United States Postal Service®
INDUSTRYALERT

September 26, 2017

USPS Shipping Products and Services Webinar Series
Tuesday, October 3, 2017; Thursday, October 5, 2017; and Tuesday, October 10, 2017

Join us as the Postal Service continues to host its series of informational webinars on a variety of products and services. The webinars will focus on service enhancements, features, benefits, how to get started, and onboarding information to acquire the knowledge and skills to effectively use the service. Specifics are as follows:

<u>Tuesday, October 3, 2017 at 11:00 a.m. EDT</u> – **Online Refunds for Priority Mail Express® and Extra Services. Online filing for Indemnity Claims.**

On September 30, 2017, the Postal Service will launch an online application on usps.com and Business Customer Gateway to allow consumers and commercial customers to request refunds when domestic mail is not delivered in accordance with the applicable service standards for Priority Mail Express (PME) and applicable Extra Services. Attend this webinar to learn more about the new online process for requesting refunds using either your desktop, laptop, or smart device (iOS or Android). This session will also cover the requirements and process for filing indemnity claims.

Speakers: Tiffany Jesse, Manager New Product Implementation and Tammie Merkel, Senior Field Accountant.

Tuesday, October 3, 2017 at 11:00 a.m. (EDT)

Note: Pre-registration is suggested to ensure a space and to include the event on your calendar.

ATTENDEE INFORMATION

Toll-Free Attendee Dial In: 866-381-9870
Conference ID: 91947106

Attendee Direct URL:
https://usps.webex.com/usps/onstage/g.php?MTID=e69593524e54082340145341e68b9f057

If you cannot join using the direct link above, please use the alternate logins below:
Alternate URL: https://usps.webex.com
Event Number: 990 895 778

<u>Thursday, October 5, 2017 at 11:00 a.m. EDT</u> – **Intelligent Mail Device (IMD) Full Acceptance at Non-Retail System Software (RSS) Sites**

The Postal Service is enhancing the current "Full Acceptance" mail capabilities of the Intelligent Mail Device (IMD) hand-held scanner used at more than 13,000 Post Offices that do not use Retail System Software (RSS) point of service terminals. IMD "Full Acceptance" steps provide for capturing the mailpiece barcode and piece level data to include class of mail, mailing and destination ZIP Codes, postage, and Extra Service fees, for individual items. Attend this webinar to learn more about the functionality and visibility to support electronic claims and refunds processing for both customers and the Postal Service.

Speaker: Suzanne Newman, Product Development Specialist, Senior

Thursday, October 5, 2017 at 11:00 a.m. (EDT)

ATTENDEE INFORMATION

Toll-Free Attendee Dial In: 866-381-9870
Conference ID: 91961298

Attendee Direct URL: https://usps.webex.com/usps/onstage/g.php?MTID=e365103e6fb037eabc86afaee117c7b7c

If you cannot join using the direct link above, please use the alternate logins below:
Alternate URL: https://usps.webex.com
Event Number: 992 343 184

Tuesday, October 10, 2017 at 11:00 a.m EDT – **Elimination of Four Extra Service forms**

Effective October 15, 2017, the United States Postal Service will eliminate four hardcopy Extra Service forms. The four forms are:

- PS Form 3813 Insured Mail Receipt $500 and under
- PS Form 3813-P Insured Mail Receipt Over $500
- PS Form 3804 Return Receipt for Merchandise
- PS Form 153 Signature Confirmation Receipt

The forms are being removed from all 17,880 Retail Systems Software (RSS) sites and 1,391 RSS-BP equipped Contract Postal Unit (CPU) locations nationwide. We are leveraging the advancements of technology with the Intelligent Mail package barcode (IMpb) interface with RSS and align with the shipping industry use of black and white shipping labels that leverage the three digit service type code. Attend this session to learn more information on the elimination of four Extra Service forms and the benefits to customers and the Postal Service.

Speaker: John Samuels, A/Manager Shipping Solutions

Tuesday, October 10, 2017 at 11:00 a.m. (EDT)

ATTENDEE INFORMATION

Toll-Free Attendee Dial In: 866-381-9870
Conference ID: 92007082

Attendee Direct URL:
https://usps.webex.com/usps/onstage/g.php?MTID=ec8e82c91a4510040cb5bad63e1703b87

If you cannot join using the direct link above, please use the alternate logins below:
Alternate URL: https://usps.webex.com
Event Number: 990 930 993

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