United States Postal Service®

INDUSTRY*ALERT*

December 20, 2019

New Merchant Return Application Enhancement

On November 24, 2019, the USPS enhanced the Bulk Request and Print feature for labels in the Merchant Return application.

We have updated the USPS® Merchant Return Application to ensure the USPS returns process continues to meet the needs of our valued customers. This enhancement will allow for easier printing, address entry, and bulk label generation for the 4x6 and Thermal 4x6 label. It will also allow customers the ability to print their labels directly from the application, optionally prepopulate the return address on the labels, and request labels in bulk quantities of 10, 20, and 30. All labels will feature a Quick Response (QR) code which directs customers to the Schedule a Pickup and Find a Post Office™ applications. These features will create a better experience for our customers.

Interested in using Merchant Return Application for returns? Please reach out to our Internet Customer Care Center (ICCC) at 1-800-344-7779.

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