

Refund Requests for Special Postage Payment Systems (SPPS)

Mail Owner/Mail Preparer:

Mail Owners who wish to submit refund requests for overpayment of postage must submit the request and all supporting documentation to Business Mailer Support (BMS) for review and validation at the SPPSRefunds@usps.gov mailbox. Mail Preparers may submit on behalf of the Mail Owner. Examples of types of mailings for which refunds are to be submitted to this mailbox are:

- Alternate Mailing System (AMS)
- Combined (COM)
- Combined Value Added Refund (CVAR)
- Copal and Comail
- Drop Shipment Management System (DSMS)
- Electronic Verification System (eVS)
- Full Service Mailing
- Manifest Mailing System (MMS – other than a District MMSD)
- One-Pass Finalization (OPF)
- Optional Procedure Mailing System(OPMS)
- Parcel Return Service (PRS)
- Postage Due Weight Averaging (PDWA)

If the refund request pertains to a MERLIN appeal, presort Error, double payment, problem loading Mail.dat files into *PostalOne!*®, Metered Mail, Precanceled Stamp Mail, Nonprofit Standard Mail, delayed mail or any other issues that do not involve a SPPS, it should be first submitted to the local Post Office where the mailing was made.

Written Request for SPPS Refund

The mailer's request should explain in detail the reason for the request and include supporting documentation which may include:

- The date and type of the system or procedural failure
- Postage Statements
- Qualification Report
- Spoilage Reports
- Ink-jet Reorder Reports if applicable
- Mailer's Tax Identification Number (TIN)
- Number of pieces affected
- Dollar amount of refund
- Corrective Action to ensure that issue does not reoccur
- Any other pertinent information

Administrative Costs:

Only the Manager, BMS may approve or deny a SPPS refund request. If the BMS manager determines that the refund request is due to a system or procedural failure in

the mailer's operation, the administrative costs of processing the refund request will be charged to the mailer. If the failure is due to a Postal Service issue, no administrative costs will be assessed.

Refund Process:

Customers should expect to receive a response to their refund request within 30 days of receipt of all supporting documentation.

Documentation Requests:

If additional documentation is required to validate the refund, the mailer will be notified by the BMS analyst. The timeline for completing the refund will restart when the documentation requested is received. If no additional documentation is received the refund will be denied for lack of evidence.

- Business Mailer Support, Mail Entry and Payment Technology, 12-28-2011