

MTAC

Package Services Session

May 21, 2014

Agenda

- Return Address in Shipping Services File
- Claims Improvements
- Shipping Products and Services Proposal

Return Address Shipping Services File

- Allows the ability to utilize technology:
 1. undeliverable as address
 2. refused
 3. return to sender
 4. automate Return
 2. eliminate loop mail
 3. reduce cost for Postage Due for Returns

56965 Label



- APPS, APBS and NDC sorting equipment has been programmed to recognize the 56965 barcode
- Suppress any OCR or outbound bar code destination information to route these pieces to the REC for APPS or to manual keying on APBS or NDC equipment
- Incorporate functionality in the package result server to be able to pull return address information from manifest data to sort these correctly at the first mail processing equipment handling
- Label will be applied in lieu of the return to sender finger
- Program to debit customers CAPS account for the cost of the return instead of using Postage Due process

WEB-APAT - Windows Internet Explorer

http://webapat.usps.gov/webapat/apat.aspx?urlSource=Case: loop_investigation&urlTableName=WTMP_712930_1394555919

WEB-APAT Home Global Search Loop Reports Help Logout

FILTER REPORTS OPTIONS Quick Search BCR Go

Home -> There are 91 pieces in the grid filtered by Case: loop_investigation

Save Current View



Mailpiece Info My Filters Generate Report

Run: APPS/WEST PHOENIX LDC/1 03/05/2014 06-248 (95060 pcs)
 Mailpiece#: 00010210
 Sort Plan: 248PC852.APF Operation: 248
 Ind Station: Auto 2 Side 2 Weight: 11.2 Oz. (0.7 lbs.)
 MP Type: Parcel Length: 8.6 In.
 Process Time: 6 Sec. Width: 5.4 In.
 Bin: 21 Height: 2 In.
 ARU: Loop Mail Postage: 7.4
 AR: BC: Meter ID: 8417308
 VCS:
 OCR: Addr Blk: 857182137

BCR: CODE 128: P500011000003
 PDF-417: 128 BQH
 wAAMDYyUxxwgACs8REFAOgcAK1QMwFMHwAAAAAAAAAABAAgAA
 dVGLBkBALgyAQA | Display | Info
 CODE 128: PARTIAL DECODE T

Add to Case Add Rotate 00010210 Display Prev Piece Next Piece Print Image

Add	Image	MPE	Site	Run	Mailpiece ID	Machine	Operation	Sort Plan	Station	ARU	AR	Cap
<input type="checkbox"/>	Available	APPS	WEST PHOENIX L	0006	00008817	1	248	248PC852.APF	4	9	C 846 R - 91	3/
<input type="checkbox"/>	Available	APPS	WEST PHOENIX L	0006	00010079	1	248	248PC852.APF	6	9	C 077 R - 91	3/
<input type="checkbox"/>	Available	APPS	WEST PHOENIX L	0006	00010135	1	248	248PC852.APF	7	9	C 001 R - 91	3/
<input type="checkbox"/>	Available	APPS	WEST PHOENIX L	0006	00010160	1	248	248PC852.APF	7	9	C 456 R - 91	3/
<input type="checkbox"/>	Available	APPS	WEST PHOENIX L	0006	00010199	1	248	248PC852.APF	6	9	C 801 R - 91	3/
<input checked="" type="checkbox"/>	Available	APPS	WEST PHOENIX L	0006	00010210	1	248	248PC852.APF	6	9	C 857 R - 91	3/
<input type="checkbox"/>	Available	APPS	WEST PHOENIX L	0006	00010224	1	248	248PC852.APF	5	9	C 339 R - 91	3/
<input type="checkbox"/>	Available	APPS	WEST PHOENIX L	0006	00010232	1	248	248PC852.APF	6	9	C 489 R - 91	3/

0 pieces are currently checked
[Check All](#) | [Check Selected Rows](#) | [Uncheck All](#)

WEBAPAT 3.1.1 WAPATWEB1 Copyright 2008-2013 USPS Engineering

Done Local intranet | Protected Mode: Off 100%

Shipping Services File

- Populate the following fields in the Detail 1 record of **Shipping Services File version 1.7 / 2.0**:
 - 1. Return Address (pos 82)**
e.g. <FromAddress2> and <FromAddress1>
 - 2. Return Address City (pos 83)**
e.g. <FromCity>
 - 3. Return Address State (pos 84)**
e.g. <FromState>
 - 4. Return Address ZIP Code (pos 85)**
e.g. <FromZip5> and <FromZip4>

First Step: Internal Applications add Return Address in Shipping Services File

#	Application / Company
1	Click-N-Ship
2	Click-N-Ship Business
3	Click-N-Ship Business Pro
4	PC Postage Vendors
5	WebTools APIs

Target Date: September 2014

Second Step: Test internal applications

Target Date: October 2014

Third Step: Work with Mailers, Partners and Vendors to add Return Address in Shipping Services File

Target Date: Ongoing

What services do not need Return Address

- Return Address not needed for:
 - Open and Distribute
 - Standard Mail Parcels
 - International

Claims

Business Customer Claims Process

- Streamline the process
- Improve status updates
- Reduce Cost
- Improve turnaround time

Proposals are to create options:

1. Bulk File Upload
2. API (xml)
3. Webpage
4. Credit:
 - USPS Corporate Account
 - CAPS Account
 - Electronic Funds Transfer

Business Customer Claims Process

- Requesting business customer participation and feedback:
 - needs
 - features
 - requirements

- If interested please email the following information to ShippingServices@usps.gov:
 - name
 - company name
 - email address
 - contact telephone number
 - initiative: Claims

Extra Services

Current Extra Services

Extra Service	Extra Service
Adult Signature	Restricted Delivery
Adult Signature Restricted Delivery	Return Receipt
Certified Mail	Return Receipt Electronic
Certificate of Mailing	Return Receipt for Merchandise
Collect on Delivery	Signature Confirmation
Insurance	Special Handling < = 10 lbs.
Priority Mail Express Insurance	Special Handing > 10 lbs.
Registered Mail	USPS Tracking

Extra Services

Simplify Extra Services

Streamline Extra Services to be truly value added to our core products

- Eliminate customer confusion by streamlining
 - **Step 1:**
 - Eliminate Return Receipt for Merchandise
 - Combine duplicate insurance tables
 - Improve Visibility for Registered Mail
 - **Step 2:**
 - Deep dive into usage of all existing Extra Services
 - Eliminate redundant services
 - Incorporate features into base products and price accordingly

Extra Services

- Requesting customer participation and feedback:
 - needs
 - features
 - requirements
- If interested please email the following information to ShippingServices@usps.gov:
 - name
 - company name
 - email address
 - contact telephone number
 - initiative: **Extra Services**

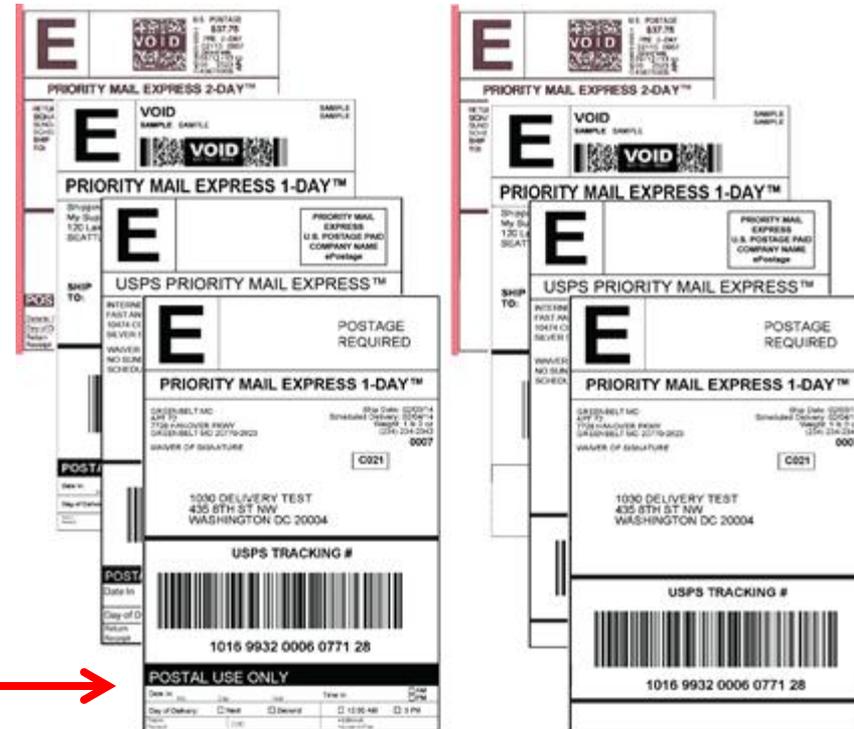
IMpb Webinars

Webinar Title	Webinar Date
IMpb Impacts on Returns	March 11, 2014
Transition of BRM Parcels to MRS	April 8, 2014
Returns Containing Mailable Hazardous Materials	May 13, 2014
Scan Based Payment for Returns	June 10, 2014
IMpb Overview	July 8, 2014
IMpb Impacts for Market Dominant Products	August 12, 2014
IMpb Impacts on Extra Services	September 9, 2014
IMpb Compliance	October 14, 2014

Shipping Products and Services Proposals

Postal Use Only

- The origin “Postal Use Only” section is being removed from the 4x6 Online and Commercial Priority Mail Express labels because
 - To free up real estate to add more valuable endorsements.
- Ensure acceptance scans are performed on all Priority Mail Express to capture data for claims.



Hold For Pickup

P	U. S. Postage & Fees Paid Priority Mail
PRIORITY MAIL 1-DAY™	
TEST 1 919 PHILADELPHIA AVE SILVER SPRING, MD 20910-4913	
HOLD FOR PICKUP	
HOLD FOR: (CONTACT REQUIRED - ID PURPOSES ONLY) 1005 TEST 4 PO BOX 6248 BOSTON MA 02114-0016	
PICKUP LOCATION	
POSTMASTER 2759 MEMORIAL HWY DALLAS, PA 18612-4000	
9411 2029 0108 9817 0007 89	

Old

P	PRIORITY MAIL U.S. POSTAGE PAID COMPANY NAME eVS
USPS PRIORITY MAIL®	
INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999	
HOLD FOR PICKUP	
HOLD FOR: RONALD RECEIVER C/O ABC POST OFFICE 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
USPS ADULT SIGNATURE/HFP eVS	
9277 2912 3456 7803 0249 04	

New

- Redesigned label for ease of use:
 - Eliminated recipient address from Hold for Pickup label to prevent accidental street delivery
- PASS and DSS scanners alert clerks during an Arrival at Unit scan that a package is Hold For Pickup
- Updating External Guidebook
- Creating API for service

Merchant Returns Cloud Tool

- Tool enables the **merchant's customer** or the **merchant's call center agents** to generate prepaid return shipping label on demand.
- **Now!** Operations Integration Specialist (OIS) can assist customers with creating return labels thru the Merchant Return Label Tool
- Return labels available:
 - Merchandise Return Service
 - USPS Return Services
 1. First-Class Package Return Service
 2. Priority Mail Return Service
 3. Ground Return Service

Merchant Returns Cloud Tool

Call Center



Call Center



Generating a Returns Label is as Easy as 1-2-3.

Fill out a couple simple pieces of information, and you'll be on your way. We'll help you get your shipping label in minutes.

* Denotes a required field

Merchant Information

Merchant Name
Vinayak's Videos

RMA

Enter Your Address Information

*Customer Name

*Street Address

Apt./Suite /Other

*City

*State
- Please Select State -

ZIP

Enter Package & Shipping Information

Merchandise Description

Please describe what you are returning, e.g., "Running Shoes"

*Service Type

Insurance Amount \$

Maximum Amount \$5,000

If the item you are returning is delicate, be sure to label the package as "Fragile."

Next

Customer Self-Service



Customer Self-Service



Generating a Returns Label is as Easy as 1-2-3.

Fill out a couple simple pieces of information, and you'll be on your way. We'll help you get your shipping label in minutes.

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Merchant Information

Merchant Name
Vinayak's Videos

RMA

Enter Your Address Information

*Customer Name

*Street Address

Apt./Suite /Other

*City

*State
- Please Select State -

ZIP

Enter Package & Shipping Information

Merchandise Description

Please describe what you are returning, e.g., "Running Shoes"

*Service Type
First-Class - Merchandise Return

If the item you are returning is delicate, be sure to label the package as "Fragile."

Next

Questions