

# Premium Forwarding Service Commercial<sup>®</sup> User's Guide

April 2020

Version 10.0

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## Overview of Premium Forwarding Service Commercial® (PFSC)

### Purpose

The purpose of this user guide is to assist customers in enrolling in and maximizing the benefits of the PFSC.

### Description of Service

Premium Forwarding Service Commercial (PFS-C) provides business customers a temporary service to have USPS gather their mail addressed to PO Boxes (including Caller Service) or business' street addresses within the same servicing postal facility, and dispatch the mail as Priority Mail Express or Priority Mail shipments to a new domestic business address.

Business customers have the convenience to schedule the frequency to forward their mail daily (Monday-Saturday), weekly or on a monthly basis. Premium Forwarding Service Commercial provides business customers email notifications with USPS tracking numbers.

An annual enrollment fee is required, and applicable postage is charged for each shipment.

For more information on fees and pricing, please visit, [Notice 123, Price List](#).

### Required Information:

Prior to enrolling online, business customers must have the **FIVE** following items:

1. USPS [Business Customer Gateway](#) Account
2. [PostalOne!](#)® Permit
3. USPS [Centralized Accounting Payment System \(CAPS\)](#) Account
4. [Electronic Verification Service \(eVS\)](#)® Account
5. A valid business address

For assistance in the above requirements, please contact the e-VS Help Desk [eVS@usps.gov](mailto:eVS@usps.gov) or by phone at **877-264-9693**.

### Eligible Addresses:

- Originating and destination must be a business street address or a business PO Box
- Business PO Box with Caller Service

### Non-Eligible Addresses:

- Address with Change of Address on file
- Address with Hold Mail
- Military Addresses (APO/FPO)
- Residential address

### For PO Box Holders and Caller Service:

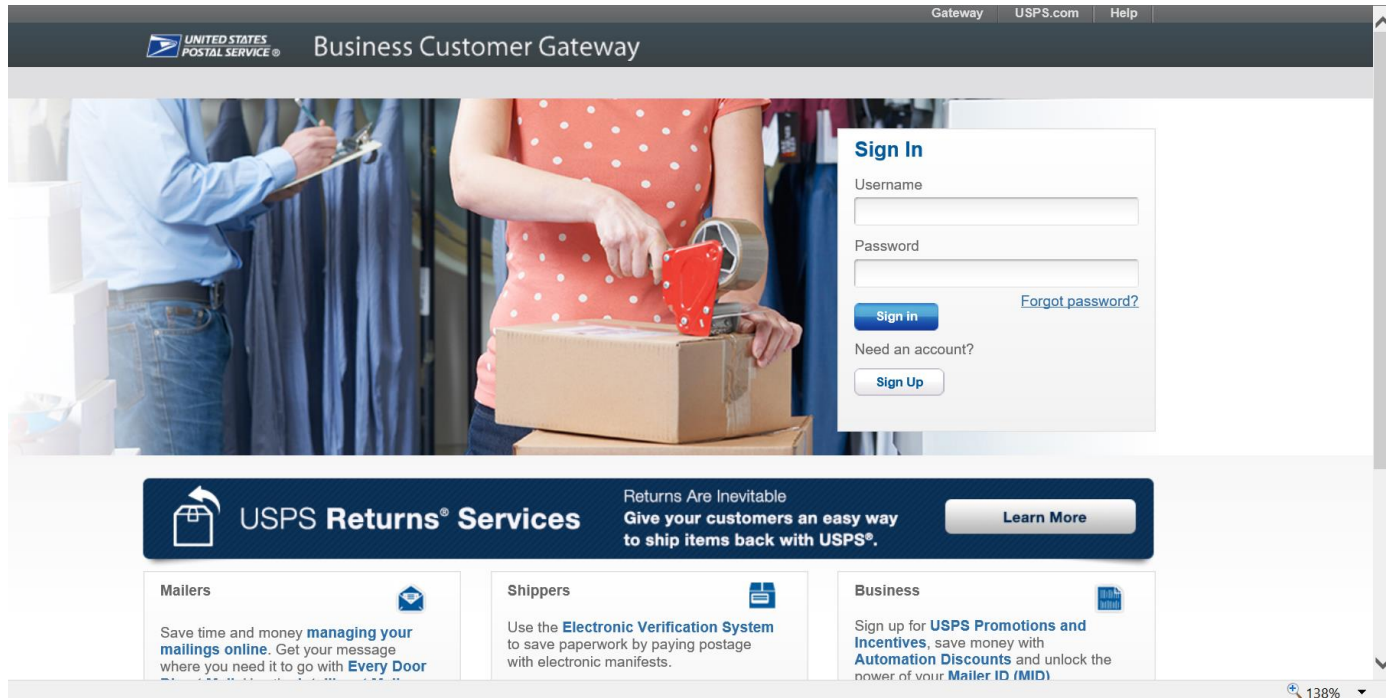
- PO Box must be active and fees paid
- PO Box may not be in closed or delinquent status

## Getting Started

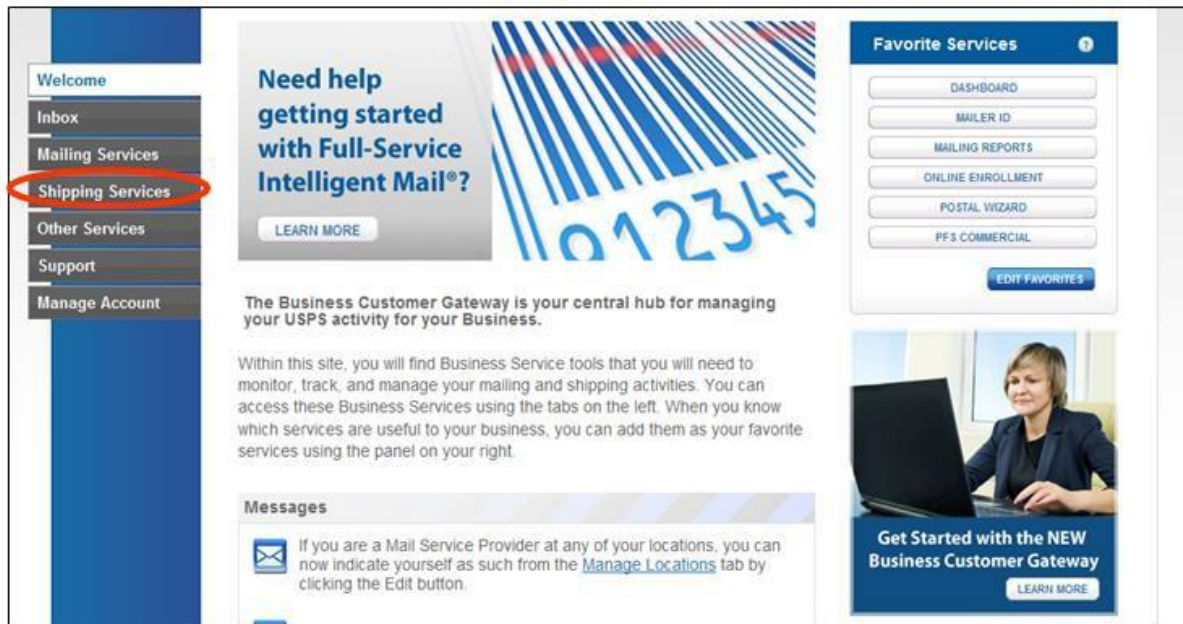
### Using the Premium Forwarding Service Commercial® Application

#### Accessing the Application

1. Navigate to <https://gateway.usps.com> and sign into the Business Customer Gateway (BCG).



2. Click on “Shipping Services”.




- Then locate “Premium Forwarding Service Commercial<sup>®</sup>” and click “Go to Service”.

Welcome  
Inbox  
Mailing Services  
**Shipping Services**  
Other Services  
Support  
Manage Account

### Shipping Services


Shipping services help you deliver packages.

Shipping online services allow customers to enroll and manage the various package product lines the USPS has to offer. The services currently available are listed below. You may access services directly from here that you have been approved for and request access to those you do not.



✚ Balance & Fees (PostalOne!) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Call Tag Service <a href="#">more info &gt;</a>	GET ACCESS
✚ Click-N-Ship Business Pro™ <a href="#">more info &gt;</a>	GET ACCESS
✚ Dashboard (PostalOne!) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Electronic Data Exchange (PostalOne!) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Electronic Verification Service (eVS) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Incentive Programs <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Mailer ID <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Mailing Reports (PostalOne!) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Manage Permits (PostalOne!) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Online Enrollment <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Parcel Data Exchange (PDX) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Parcel Return Service (PRS) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Postal Wizard (PostalOne!) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Premium Forwarding Service Commercial™ <a href="#">more info &gt;</a>	GO TO SERVICE
✚ Scan Based Payment (SBP) <a href="#">more info &gt;</a>	GO TO SERVICE
✚ USPS Package Intercept <a href="#">more info &gt;</a>	GO TO SERVICE

#### 4. Create a New Request.

 **UNITED STATES  
POSTAL SERVICE®**

Business Customer Gateway

Premium Forwarding Service Commercial™












Your account is up for renewal on 8/30/2015.

[PFSC Home](#) [My Requests](#) [My Events](#) [My Account](#)





Welcome, abdul

[Create a New Request](#)

**Recent Events:**

	DATE	ORIGINAL ADDRESS	STATUS
	3/19/2015	1735 N LYNN ST STE 5034 ROSSLYN, VA 22209-6640	Forwarded 
	3/18/2015	1735 N LYNN ST STE 5034 ROSSLYN, VA 22209-6640	Forwarded 
	3/7/2015	2461 S CLARK ST STE 123 ARLINGTON, VA 22202-3883	Forwarded 
	9/26/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	Forwarded 
	9/25/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	In Progress
	9/24/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	In Progress
	9/23/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	In Progress

**Upcoming Events:**

	DATE	ORIGINAL ADDRESS
	4/2/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638
	4/9/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638
	4/16/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638
	4/23/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638



5. To create a request:
  - a. Click on the drop down arrow and select the appropriate Customer Registration Identification (CRID)
  - b. Permit
  - c. Master Mailer Identification (MID)
  - d. Partner MID from the drop down lists
  - e. Click on “Start Date” and “End Date” from the calendar to begin your PFSC, click on the appropriate button for frequency, and click on the interval within that frequency. **Please Note: Any request after 2:00 AM CST will not begin until the following calendar day**
  - f. Select the Frequency of Delivery
  - g. In the case that a delivery date falls on a non-delivery day, such as a federal holiday, select which alternate delivery method works best
  - h. Click Continue

### Create Your Request

\*Indicates a required field

To start, first select your desired Customer Registration ID (CRID).  
Once the CRID is chosen you can select your desired Permit Number and Master Mailer ID (MID).  
Once the Master MID is chosen you can select your desired Partner MID.

\*CRID:

123456789

What if I don't see the CRID that I want to use?

\*Permit:

6543

\*Master MID:

34567890

\*Partner MID:

7894321

Select the time to forward your mail and how often you wish to have it forwarded.

\* Start Date

11/19/2014

\* End Date

12/19/2014

\*Frequency

☒ Daily
 ☐ Weekly
 ☐ Monthly

Forward mail every delivery day, (Monday-Saturday).

In case a forwarding event falls on a non-delivery day, such as a Sunday or a federal holiday, when would you like to forward?

\*Non-Delivery Day Option

☐ Previous Delivery Day
 ☒ Next Delivery Day
 ☐ Next Scheduled Day

Confirm your shipping method for this request.  
Note: Your selection here will not impact your default shipping method.

\*Shipping method options

☐ Priority Mail Express  
I would like to use Priority Mail Express for this request only.

☒ Priority Mail  
Priority Mail is the default shipping method for my account.

User has the option of selecting Priority Mail Express for this request only.

Priority Mail is the default shipping method for the account.

Cancel

Continue



6. Enter the appropriate shipping information:
  - a. Provide Company Name for business originating address
  - b. Provide First Name of mail being forwarded
  - c. Provide Last Name of mail being forwarded
  - d. Provide P.O. Box Number or Street Address for business originating address
  - e. Provide City for business originating address
  - f. State for business originating address
  - g. ZIP Code for business originating address
  - h. Click "Validate Address"
  - i. Provide the Company Name for business address that will be receiving PFSC mail
  - j. Provide First Name of recipient of forwarded mail
  - k. Provide Last Name of recipient of forwarded mail
  - l. Provide street address or P.O. Box of address for business that will be receiving mail
  - m. Provide City for recipient of forwarded mail
  - n. Select State for recipient of forwarded mail
  - o. Provide ZIP Code for recipient of forwarded mail
  - p. Click "Validate Address"
  - q. Click "Continue"

### Shipping Information

\* indicates a required field

**1** If you are forwarding from a PO box, please use the PO box number, even if you normally use a street address for your PO box.

Please enter the original address:

[Use Address Book](#)

\* Company name OR first and last name required

\* Company Name  
a

\* First Name    M.I.    \* Last Name  
b       c

\* Street Address / PO Box  
d

Apt/Suite/Other

\* City  
e

\* State  
Select State    f

\* ZIP Code™  
g

**VALIDATE ADDRESS** h

[Cancel](#)

Please enter the forwarding address:

[Use Address Book](#)

\* Company name OR first and last name required

\* Company Name  
i

\* First Name    M.I.    \* Last Name  
j       k

\* Street Address / PO Box  
l

Apt/Suite/Other

\* City  
m

\* State  
Select State    n

\* ZIP Code™  
o

**VALIDATE ADDRESS** p

**Continue** q

7. Review request for accuracy, then click the “Submit Request” button.

### Review Request

CRID: 94553033

Permit: 920

Master MID: 901018504

Partner MID: 901018504

Start Date: 3/30/2015

End Date: 4/30/2015

Frequency: Every week on Thursday

Non-Delivery Day Option: Next Delivery Day

Shipping Method: Priority Mail

[Edit request details](#)

Original Address:

TOOTH FAIRY DENTAL SERVICE

TOOTH FAIRY

18 WASHINGTON PL

NEW YORK, NY 10003-6638

Forwarding Address:

SALLY MAINE

5155 PARKSTONE DR

CHANTILLY, VA 20151-3812

[Edit shipping information](#)

Based on your selections, there will be 4 event dates.

They will be:

1. Thursday, April 2, 2015
2. Thursday, April 9, 2015
3. Thursday, April 16, 2015
4. Thursday, April 23, 2015

Cancel

Submit Request

8. The following confirmation information will be sent to the email associated with the account.

**Hello TOOTH FAIRY,**  
**Thank you for using USPS.com.**

You have successfully scheduled Premium Forwarding Service Commercial™ from 03/30/2015 through 04/30/2015. Details of your shipment are below.

---

**Premium Forwarding Service Commercial™ Details**  
We are shipping the mail for TOOTH FAIRY DENTAL SERVICE business  
**Confirmation Number: 100000001101**

<b>Shipping Mail From:</b> TOOTH FAIRY DENTAL SERVICE TOOTH FAIRY 18 WASHINGTON PL NEW YORK, NY 10003-6638	<b>Email:</b> <a href="mailto:evonne.e.thomas@usps.gov">evonne.e.thomas@usps.gov</a> <b>Start Date:</b> 03/30/2015 <b>End Date:</b> 04/30/2015 <b>Frequency:</b> Weekly <b>Holiday Preference:</b> Next Delivery Day
--	--

**Delivering To:**  
  
SALLY MAINE  
5155 PARKSTONE DR  
CHANTILLY, VA 20151-3812

---

When signing up for Premium Forwarding Service Commercial™ online you are agreeing to pay the postage on the dates specified for the service. Postage will be calculated based on weight and zone of the shipment.





Making changes to your Premium Forwarding Service Commercial™ Online Service

Premium Forwarding Service Commercial™ Online orders ship on the dates specified. If you need to change your Premium Forwarding Service Commercial™ Online order please note these important deadlines:

- ◆ Cancel or change the start date no later than 11:59 pm (CST) 48 hours before the start date.
- ◆ Extend or stop Premium Forwarding Service Commercial™ by 11:59 pm (CST) 48 hours before the start date.
- ◆ Edit Premium Forwarding Service Commercial™ by 11:59 pm (CST) 48 hours before the ship date.

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[USPS.com](#) | [Privacy Policy](#) | [Customer Service](#) | [FAQS](#)

This is an automated email. Please do not reply to this message. This message is for designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please delete it. Any other use of this email by you is prohibited.

## Canceling a request

1. From the PFSC home page, click on the “My Requests” Tab.
2. Then click on the magnifying glass of the appropriate request. This view is also useful for viewing details on completed requests.
3. Then click on the magnifying glass of any event to view more details.








[PFSC Home](#)
[My Requests](#)
[My Events](#)
[My Account](#)

Your account is up for renewal on 8/30/2015.

Requests:

5 items found, displaying all items.

	SUBMITTED	START	END	ORIGINAL ADDRESS	FORWARDING ADDRESS	STATUS
	3/27/2015	3/30/2015	4/30/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638	5155 PARKSTONE DR CHANTILLY, VA 20151-3812	Active
	3/17/2015	3/18/2015	3/20/2015	1735 N LYNN ST STE 5034 ROSSLYN, VA 22209-6640	18 WASHINGTON PL BSMT NEW YORK, NY 10003-6638	Complete
	3/6/2015	3/7/2015	3/9/2015	2461 S CLARK ST STE 123 ARLINGTON, VA 22202-3883	2765 NORTHWESTERN PIKE WINCHESTER, VA 22603-3822	Complete
	8/26/2014	8/27/2014	9/27/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	20467 BLUE HERON TER STERLING, VA 20165-6571	Complete
	8/20/2014	8/21/2014	8/25/2014	1259 WYOMING AVE EXETER, PA 18643-1434	20448 BLUE HERON TER STERLING, VA 20165	Complete

4. Then click on the “Cancel Request”.

## Premium Forwarding Service Commercial™

### Request Details

Request ID: 100000001101  
Status: Active

CRID: 94553033  
Permit: 920  
Master MID: 901018504  
Partner MID: 901018504



Submitted Date: 3/27/2015  
Start Date: 3/30/2015  
End Date: 4/30/2015  
Frequency: Every week on Thursday  
Non-Delivery Day Option: Next Delivery Day

Original Address:  
TOOTH FAIRY DENTAL SERVICE  
TOOTH FAIRY  
18 WASHINGTON PL  
NEW YORK, NY 10003-6638

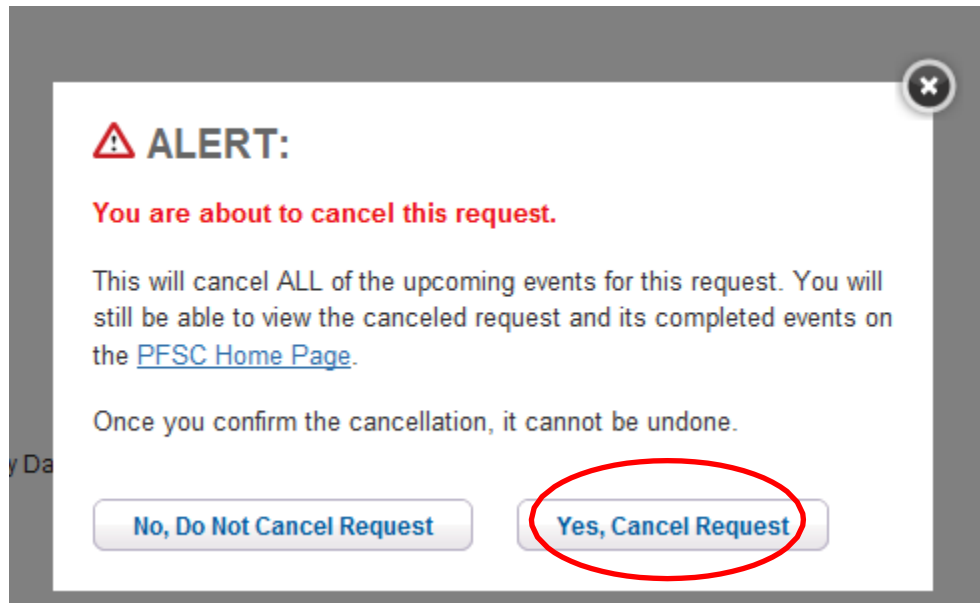
Forwarding Address:  
SALLY MAINE  
5155 PARKSTONE DR  
CHANTILLY, VA 20151-3812

Shipping Method: Priority Mail

[Back](#) [Cancel Request](#)

 Canceling a request will cancel all of its upcoming events.  
 You cannot edit a request. If you wish to make a change you must cancel the request and create a new one.

5. Click on the “Yes, Cancel Request” button.



6. Review the details, then when finished, Click on the “Return to My Requests Page” to review the list of current requests.

## Request Details

✔ **Request cancellation was successful.**

Request ID: 100000001101  
Status: Canceled  
Cancellation Date: 4/6/2015

CRID: 94553033  
Permit: 920  
Master MID: 901018504  
Partner MID: 901018504

Submitted Date: 3/27/2015  
Start Date: 3/30/2015  
End Date: 4/30/2015  
Frequency: Every week on Thursday  
Non-Delivery Day Option: Next Delivery Day

Original Address:  
TOOTH FAIRY DENTAL SERVICE  
TOOTH FAIRY  
18 WASHINGTON PL  
NEW YORK, NY 10003-6638

Forwarding Address:  
SALLY MAINE  
5155 PARKSTONE DR  
CHANTILLY, VA 20151-3812

Shipping Method: Priority Mail

[Return to My Requests Page](#)



## View Upcoming Deliveries

Since a business may have several ongoing PFSC requests coming and going to several locations on a regular basis, it can get complicated, really fast. The “My Events” tab is a way to see everything in a single view. These activities are known in the system as “events”.

1. From the homepage, click on the “My Events” Page






# Premium Forwarding Service Commercial™

[PFSC Home](#)
[My Requests](#)
[My Events](#)
[My Account](#)

Your account is up for renewal on 8/30/2015.

### Requests:

5 items found, displaying all items. 1

	SUBMITTED	START	END	ORIGINAL ADDRESS	FORWARDING ADDRESS	STATUS
	3/27/2015	3/30/2015	4/30/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638	5155 PARKSTONE DR CHANTILLY, VA 20151-3812	Canceled
	3/17/2015	3/18/2015	3/20/2015	1735 N LYNN ST STE 5034 ROSSLYN, VA 22209-6640	18 WASHINGTON PL BSMT NEW YORK, NY 10003-6638	Complete
	3/6/2015	3/7/2015	3/9/2015	2461 S CLARK ST STE 123 ARLINGTON, VA 22202-3883	2765 NORTHWESTERN PIKE WINCHESTER, VA 22603-3822	Complete
	8/26/2014	8/27/2014	9/27/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	20467 BLUE HERON TER STERLING, VA 20165-6571	Complete
	8/20/2014	8/21/2014	8/25/2014	1259 WYOMING AVE EXETER, PA 18643-1434	20448 BLUE HERON TER STERLING, VA 20165	Complete

2. Then click on the magnifying glass of any event to view more details.

## Request Details

Request ID: 100000001080

Status: Complete

Completion Date:

CRID: 94553033

Permit: 612

Master MID: 901018504

Partner MID: 901018504

Submitted Date: 3/17/2015

Start Date: 3/18/2015

End Date: 3/20/2015

Frequency: Daily (Monday-Saturday)

Non-Delivery Day Option: Next Delivery Day

Original Address:

SALES SUPPORT

TEN TOMORROWS

1735 N LYNN ST STE 5034

ROSSLYN, VA 22209-6640

Forwarding Address:

BOOK SELLERS

TERRA FLU

18 WASHINGTON PL BSMT

NEW YORK, NY 10003-6638

Shipping Method: Priority Mail Express

[Back](#)

## Troubleshooting

### eVS Login

If you receive this error, it means that the business has not been verified through the USPS. Please call the helpdesk and provide your Username, CRID, and permit number in order to move forward.

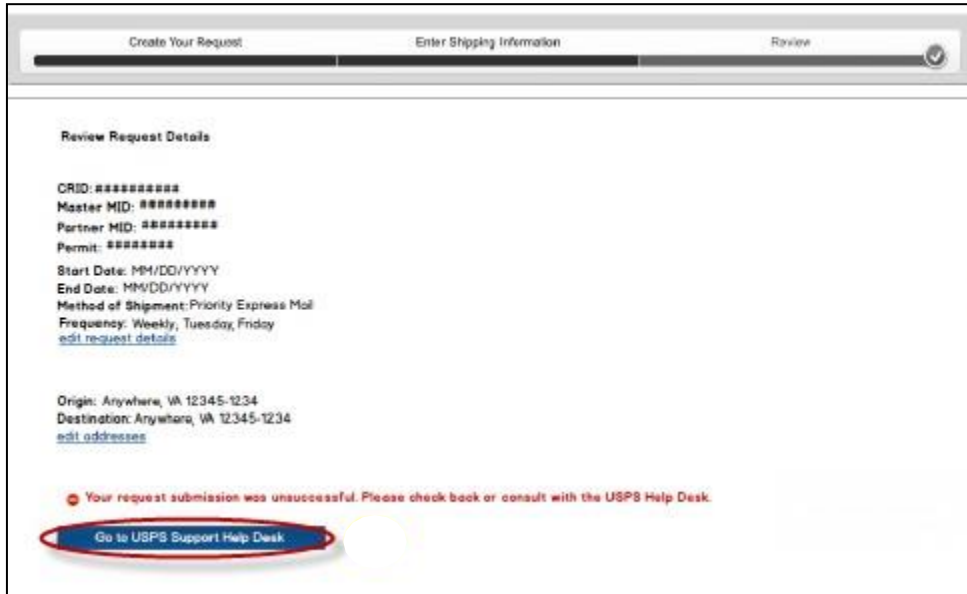


### Failed Confirmation

If the payment fails, there may be a problem with the payment information. Please check the values for these 10 items:

1. Customer Registration Identification (CRID)
2. Master Mailer Identification (MID)
3. Partner MID
4. Partner ID
5. Start Date
6. End Date
7. Method of Shipment
8. Frequency
9. Origin
10. Destination

If all of these values appear to be correct, click on the “Go to USPS Support Help Desk” button to research what might be causing the problem.



The screenshot shows a web interface for creating a USPS request. At the top, there is a progress bar with three steps: "Create Your Request", "Enter Shipping Information", and "Review". The "Review" step is currently active, indicated by a checkmark icon. Below the progress bar, the section is titled "Review Request Details". It lists the following information: CRID: #####, Master MID: #####, Partner MID: #####, Permit: #####, Start Date: MM/DD/YYYY, End Date: MM/DD/YYYY, Method of Shipment: Priority Express Mail, and Frequency: Weekly, Tuesday, Friday. There are two links: "edit request details" and "edit addresses". Below this information, a red error message states: "Your request submission was unsuccessful. Please check back or consult with the USPS Help Desk." At the bottom of the form, there is a blue button with a white border and a shadow, labeled "Go to USPS Support Help Desk".

Create Your Request      Enter Shipping Information      Review

**Review Request Details**

CRID: #####  
Master MID: #####  
Partner MID: #####  
Permit: #####  
Start Date: MM/DD/YYYY  
End Date: MM/DD/YYYY  
Method of Shipment: Priority Express Mail  
Frequency: Weekly, Tuesday, Friday  
[edit request details](#)

Origin: Anywhere, VA 12345-1234  
Destination: Anywhere, VA 12345-1234  
[edit addresses](#)

⚠ Your request submission was unsuccessful. Please check back or consult with the USPS Help Desk.

[Go to USPS Support Help Desk](#)

## PFSC is not available for the address listed

Addresses must be complete business addresses, identified as businesses in the Address Management System (AMS). Enter a complete business address and click “Validate Address”.

**Shipping Information**  
\* indicates a required field  
  
ℹ If you are forwarding from a PO box, please use  
  
**Please enter the original address:**  
\* Company name OR first and last name required  
  
**❌ PFSC not available for this address**  
\* Company Name  
  
  
\* First Name      M.I.      \* Last Name  
    
  
\* Street Address / PO Box  
  
  
Apt/Suite/Other  
  
  
\* City  
  
  
\* State  
  
  
\* ZIP Code™

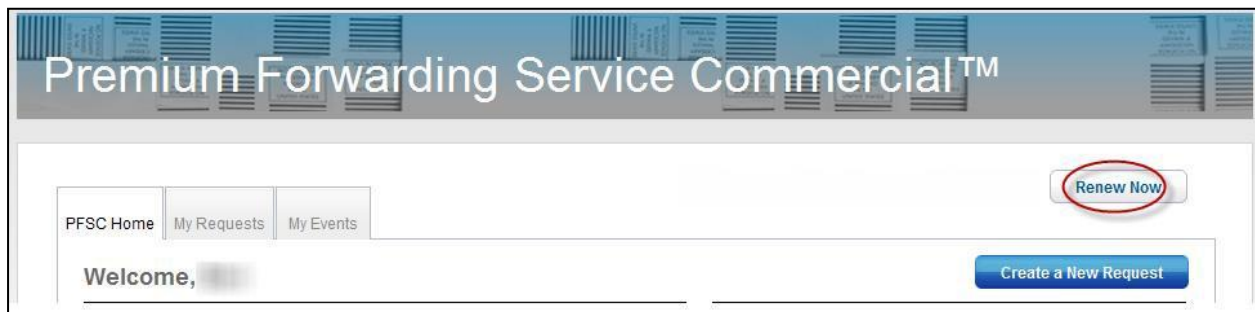
**Note; APO/FPO Addresses are not eligible for Premium Forwarding Service Commercial.**

## Payment Unsuccessful

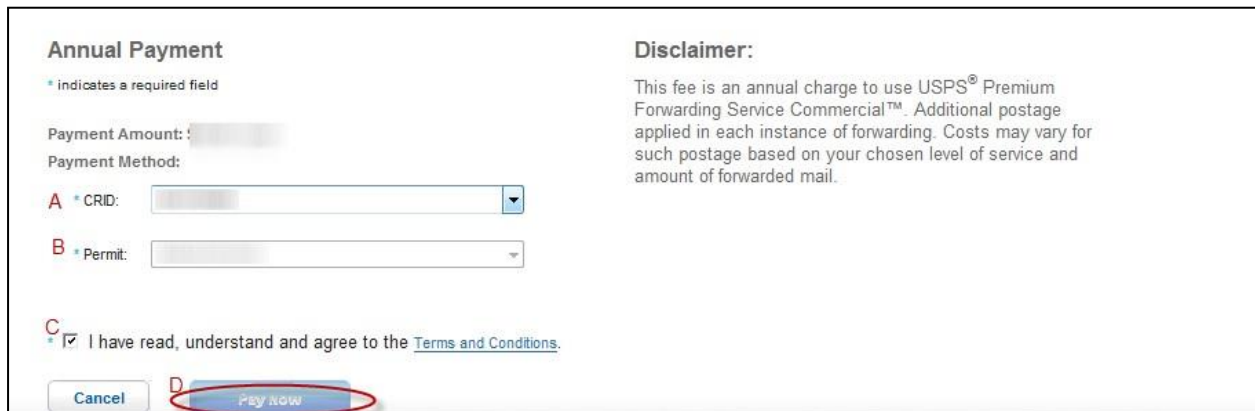
If the form of payment provided could not be processed, please check the Customer Registration Identification, Mailer Identification, and Permit number. If all of these values appear to be correct please contact eVS® Help Desk at 877-264-9693 or [eVS@usps.gov](mailto:eVS@usps.gov) for assistance.

## Renewal

1. If your account is up for renewal, click on the “Renew Now” button and go through steps 7 and 8 of “Using the Premium Forwarding Service Application” to renew the account.



2. Select payment method
  - a. Select CRID from the drop down menu of CRIDs linked to the account
  - b. Select Permit from the drop down menu of Permit's linked to the account
  - c. Check the checkbox once you have read
  - d. Click Pay now



## Reporting and Payment

The reporting and billing for the Premium Forwarding Service Commercial service is available through the PostalOne! System. This service allows the following:

- Manage Electronic Verification Activity (eVS)
- Manage permits
- View balances and fees
- View mailing reports

For more information on this system, please navigate to

<https://www.usps.com/postalone/welcome.htm>.





## **Frequently Asked Questions**

### **Q: What is Premium Forwarding Service Commercial?**

**A:** Premium Forwarding Service Commercial (PFSC) is a service that allows approved businesses to consolidate their company mail received from multiple business P.O. Boxes and/or business street addresses into a single shipment for delivery to an alternate, domestic business address as either Priority Mail Express or Priority Mail.

### **Q: Is there a fee for Premium Forwarding Service Commercial?**

**A:** In addition to postage costs for shipping to another location, there is an annual enrollment fee for PFSC which can be found in Notice 123.

### **Q: What are the mailer requirements for using Premium Forwarding Services Commercial?**

**A:** Register as a Business Customer Gateway (BCG) User. Obtain access to the Premium Forwarding Service Commercial (PFSC), Electronic Verification System (eVS), Online Enrollment, Mailer ID (MID), and Manage Mailing Activity business services in BCG. PFSC requires an eVS Permit. The Permit is acquired during the eVS enrollment process. The Permit must be linked to an existing CAPS Debit account or linked to a new CAPS Debit account during the eVS enrollment process. To create a new CAPS debit account during the enrollment process, you will need your bank routing and account numbers.

### **Q: Are there frequency limits to scheduling PFSC?**

**A:** PFSC shipments are based on customer need and may be scheduled (as noted in the USPS agreement) daily, weekly, or monthly. Daily PFSC shipments are limited to one per day, Monday through Saturday service.

### **Q: Is there a minimum piece requirement for shipping PFSC?**

**A:** There is no PFSC minimum piece requirement.

### **Q: Which mail classes are used to ship PFSC?**

**A:** PFSC is shipped using Priority Mail Express or Priority Mail service.

### **Q: Can PFSC be shipped internationally?**

**A:** No, PFSC is a domestic only service.

## **Frequently Asked Questions**

**Q: Which USPS payment options can be used to pay PFSC postage?**

**A:** Customers must use an eVS Permit linked to a CAPS debit account.

**Q: How are Business Reply Mail (BRM) and Merchandise Return Service (MRS) prepared for PFSC dispatch?**

**A:** Return mail is weighed and rated for each piece. The BRM & MRS accounts are debited the appropriate postage prior to dispatch and forwarding to the PFSC destination address.

**Q: Can Accountable mail be shipped PFSC?**

**A:** Accountable items (except Registered Mail) are shipped separately to the Postmaster of the destination post office for proper handling, scanning, sign-off, and delivery.

**Q: How is Registered Mail handled under PFSC?**

**A:** Registered Mail items do not qualify for PFSC and therefore cannot be included in the PFSC shipment. Registered Mail must be signed for and delivered as addressed to the recipient at the origin PFSC post office.

**Q: How are PFSC shipments processed at the destination post office?**

**A:** Upon arrival at the destination post office the PFSC container, box, tray, or Flat Rate Envelope is scanned as "Arrival at Unit." Scanned PFSC containers are then provided to the appropriate carrier/route or Box Section clerk for processing and subsequently scanned as "Delivered" when delivered to the customer.

**Q: Is the Premium Forwarding Service Commercial Enrollment fee refundable?**

**A:** The Premium Forwarding Service Commercial enrollment fee is not refundable. The service may be cancelled, but the enrollment fee is non-refundable.

## Need More Information?

### Contact:

For assistance, please contact the eVS® Help Desk at 877-264-9693 or [eVS@usps.gov](mailto:eVS@usps.gov)