USPS Returns® Fact Sheet
Customer Onboarding

USPS® has developed a new automated verification and payment method for Merchandise Return Service (MRS) and Scan Based Payment (SBP) returns 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. Leveraging upgraded Mail Processing Equipment (MPE) to capture package attributes expedites the returns processing and enables consistent USPS assessment of both packages and package processing.

KEY STEPS — USPS RETURNS®

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 https://postalpro.usps.com or contact USPS *Mailing and Shipping Solutions Center (MSSC) at 1-877-672-0007.*
	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: https://postalpro.usps.com/EPS/MigrationFactSheet.
	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. *E*xisting Returns customers provide: CRID, MIDs (Mailer IDs) and Service Type Codes (STCs) 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: https://postalpro.usps.com/node/6787
	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 (iv.usps.com). 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: https://postalpro.usps.com/InformedVisibility/ApplyForAccess.

Further information can be found at: https://postalpro.usps.com/shipping/returns/user_guide