers: <u>https://postalpro.usps.com/pub199.</u>
- Parcel Labeling Guide: https://postalpro.usps.com/storages/2016-12/326_ParcelLabelingGuide.pdf.

6. Enroll in USPS Returns

Once a Returns customer is ready to participate, they will contact the Mailing and Shipping Solution Center (MSSC) at 1-877-672-0007 to begin their enrollment. The following information will be needed to enroll:

- 1) Returns CRID.
- 2) Returns customer MID
 - a) MID that will be printed on return label
 - b) Optional: if MID will be associated to a NSA or CPP agreement, the Returns customer must provide contract number associated to that MID.
 - c) Optional: MIDs can be reused on outbound packages.
- 3) Enterprise Payment System (EPS) Account number.
- 4) STCs which will be included on the USPS Returns label(s).
- 5) Default Postage (Determined by USPS)
 - a) If the Returns customer is already using USPS for their returns (e.g. MRS), the previous month of historical data will be used to establish default postage.
 - b) If the Returns customer uses another supplier for their returns, they may provide their returns profile for the previous month from their current supplier which will be used to establish default postage.
 - c) If returns historical data is not available, the previous month of historical outbound data will be used to establish default postage.
 - d) Manifest based pricing.

TRANSACTIONS

7. Consumer Drop-off

Deposit of USPS Returns packages may be initiated by consumers through retail, carrier pickup, or drop-off in a collection box. Consumers can also scan the Quick Release (QR) Code on the USPS Returns label to request free package pickup or to locate a Post Office for package drop off, if one is pre-printed on the label by the USPS Returns customer. USPS Returns customer can enroll in package tracking and receive a notification when their USPS Returns packages have been detected as being entered into the USPS mailstream. Additional information can be found at: https://postalpro.usps.com/node/6787.

8. Manifest Submission

Mailers have the option of preparing and submitting an electronic Shipping Service File (v 2.0) manifest through Data Transfer Services (DTS) for:

- Inclusion of insurance.
- Manifest based pricing to be used when USPS captured attributes are not available.

9. Enroute Processing and Postage Calculation

USPS Returns packages will be priced per transaction using published commercial, NSA or CPP prices, as applicable as they move through the USPS network and as follows:

The following pricing hierarchy will be used:

- 1) Characteristic Pricing:
 - a. Packages will be priced using their attributes when the required set of attributes are captured during processing (STC, MID, Weight, Dimensions, Origin/ Destination ZIP Codes, and USPS Packaging Barcodes (UPCs) (i.e. flat rate packaging UPCs).
- 2) Manifest Pricing
 - *a.* If captured attributes are not available, the packages will be priced using their manifested attributes if a manifest file is submitted by the USPS Returns customer.

3) Average Pricing:

a. The USPS Returns customer specific average postage will be used when captured attributes are not available.

- b. The USPS Returns customer specific average postage is calculated on a monthly cadence for each MID/Mail class combination based on characteristic-priced packages.
 - 1. A minimum of 25 characteristic-priced packages is required before shipper specific averages can be established.
- c. Calculated average price is used in the next calendar month.

4) Default Pricing

- a. Default price is used when no attributes were captured, and no average customer specific data is available.
- b. During account set-up, a default price will be calculated by USPS per MID and mail class combination.

10. Payment

The Package Platform will charge the EPS account associated to the MID at the time of the delivery scan event (scan Event Code 01) or fourteen days after last scan event when package attributes are not obtained. If the EPS account provided during enrollment is a Trust Account, the EPS account will be drawn down immediately. If the provided EPS account is a Debit Account, transactions will be held until 6:00 pm EST and billed as a daily transaction. USPS Returns customers will have the ability to review summary and transaction reports through the EPS.

REPORTING

11. View your Data

USPS Returns customers may access transaction data within EPS. Figure 4 below shows the Commercial Mailing and Shipping Details Report which displays package-level pricing and transaction data.

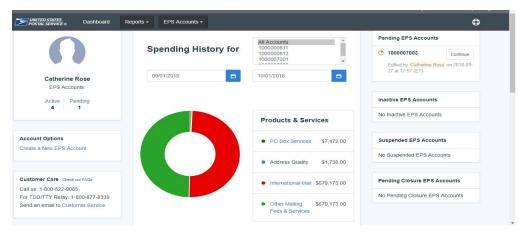


Figure 3: EPS Customer Dashboard

		POSTAL	STATES Dashboar	rd Reports + EPS Accounts +	×		0
				Commerc	cial Mailing and Shipping Details Report		
ailing Details Filter:							
08/14/2018		•	09/13/2018		Ground Service USPS Return Priority Mail USPS Returns PRS Full Network USPS Ret	UEDS	
CSV Excel PDF				Showing 1 to 69	of 69 entries (filtered from 1,009 total entries)		
CSV Excel PDF				Showing 1 to 69	9 of 69 entries (filtered from 1,009 total entries)		
	Transaction Date/Time (ET)	• Transaction Amount	t · Transaction Type		e of 69 entries (filtered from 1,009 total entries) per of Pieces = PIC = = :	SKU -	Permit Holder CRID = Permit Number = C
	Transaction Date/Time (ET) 08/28/2018 04:32:47 pm	 Transaction Amount \$15.04 	Transaction Type PURCHASE		ser of Pieces • PIC • :	sku -	
EPS Transaction Number				Class Numb	per of Pieces = PIC = 9361290105790279099360		6 94818004
EPS Transaction Number 178515	08/28/2018 04:32:47 pm	\$15.04	PURCHASE	Class Numb	eer of Pieces PIC 5 936 1290 105790279099360 936 1290 105790279099369	MRPSP00C000000000000000000000000000000000	6 94818004 6 94818004
EPS Transaction Number 178515 178514	08/28/2018 04:32:47 pm 08/28/2018 04:32:43 pm	\$15.04 \$15.04	PURCHASE	Class Numb Priority Mail USPS Returns Priority Mail USPS Returns	er of Pieces PIC 936 1290 105790279099360 936 1290 105790279099360 936 1290 105790279099369 938 1290 105790279099364	MRPSP00C000000000000000000000000000000000	6 94818004 6 94818004 6 94818004
EPS Transaction Number 178515 178514 178492	08/28/2018 04:32:47 pm 08/28/2018 04:32:43 pm 08/27/2018 08:00:24 pm	\$15.04 \$15.04 \$15.04	PURCHASE PURCHASE PURCHASE	Class Numb Priority Mail USPS Raturns Priority Mail USPS Raturns Priority Mail USPS Raturns	oer of Pieces PIC 536 1290 105750279099360 936 1290 105750279099360 936 1290 105750279099364 936 1290 105750279099364	MRPSP00C000000000000000000000000000000000	6 94818004 6 94818004 6 94818004 6 94818004
EPS Transaction Number 178515 178514 178492 178491	08/28/2018 04:32:47 pm 08/28/2018 04:32:43 pm 08/27/2018 08:00:24 pm 08/27/2018 08:00:24 pm	\$15.04 \$15.04 \$15.04 \$15.04	PURCHASE PURCHASE PURCHASE PURCHASE	Class Numb Priority Mail USPS Returns Priority Mail USPS Returns Priority Mail USPS Returns Priority Mail USPS Returns	eer of Pieces Pieces 9361230105750275093360 9361230105750275093360 9361230105750275093364 93612301057502750993462 9361230105750275093413	MRPSP00C000000000000000000000000000000000	6 94318004 6 94318004 6 94318004 6 94318004 6 94318004 6 94318004
EP5 Transaction Number 178515 178514 178492 178491 178490	08/28/2018 04:32:47 pm 08/28/2018 04:32:43 pm 08/27/2018 08:00:24 pm 08/27/2018 08:00:24 pm 08/27/2018 08:00:24 pm 08/27/2018 08:00:23 pm	\$15.04 \$15.04 \$15.04 \$15.04 \$15.04 \$24.12	PURCHASE PURCHASE PURCHASE PURCHASE PURCHASE	Class Numb Priorly Mail USPS Returns Priorly Mail USPS Returns Priorly Mail USPS Returns Priorly Mail USPS Returns Priorly Mail USPS Returns	PIC PIC 936 1280 105/730275099350 936 1280 105/730275099350 936 1280 105/730275099364 936 1280 105/730275099364 936 1280 105/730275099364 936 1280 105/730275099344 936 1280 105/73027509364 936 1280 105/73027509344 936 1280 105/73027509364 936 1280 105/73027509344 936 1280 105/73027509344 936 1280 105/73027509344	MRPSP0C00000000000000000 MRPSP0C0000000000000000000000000000000000	5 94010004 6 94010004 6 94010004 6 94010004 6 94010004 6 94010004 6 94010004

Figure 4: Commercial Mailing and Shipping Details Report

USPS Returns customers will also have the ability to enroll in customizable transaction level data extracts through the Informed Visibility[®] (IV[®]) Mail Tracking & Reporting (MTR) application (<u>iv.usps.com</u>). Users will be able to select either Push Reports, which will be sent through Secure File Transfer Protocol (SFTP) or Pull Reports, which will be available for download. The data feeds can be used for any reconciliation and internal/external reporting. First time users can enroll in the IV-MTR service through the BCG; complete enrollment instructions are provided on PostalPro: <u>https://postalpro.usps.com/InformedVisibility/ApplyForAccess</u>.

When subscribing to new data feeds, users will have the ability to select the following (see Figure 5):

- Subscription Owner CRID CRID that owns the data visibility
- Data Type (Package Platform or Enterprise Payment)
- File Delimiter (Comma, Tab, or Custom)
- Transmission Options (Send to Server or File Download)
- Frequency:
 - EPS (Hourly, Daily, Weekly, or Monthly)
 - PPC (Custom; Minutes, Hours, or Days
- Feed Start Time
- Feed Name
- Data Fields

	QUERIES	& FEEDS		DA	TA DELEGATI	ON		^	DDRESS BOOK	ROLES & PERMISSIONS
	View Do	ata	Create & Ma	nage Data F	eeds					
Your	Feeds	C.					Sean	ch		Create a New Feed
FEED .	ENTITY NAME	MAIL OBJECT TYPE	TARGET	FILE FORMAT	FREQUENCY	ACTIVE	# OF FAILED FILES	OUTPUT HISTORY	DETAILS	Subscription Owner CRID 867530 (MAILER ABC)
Feed7		Enterprise Payment			Weekly	Active				Feed Data Type
Feed9	EntityB	Package Platform	PPS Server 1	Delimited	1 Hour	Active				Package Platform
Feed9	EntityB	Package Platform	PPS Server 1	Delimited	1 Hour	Active				File Format Delimited
Feed9	EntityB	Package Platform	PPS Server 1	Delimited	1 Hour	Active	-			Delimiter
										Frequency
										Start Time / Time Zone 12:00 AM X Atlantic (UTC-4) Y
										Name This Feed
										MyTestFeed
										CONTINUE

Figure 5: IV-MTR Enrollment

The following data feeds will be available (See Table 2 for data field details):

- Package Platform Pricing Scan
- Package Platform Final Notification
- EPS USPS Returns Transactions
- EPS Transaction Summary

DATA DELEGATION

In addition to visibility into their own CRID(s), users can request data visibility from or provide data visibility to another CRID through the data delegation functionality available in IV-MTR (See Figures 6 & 7).

QUERIES & FEEDS			ADDRESS BOOK	ROLE	ES & PERMISSIONS
Request Data Delegation	Manage Data Delegation 2. DEFINE FILTERS & FIE	Delegate Data to Of		My CRID	VIEW FILE HISTORY
	an Data 🔹 🔻	Add MID(s)		Your selection(s)	
	terprise Payment Data ckage Platform Data		Q MID Clear	COMPANY NAME A	CRID/MID 21484191 901932872
MAILER1 MAILER2 MAILER3	21484191 20715249 21441741	MAILER1	21484191 901932872		

Figure 6: IV-MTR Data Delegation

						Hello, Margaret	Gateway	USPS.com	Help	Logout
	POSTAL SERVICE ® Info	ormed Vi	sibility	Ð						
	QUERIES & FEEDS					ADDRESS BOO	эк		ROLES & PERMI	SSIONS
Δ	Request Data Delegation	Manage Data Dele	egation (8)	Delegate Data to O	thers	Data Delegated	I to My CRID			
*	1. SELECT ENTITY(s) > 2		> 3. SELEC						VIEW F	FILE HISTORY
0	SELECTED CRID(s): 2148419	1								
5	Data Type									
	Final Notification									
	Selecting "All" for Data Type will inclu	de ALL available data f	or data types							
	Choose Delegation Effective Date Ra From mm/dd/yyyy to	mm/dd/yyyy								
	+Add All				-R	emove All				
	+IMpB +PIC +Service Type Code				+N	failer ID estination ZIP Code	5			
	<u></u>							Note: Fields	above will display	in selected order.
	If necessary, please provide any a	dditional explanation	n for delegating d	ata below.						
					11					
	PREVIOUS STEP								N	EXT STEP

Figure 7: IV-MTR Data Delegation

In addition to the Package Platform Reporting available through IV-MTR, USPS Returns customers will continue to have access to the existing scan event extracts available through Product Tracking and Reporting (PTR).

Package Platform – Pricing Notification	Package Platform – Final Notification	Enterprise Payment – USPS Returns Transactions	Enterprise Payment – Transaction Summary
Transaction ID	IMPB	Transaction ID	Transaction ID
Last Modified Date/Time	PIC	Finance Number	Transaction Date/Time
Transaction/Transfer/Withdrawal Date	Service Type Code	Mail class Code	Business Address/CRID
Business Address/CRID	Mailer ID	Mailer ID	Destinating EPS Account for Transfer
Destinating Payment Account Number for Transfer	Destination ZIP Code	SKU	Originating EPS Account for Transfer
Originating Payment Account Number for Transfer		Package Scan Group ID	EPS Account Number
Source System Identifier		PIC	Transaction Type
Payment Account Number		Service Type Code	Payment Method Type
Payment Type			Transaction Amount
Originating Payment Account ID			Deposit Source
Payment Method Type			Transfer/Withdrawal Reason
Transaction Date			Original Transaction ID
Transaction/Transfer/Withdrawal Amount			Transaction Description
Transaction Status			
Transaction Error Message			
Created By User			
Updated By User			
General Ledger Account Number			
AIC Code			
Transaction User			
Deposit Source			
Reason			
Micro Credit Created Flag			
Transaction ID reference			
Transaction ID			
Last Modified Date/Time			
Transaction/Transfer/Withdrawal Date			

Table 2: Package Platform Data Subscription Data Elements

Figure 8: Training video to create a data feed for EPS or PPC data in IV-Mail Tracking and Reporting

https://iv.usps.com/ivws_mt/bluetube/directLink/Create-Data-Feed-for-EPS-PPC/Create-Data-Feed-for-EPS-PPC_player.html?embedIFrameId=embeddedSmartPlayerInstance

A. FREQUENTLY ASKED QUESTIONS

Q. Do USPS Returns labels expire?

- A. No, USPS Returns labels do not expire.
- Q. Can USPS Returns customers continue using the MRS or SBP label design?
 - A. Returns customers currently using USPS Returns SBP do not need to update their labels. All other customers, including those using MRS, must transition to the new automated USPS Returns label design.

Q. What happens if the USPS Returns label is used and the shipper has closed their EPS account?

A. USPS Returns customers are responsible for payment for all processed packages with their MID in the IMpb. USPS will handle collections through the normal accounts receivable process and if necessary will refer to the Inspection Service for review.

Q. What happens if a duplicate label is used?

A. USPS has built duplicate label detection into USPS Returns. Whenever a duplicate label is detected in the mail stream the associated EPS account will be charged based on the USPS Returns customer's Average or Default Postage.

Q. What if the USPS Returns customer has an NSA that is applicable to only one mail class? How are other packages with other mail classes approved?

A. If a shipper has an approved NSA for only one mail class, they will receive published commercial prices for all other mail classes.

Q. How do I receive my extract files from PTR?

A. A customer receives scan events through Parcel Data Exchange (PDX) which is accessible through the BCG.

Q. How long does the serial number in the IMpb have to be unique for?

A. The serial number in the IMpb must be unique for 120 days. All IMpb rules apply in the Package Platform.

Q. How do we account for any USPS Returns that do not cross Mail Processing Equipment (MPE)?

A. All physical scans performed by USPS employees are included in package processing to include retail and hand-held devices (i.e. Deliver scan Event Code 01).

Q. How do we account for IMpbs that can't be read by MPE?

A. USPS will manually key in IMpb on hand-held devices at point of delivery (Deliver scan Event Code 01).

Q. How do we handle/charge legacy MRS labels (old MRS labels without an Impb)?

A. Legacy MRS labels will continue being processed/billed through the manual MRS workflow (shipper's local payment account or CAPS account is billed in PostalOne!).

Q. What happens if a shipper wants to dispute a charge (within 60 days)?

- 1) Shipper should log in to the BCG
- 2) Navigate to the Shipping Services Tab
- 3) Navigate to the Parcel Review and Dispute Application
- 4) On the Parcel Review and Dispute Application page they can then submit package level disputes

Q. What is the USPS maximum mail piece weight limit?

A. The postal service maximum mail piece weight limit is 70 pounds. Any item exceeding the 70-pound maximum is nonmailable, and if found in the postal network, must be secured for pick-up by the mailer or addressee and assessed a fee. Except for items discovered and picked up at the same facility where they were entered, the overweight item fee of \$100 will be assessed per item and be made within 14 calendar days or it will be considered abandoned and disposed of at the discretion of the Postal Service.

Q. What happens if a USPS unit receives multiple nonmachinable (NMO) USPS Returns packages or packages that appear Shortpaid?

A. USPS unit should send email to <u>uspsreturns@usps.gov</u>. Email should include a photograph(s): of the package label. Please include weight and/or dimensions of package. A photograph of the package capturing the weight on a scale is preferred.

Q. What happens if a First-Class SBP Return Label is on a package weighing over 1 pound?

A. If package is 1 cubic foot or less, USPS employee will put package on an RSS and follow a Pre-Paid Acceptance Workflow. Packages greater than 1 cubic foot, USPS employee will send an email to <u>uspsreturns@usps.gov</u>. Email should include a photograph(s): of the package label. Please include weight and/or dimensions of package. A photograph of the package capturing the weight on a scale is preferred.

CTC	Description	N 4 - 11	
STC	Description	Mail	Extra Service(s):
		Class	
017	PRS Full Network Insurance <= \$500	RP	452, 455, 930
018	PRS Full Network Insurance > \$500	RP	452, 455, 931
019	Priority Mail Return Service	PM	452
020	First-Class Package Return Service	FC	452
022	Ground Return Service	BP	452
024	PRS Full Network	RP	452, 455
596	Priority Mail Return Service Insurance <= \$500	PM	452, 930
597	First-Class Package Return Service Insurance <= \$500	FC	452, 930
598	Ground Return Service Insurance <= \$500	BP	452, 930
599	Priority Mail Return Service Insurance > \$500	PM	452, 981, 931
600	First-Class Package Return Service Insurance > \$500	FC	452, 981, 931
601	Ground Return Service Insurance > \$500	BP	452, 981, 931
820	Priority Mail Return Service Signature Confirmation	PM	452, 921
821	First-Class Package Return Service Signature Confirmation	FC	452, 921
822	Ground Return Service Signature Confirmation	BP	452, 921
823	Priority Mail Return Service Signature Confirmation Insurance <= \$500	PM	452, 930, 921
824	First-Class Package Return Service Sig Confirmation Ins <= \$500	FC	452, 930, 921
825	Ground Return Service Signature Confirmation Insurance <= \$500	BP	452, 930, 921
826	Priority Mail Return Service Insurance > \$500	PM	452, 981, 931, 921
827	First-Class Package Return Service Sig Confirmation Insurance > \$500	FC	452, 981, 931, 921
828	Ground Return Service Signature Confirmation Insurance > \$500	BP	452, 981, 931, 921

B. SUPPORTED SERVICE TYPE CODES

IV Display Name	Field Type	Data Type	Max Field Length	Field Description
Package Scan Grouping ID	VARCHAR2	Alphanumeric	36	Package Scan
				grouping id
IMPB	VARCHAR2	Number	34	Intelligent Mail
				Package Barcode
PIC	VARCHAR2	Number	34	Package Identification
				Code
				Represents both the
Comise Ture Code		Number	2	mail class and any
Service Type Code	VARCHAR2	Number	3	extra service(s) for a
				package or item being
				shipped
Mailer ID	VARCHAR2	Number	9	Mailer ID used on the
				package
Origin ZIP Code	VARCHAR2	Number	10	Origin Zip code
Destination ZIP Code	VARCHAR2	Number	10	Destination ZIP code
				for the package
Weight	NUMBER	Number	4,2	Captured weight on
			,	the package
Dimensions	VARCHAR2	Number	100	Dimensions on the
	Witten/ itz	Humber		package
UPC Barcode	VARCHAR2	Alphanumeric	50	Universal Pricing Code
Pricing Scan Completion Date/Time	Date	Date	19	Date time when
	Date	Date	15	pricing was assessed
				Enterprise Payment
EPS Account Number	VARCHAR2	Number	10	services account
				number
				Nick name on the
EPS Account Nickname	VARCHAR2	Alphanumeric	255	Enterprise System
				services account
Base SKU	VARCHAR2	Alphanumeric	27	Baseline SKU
				Defines mail class,
Price Type	VARCHAR2	Alphanumeric	30	product and
				associated attributes
				Negotiated service
NSA Contract Number	VARCHAR2	Number	30	agreement contract
				number
				Published pricing,
Base Price	NUMBER	Dollar Amount	11,4	does not include
				contract pricing
				SKU defined for the
Extra Service SKU	VARCHAR2	Alphanumeric	100	extra service used on
				the package
Entre Comitee Trues		Alabar	100	Extra service (s) that
Extra Service Type	VARCHAR2	Alphanumeric	100	was/were used in

C. USPS RETURNS[®]/PACKAGE PLATFORM DATA DICTIONARY

				conjunction with package
Extra Service Amount	NUMBER	Dollar Amount	11,4	Price assessed for the extra service(s) that was/were used in conjunction with package
Total Postage	NUMBER	Dollar Amount	11,4	Total postage assessed on the package, includes extra services
Assessed Rate Type	VARCHAR2	Alphanumeric	30	Rate type that was assessed on the package by USPS, could be different from what was initially claimed by the mailer Note: The assessed values will not be different for USPS Returns phase
Assessed mail class Name	VARCHAR2	Alphanumeric	100	Mail Class that was assessed on the package by USPS, could be different from what was initially claimed by the mailer Note: The assessed values will not be different for USPS Returns phase
Assessed Zone	VARCHAR2	Number	30	Zone that was assessed on the package by USPS, could be different from what was initially claimed by the mailer Note: The assessed values will not be

				different for USPS Returns phase
				Neturns phase
Assessed Piece Weight Value	NUMBER	Number	15,4	Piece weight that was assessed on the package by USPS, could be different from what was initially claimed by the mailer
				Note: The assessed values will not be different for USPS Returns phase
Assessed Piece Dimensions Length	NUMBER	Number	11,4	Piece dimension for length that was assessed on the package by USPS, could be different from what was initially claimed by the mailer
				Note: The assessed values will not be different for USPS Returns phase
Assessed Piece Dimensions Height	NUMBER	Number	11,4	Piece dimension for height that was assessed on the package by USPS, could be different from what was initially claimed by the mailer
				Note: The assessed values will not be different for USPS Returns phase

Assessed Piece Dimensions Width	NUMBER	Number	11,4	Piece dimension for width on the package by USPS, could be different from what was initially claimed by the mailer
				Note: The assessed values will not be different for USPS Returns phase

D. Legacy MRS Label

• To ensure legacy Merchandise Return Service (MRS) customers are charged properly: Postage Due Units should continue to bill customers who use legacy MRS labels through the customer's locally funded MRS account or MRS account linked to CAPS.

JOHN DOE 1258 RETURN LN BETHESDA MD 20817	NO POSTAGE NECESSARY IF MAILED IN THE
POSTAGE DUE COMPUTED BY ACCEPTANCE POST OFFICE	UNITED STATES
POSTAGE SPECIAL HANDLING FEE (IF ANY) PICKUP DEMAND FEE (IF ANY) TOTAL POSTAGE AND FEES DUE	
MERCHANDISE F PERMIT NO. 1 ABC CO.	RETURN LABEL CONESTOGA PA 17516 1234 MAIN ST
USPS TRACKING #	POSTAGE DUE UNIT US POSTAL SERVICE PO BOX 9998 CONESTOGA PA 17516

Legacy MRS Label

E. USPS Returns Key Steps

Enrollment	1	Create your BCG account	Register for a Business Customer Gateway (BCG) Account and add necessary Customer Registration Identification (CRID) to your profile using PostalPro [™] at <u>https://postalpro.usps.com</u> or contact USPS <i>Mailing and Shipping Solutions Center (MSSC) at 1-877-672-0007</i> .
	2	Create EPS account	Create an Enterprise Payment System (EPS) account. Returns customers must set-up an EPS account which can be funded with local deposits, Fedwire, ACH Credit, and ACH Debit. Details on account set-up are available at: <u>https://postalpro.usps.com/EPS/MigrationFactSheet</u> .
	3	Choose Mailer ID	Choose a Mailer ID (MID) to be used for USPS Returns. The MID must be located on the same CRID as the EPS account (which will be linked to the EPS account during enrollment). The MID will be printed in the Intelligent Mail package barcode (IMpb) on the return label(s).
	4	Update Customized/ Contract Pricing	USPS Sales Representative will work with existing Returns customers on their Negotiated Service Agreement (NSA) or Commercial Plus [™] Pricing (CPP) authorizations in order to link contract pricing to their MID(s) for use in USPS Returns.
	5	Prepare New Labels	Returns customers must use their enrolled MIDs and approved Service Type Codes (STCs) embedded in the Intelligent Mail package barcode (IMpb) when creating USPS Returns labels.
	6	Enroll in USPS Returns	Contact the Mailing and Shipping Solution Center (MSSC) at 1-877-672-0007 to complete enrollment in USPS Returns. Existing Returns customers provide: CRID, MIDs (Mailer IDs) and Service Type Codes (STCs) which will be included on the return label(s).
Trans- actions	7	Consumer Drop-Off	Consumers can scan the Quick Response (QR) code on label to request free package pickup or initiate return of packages through retail, carrier pickup, or drop- off at a collection box. Details on QR code can be found at: <u>https://postalpro.usps.com/node/6787</u>
	8	Manifest Submission	Prepare and submit an optional electronic Shipping Service Files (SSF) through Data Transfer Services (DTS) for inclusion of insurance coverage for individual USPS Returns packages.
	9	Enroute Processing and Postage Calculation	Attributes such as: weight, dimensions, and class of mail are collected as packages move through the network and those attributes are used to accurately price packages. If the required price attributes are not captured during package processing, the price will be determined by USPS using an average, default, or manifest based pricing model.
	10	Payment	The Enterprise Payment System (EPS) account associated to the enrolled MID is charged for the returns. The Package Platform will charge the EPS account associated to the MID at the time of the delivery scan event or 14 days after last scan event.
Reporting	11	View Your Data	Highly customizable transaction level data feeds are made available through the Informed Visibility® (IV®) Mail Tracking & Reporting (IV-MTR) application (<u>iv.usps.com</u>). Users can select either Push Reports, which are sent through Secure File Transfer Protocol (SFTP), or Pull Reports, which are available for download. Returns customers have access to timely piece-level data. The data feeds can be used for any reconciliation and internal/external reporting. First time users can enroll in the IV-MTR service through the BCG; complete enrollment instructions are provided on PostalPro at: <u>https://postalpro.usps.com/InformedVisibility/ApplyForAccess</u> .