



MTAC Workgroup 147 Enhanced Parcel Return Processes

**General Session Update
12/01/11**



Postal Service return to sender processes currently present a poor customer experience:

- **Confusing range of parcel endorsements leads to challenges in execution within the Postal network**
- **Customers are not receiving the correct service level, and are absorbing postage expense for unwanted returns**
- **A manual and cumbersome postage due function results in errors in postage charges and delays in delivery**

“For returns that are supposed to be intercepted and disposed of, we receive the proper handling only about half the time. . . we’ve had to go back for significant refunds when it was discovered that the returns were not being rated correctly.”



Return to sender processes need to be optimized to meet Postal Service business objectives:

- **Significant revenue is at risk – both outbound and return – due to a poor customer experience**
- **Manual processes for postage due are costly to administer**
- **Origin protocol for return-to-sender can result in “loop mail” which adds processing costs that are not recovered**

Quick Wins

Provide Clarification and Eliminate Confusion

- **A DMM clarification of “*footnote e*”, describing “Shipper Paid Forwarding” for customers using ASR and CSR accordingly.**
- **A DMM clarification that the \$3.00 fee does not apply to forwarded pieces under Shipper Paid Forwarding.**
 - ◆ **A DMM reference allowing an optional human readable marking for SPF mailers that can be added to the outbound shipping label to ensure they are charged properly.**



Parcel endorsements can and should be simplified

- **Three simple endorsements cover all possible scenarios**
 - ◆ **Change Service Requested**
 - ◆ **Forwarding Service Requested**
 - ◆ **Return Service Requested**
- **Over-label at origin to improve customer experience and eliminate loop mail**



Postage Due Enhancements

- **Simplified “average” or Flat Rate pricing should be considered as an interim approach until USPS systems are able to leverage IMpb manifest data to support actual cost for each customer**
- **Implement simplified pricing structure**
 - ◆ **Flat Rate similar to Bulk Parcel Return Service**
 - ◆ **Use sampling data in lieu of individual piece rating or Postage Due Weight Average (PDWA)**