USPS Ship Frequently Asked Questions
Updated July 1, 2024

Points of Contact

Q: I have a specific question that isn't covered in the below.

A: Please contact us via email at usps_ship@usps.gov

Date to Migrate

Q: Is there a required-by-date to transition to USPS Ship?

A: The latest Federal Register Notice (FRN) states February 1, 2025.

Label Changes

Q: Where can we find the complete details of the label changes?

A: The parcel labeling guide has been updated with information regarding USPS Ship label requirements. Please visit https://postalpro.usps.com/parcellabelingguide to see examples and guidance (appendix F, figure 29). You do not have to start using USPS Ship labels right now, you can still use eVS labels.

Shipping Services Files

Q: When I migrate from eVS to USPS Ship will I have to do anything different with my shipping services files (SSF)?

A: No. You will not need to make any changes to the content or the transmission of the SSF.

Pilot Data

Q: Is it true that shippers can't see what postage will be because there is no EPS data only USPS Ship data for pilot?

A. No. The *Pricing Notification* and *Census Attributes* data feeds include information that will tell you what the postage would be.

Manifest Errors and Manifest Rejections

Q: What are the differences between eVS Manifest errors and USPS Ship unmanifested?

A: A package that can't be auto-corrected, and therefore can't be priced, is rejected and shows up now on the PEW as an error. If we get a scan for the package, it shows up on the online Unmanifested Report as "Unmanifested", and we are working on getting "Manifest Rejected" added to the report.

Scan Accuracy

Q: How will Ship handle packages that are paid SCF entry prices but scanned at DDU? Will the entry be adjusted?

A: As long as the DDU it was scanned at was within the SCF's service area the piece would retain the SCF discount (not be adjusted to a DDU rate). If the DDU was incorrect based on the MDF the piece would be flagged as misshipped and moved to SP (and the mailclass may be rated up depending on this particular situation).

Q: Can we hold facilities accountable for accurate scans (much like we hold industry accountable)? For example, using information from operations about when we expect scans to happen to identify gaps in facility scans.
A: You are welcome to dispute anything you feel to be inaccurate, and you should escalate concerns you have to your sales rep who can work directly with the Operations team to resolve recurring issues.

Q: At one point USPS was working on an algorithm that would help us indicate whether a facility was consistently producing faulty scans. What is the status of that process?
A: USPS looks at scan data across the network, and what decisions we make from the data is internal.

Q: How do you determine which scans take priority over other scans?
A: We have internal algorithms to make sure we prioritize the information from the most accurate MPEs.

Variance Thresholds

Q: Is there a tolerance between manifest and USPS equipment in inches for measurement? For example, when our manifest says our package is X by Y by Z and your equipment says something else – what is the variance in which USPS Ship will accept?
A: Yes, USPS Ship has a tolerance which we cannot publish.

Refund and Dispute Processes

Q: How will an overpayment be determined and validated? Meaning, if we submit a package for more weight than the package actually weighs, will that automatically trigger a refund?
A: The overpayment will be determined from the scans from MPE, and if those scans tell us the weight is more than you manifested, we will refund you (as long as the refund is over a dollar).

Q: Have we considered adding functionality for shippers to submit census refund requests via an automated process that is similar to the current automated process we use for unused labels?
A: USPS Ship refunds overpaid packages as part of census in addition to collecting shortpaid. We will take the request to add the other functionality back for consideration.

Q: Is there a plan to reduce the time window for refund processing?
A: We continuously review ways to improve our processes.

Q: We have 60 days to dispute for outbound packages – is there a different deadline to dispute for returns?
A: Yes, USPS Ship starts the 60-day count from the payment date rather than the manifest date.

Q: Does the USPS Ship logic take place before someone makes a dispute or after?
A: Both, as the USPS logic is continuous.

Q: How long does it take to receive a refund?
A: If we see that you have overpaid, we will see it in the census, and you will get a near-real time refund. We generally trigger the census off of the delivery scan.

Mailer Owner CRID and MIDs

Q: Can we use consolidators' master CRID rather than the thousands of MIDs we use?
A: We are currently looking at the objectives of the policy and what any impacts might be if we modified it. Some items we are considering include our need to identify who the owner of the package is, and that may not be possible if we use the master consolidator CRID.

Changes to Specific Services

Q: Will USPS Premium Forwarding Commercial Service be affected?

A: No. USPS Ship is currently working on making sure everything works concurrently. Another benefit of USPS Ship over eVS is that we only charge shippers when we see the scan versus using the manifest for eVS (e.g., when the clerk prints the label); this should eliminate some or all of the unused labels for which you currently need to request refunds.

Q: How does USPS Ship affect parcel presorts that are identical in weight and size and are currently uploading to PDX?
A: We don't expect any changes. Just like with any other piece, we should get a reading for both that will be identical or very similar dimensions and weights. We will still do a verification to see if the pieces qualify for presort – just like we do today.

Q: Will the merchant rate be auto populated?
A: The same processes that exist today for eVS to get NSA rates and merchant rates exist within USPS Ship – you will still need to work that in Panorama or Program Registration (ProgReg).

Q: Will Ship handle PMOD (Priority Mail Open and Distribute) shipments?
A: Yes, and we can handle them right now.

Q: How does USPS Ship support UAA return packages, for example when they are over six-months old and come back from out of country?
A: We are working on putting in specific requirements to detect those instances and turn off the unmanifested fees, because right now, when these packages are returned past 120 days they are flagged as unmanifested. We will have to work further with industry to refine those requirements.

Q: How will this affect cubic rates?
A: It shouldn't have an impact.