Hold For Pickup

Webinar

Start Time: 11:00 AM ET

United States Postal Service

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Product Development Specialist , Sr
Shipping Products and Services

To listen to a recording of this presentation: Click here

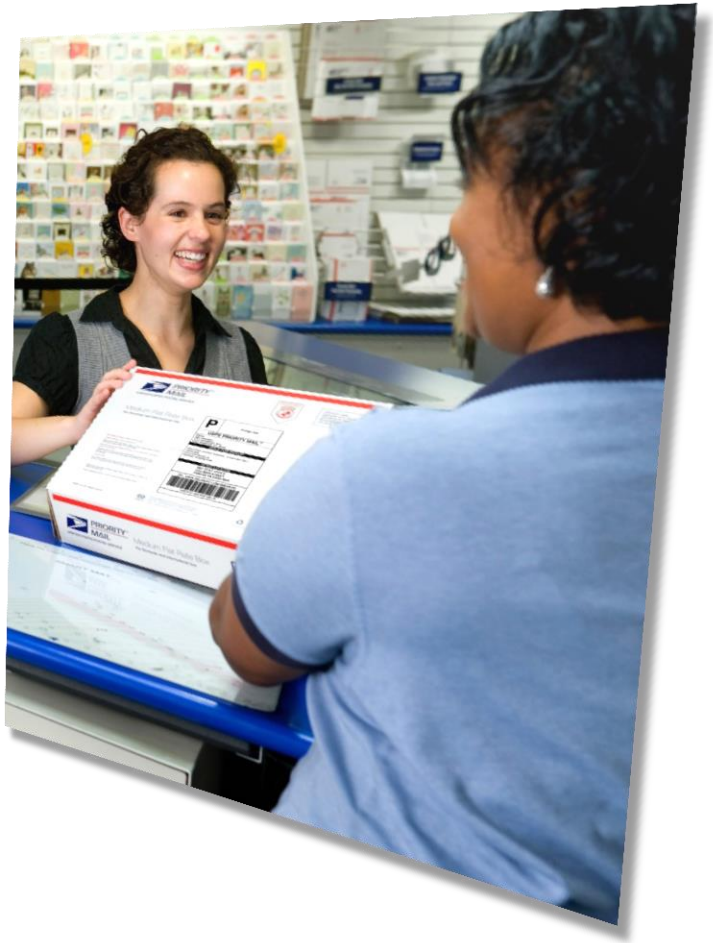
Tuesday, July 21, 2015

Overview

- Hold For Pickup (HFPU) provides customers with the choice of picking up shipments at their convenience.

- Allows mailpieces to be held at a designated Post Office for pickup within 15 days.

- Allows commercial shippers the option to direct a package to any USPS facility for pickup.

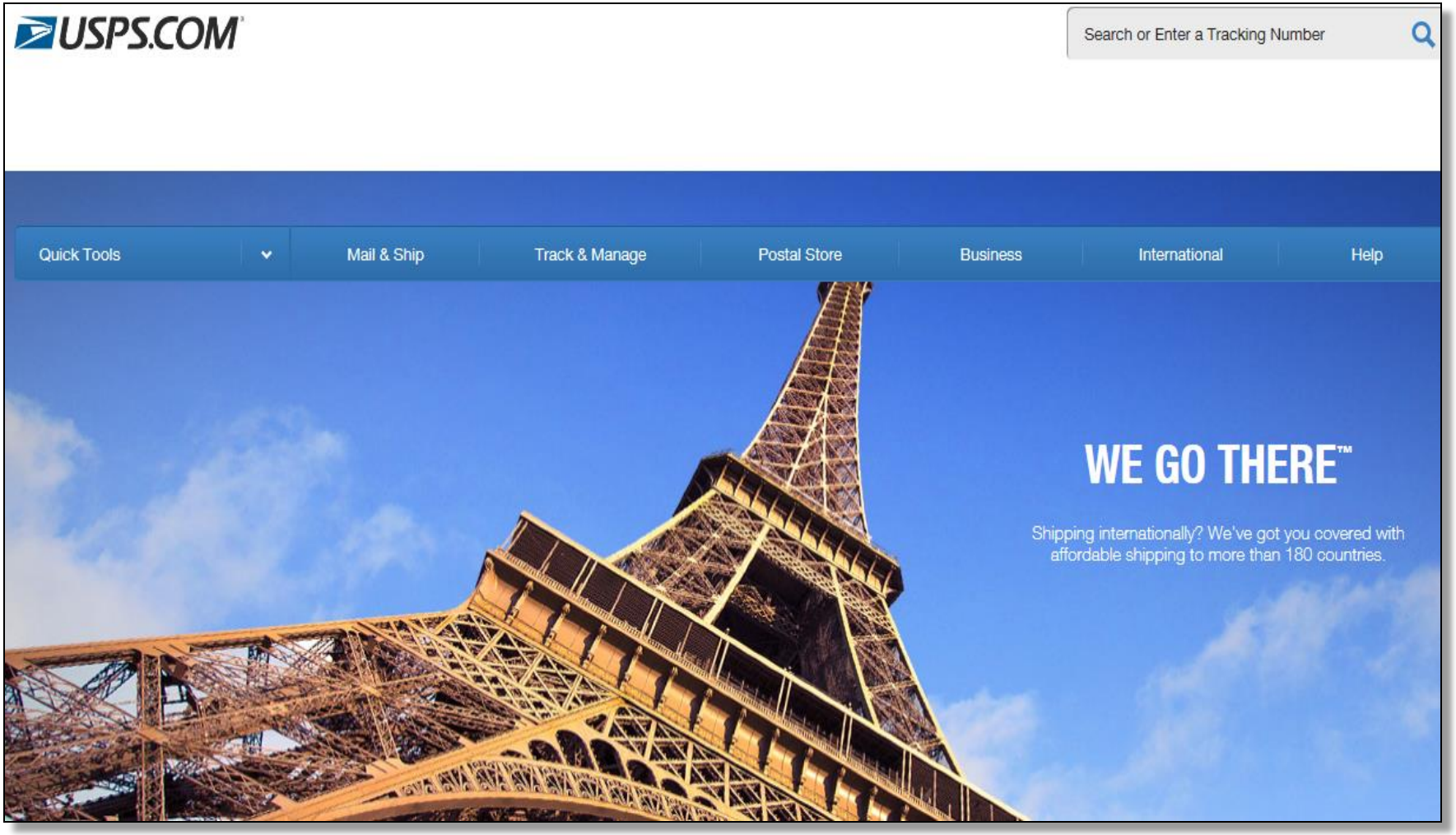


Hold For Pickup Channels

HFPU Channels

Available at 32,000 Post Offices for Priority Mail Express only

HFPU Channels



Also available on USPS.com

HFPU Channels

https://www.usps.com/business/postage-options.htm

Additional Online Postage Vendors

- Stamps.com ›
- Endicia
- eBay
- pbSmart Postage

stamps.com®

Stamps.com is a fast, easy, and convenient way to manage all your postage needs. You can save up to 80 percent compared to leasing a postage meter.

Features

- Import orders from eBay® and Amazon.com®
- Receive additional discounts
- In some cases, more cost-effective than leasing a postage meter

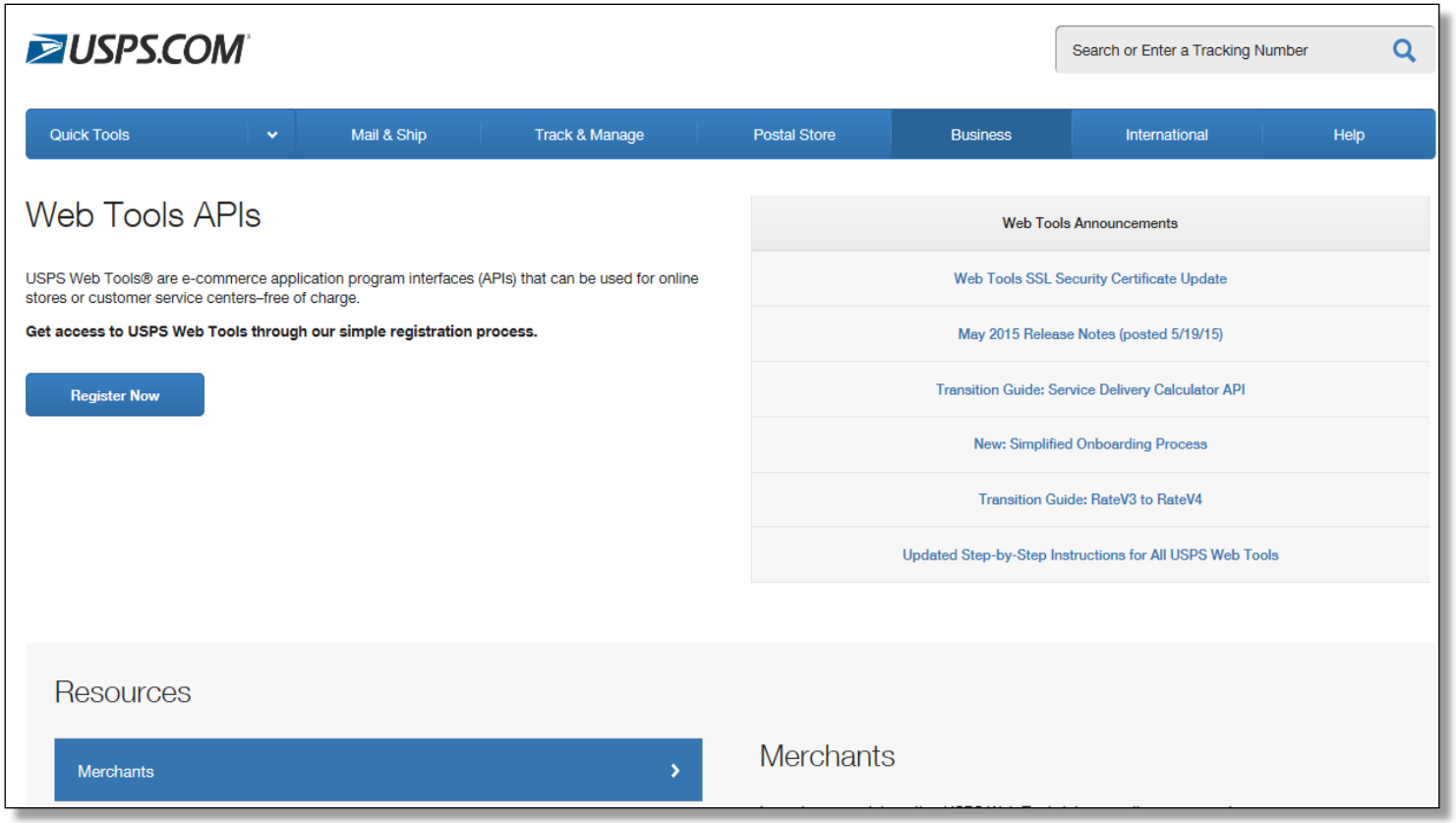
Visit Stamps.com

Online

(PC Postage Vendors)

HFPU Channels

https://www.usps.com/business/business-shipping.htm



Commercial Customers through USPS Webtools API

Mail Class Availability

Mail Class Availability

Hold For Pickup

- Bound Printed Matter Parcels
- First-Class Package Service
- Parcel Select Lightweight
- Parcel Select Nonpresort
- Priority Mail
- Priority Mail Express

Extra Services
and
Additional Features

Mail Class Extra Service Matrix

Mail Class	Insurance	Adult Signature Required	Adult Signature Restricted Delivery	Signature Confirmation	Signature Confirmation Restricted Delivery	Collect On Delivery (COD)	COD Restricted Delivery
Bound Printed Matter Parcels	Yes	Yes	Yes	Yes	Yes	Yes	Yes
First-Class Package Service	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Parcel Select Lightweight	Yes	Yes	Yes	Yes	Yes	No	No
Parcel Select Nonpresort	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Priority Mail[2]	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Priority Mail Express[1]	Yes	Yes	Yes	Yes	Yes	Yes [3]	Yes[3]

[1] Includes $100 of Insurance, [2]Includes $50 of Insurance, [3]1&2 Day only

Additional Features

Mail Class	Hold Period	USPS Tracking	Payment Method
Bound Printed Matter Parcels	15 days	Required	PC Postage, Permit Imprint
First-Class Package Service	15 days	Required	PC Postage, Permit Imprint and IBI Meter
Parcel Select Lightweight	15 days	Required	PC Postage, Permit Imprint and IBI Meter
Parcel Select Nonpresort	15 days	Required	PC Postage, Permit Imprint and IBI Meter
Priority Mail	15 days	Required	PC Postage, Permit Imprint and IBI Meter
Priority Mail Express	5 days	Required	*USPSCA, PC Postage, and IBI Meter

***United States Postal Service Corporate Account**

Notifications

- Automated notifications sent to shipper/recipient include:
  - Arrival at Post Office
  - Pickup reminder sent day 3 for Priority Mail Express
  - Pickup reminder sent day 5 for all other mail classes
  - Return to Sender notice sent day 5 for Priority Mail Express
  - Return to Sender notice sent day 15 for all other mail classes

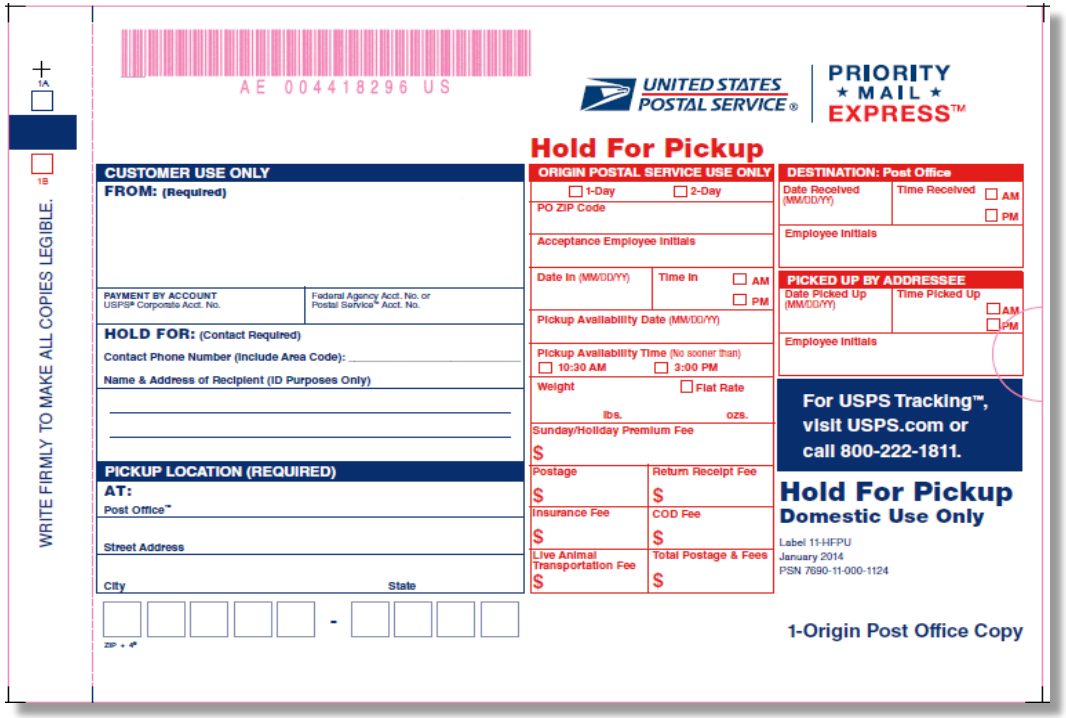
Mail Class	E-mail	Text
Bound Printed Matter Parcels	Yes	Yes
First-Class Package Service	Yes	Yes
Parcel Select Lightweight	Yes	Yes
Parcel Select Nonpresort	Yes	Yes
Priority Mail	Yes	Yes
Priority Mail Express	Yes	Yes

Service at Retail

Retail

- Customers may go to one of 32,000 Post Offices and have the Retail Associate process their Hold For Pickup request at the counter for Priority Mail Express only.

- A label 11-HFPU is required.



AE 004418296 US

UNITED STATES POSTAL SERVICE®

PRIORITY ★ MAIL ★ EXPRESS™

Hold For Pickup

WRITE FIRMLY TO MAKE ALL COPIES LEGIBLE.

CUSTOMER USE ONLY

FROM: (Required)

PAYMENT BY ACCOUNT
USPS® Corporate Acct. No.

Federal Agency Acct. No. or Postal Service™ Acct. No.

HOLD FOR: (Contact Required)

Contact Phone Number (Include Area Code): _____

Name & Address of Recipient (ID Purposes Only)

PICKUP LOCATION (REQUIRED)

AT:

Post Office™

Street Address

City State

ZIP + 4®

ORIGIN POSTAL SERVICE USE ONLY

☐ 1-Day ☐ 2-Day

PO ZIP Code

Acceptance Employee Initials

Date In (MM/DD/YY) Time In ☐ AM ☐ PM

Pickup Availability Date (MM/DD/YY)

Pickup Availability Time (No sooner than) ☐ 10:30 AM ☐ 3:00 PM

Weight ☐ Flat Rate

lbs. ozs.

Sunday/Holiday Premium Fee $

Postage $ Return Receipt Fee $

Insurance Fee $ COD Fee $

Live Animal Transportation Fee $ Total Postage & Fees $

DESTINATION: Post Office

Date Received (MM/DD/YY) Time Received ☐ AM ☐ PM

Employee Initials

PICKED UP BY ADDRESSEE

Date Picked Up (MM/DD/YY) Time Picked Up ☐ AM ☐ PM

Employee Initials

For USPS Tracking™, visit USPS.com or call 800-222-1811.

Hold For Pickup
Domestic Use Only

Label 11-HFPU
January 2014
PSN 7690-11-000-1124

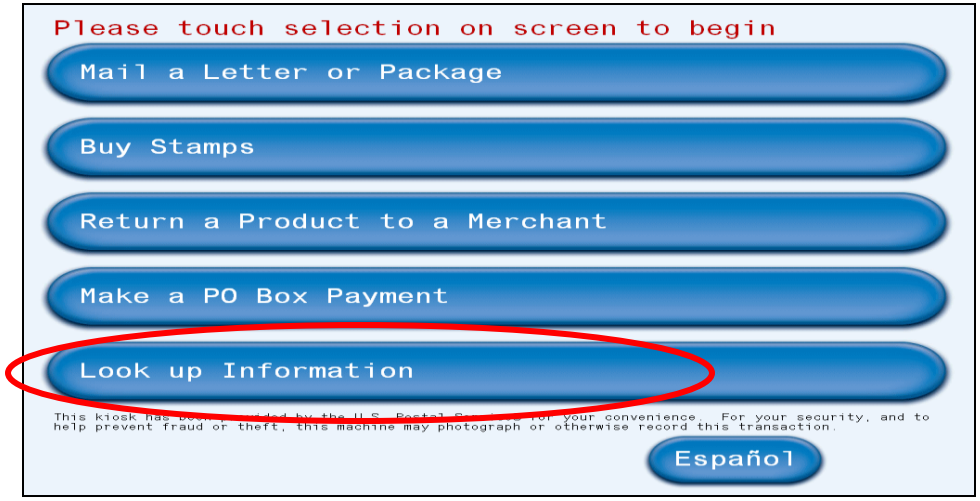
1-Origin Post Office Copy

May be ordered in quantities of 10 via the Postal Store at https://store.usps.com/store/

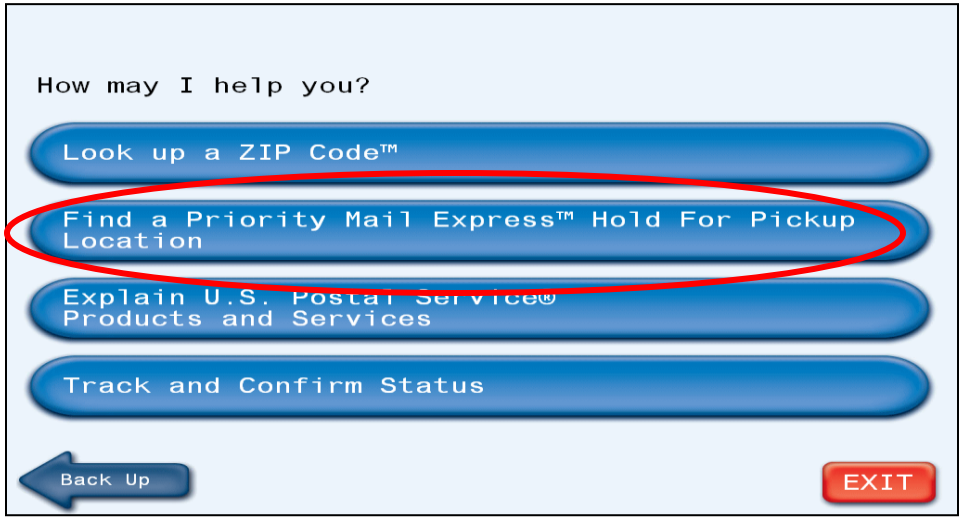
Service at
Postal Self Service Kiosk
(SSK)

Retail - SSK

1. Select “Look up Information”.



2. Select “Find a Priority Mail Express Hold For Pickup Location”.



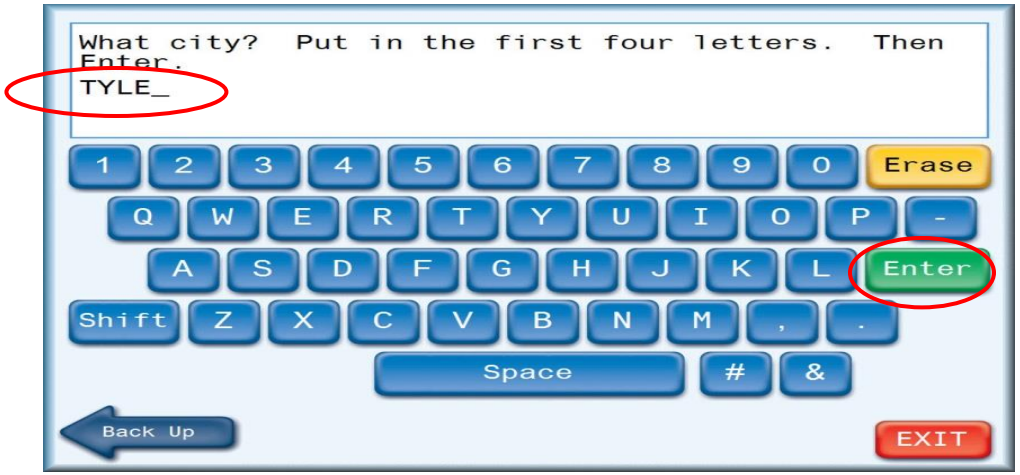
Retail - SSK

3. Enter the state's two letter code or the first four letters of the state's name.

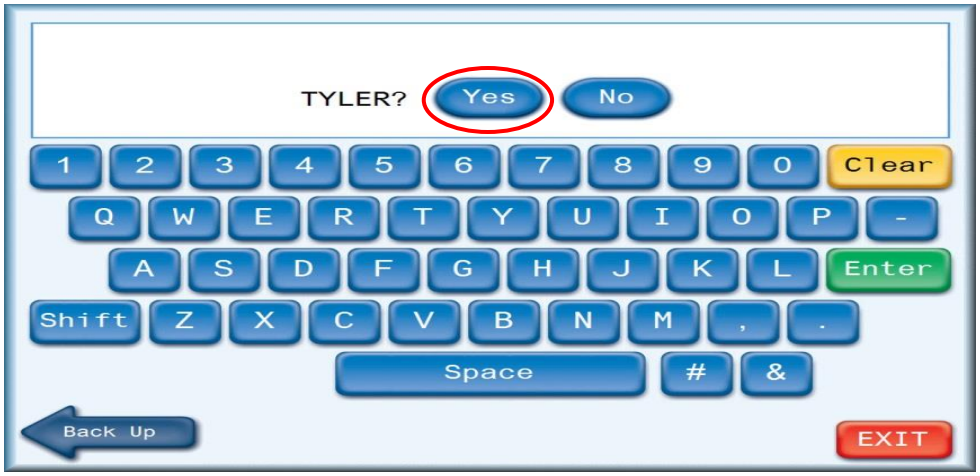
4. Select "Yes".

Retail - SSK

5. Enter the first four letters of the city.



6. Select “Yes”.



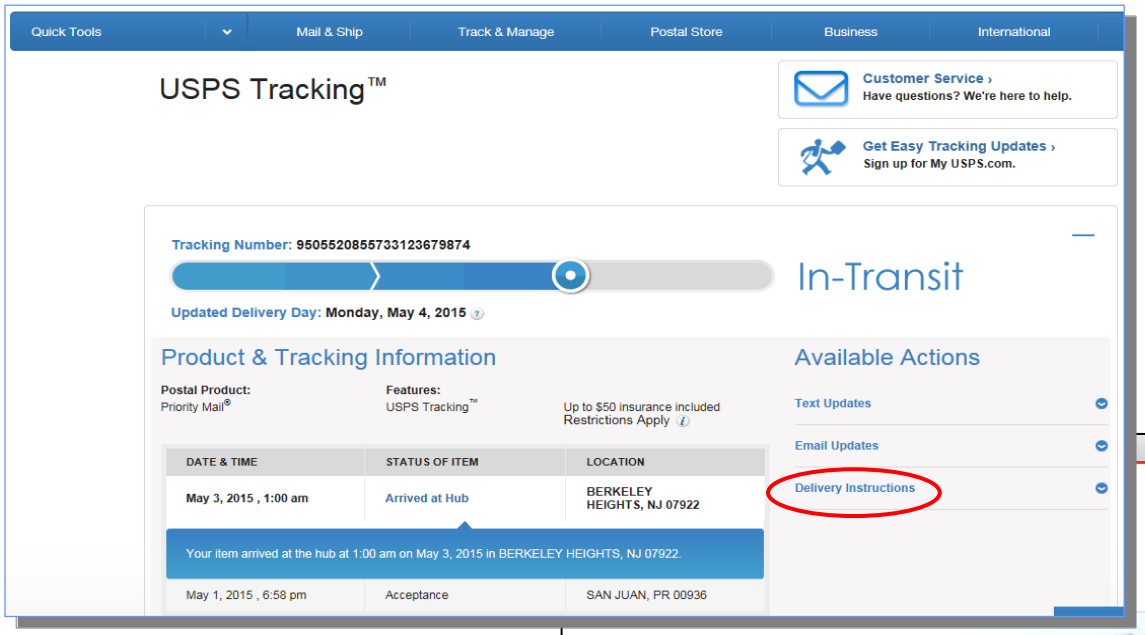
7. Select your desired location. The list can be printed.

8. If there are no available Hold For Pickup locations for your selection the system will display this message.

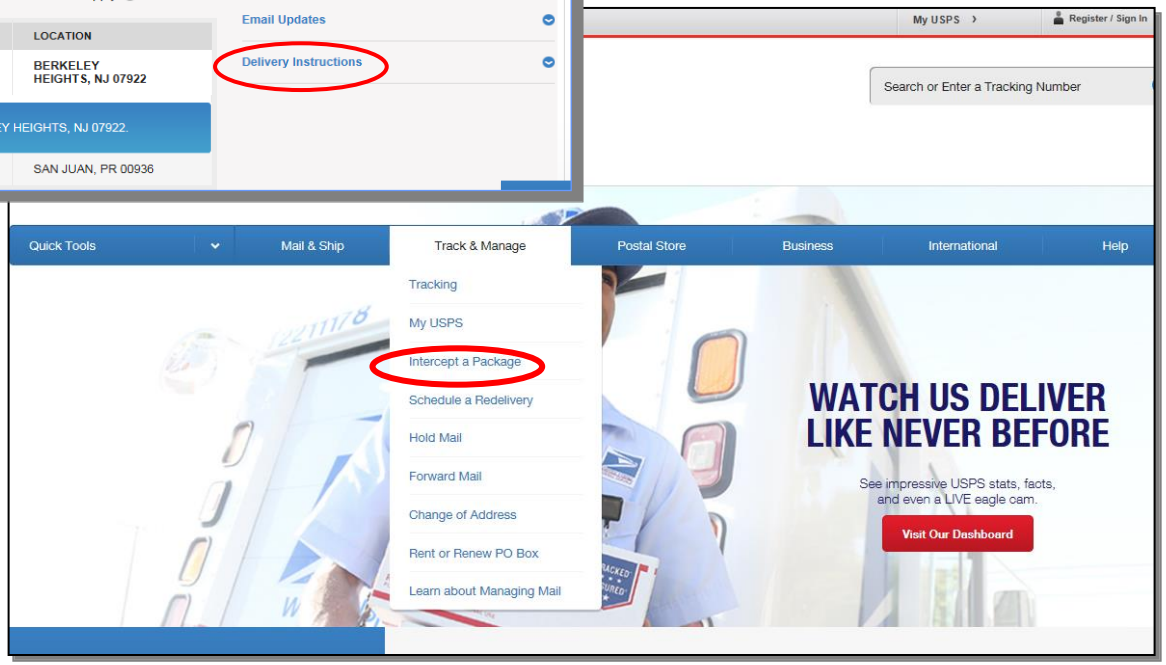
Service on USPS.com

USPS.com

There are two ways to request Hold For Pickup on USPS.com:



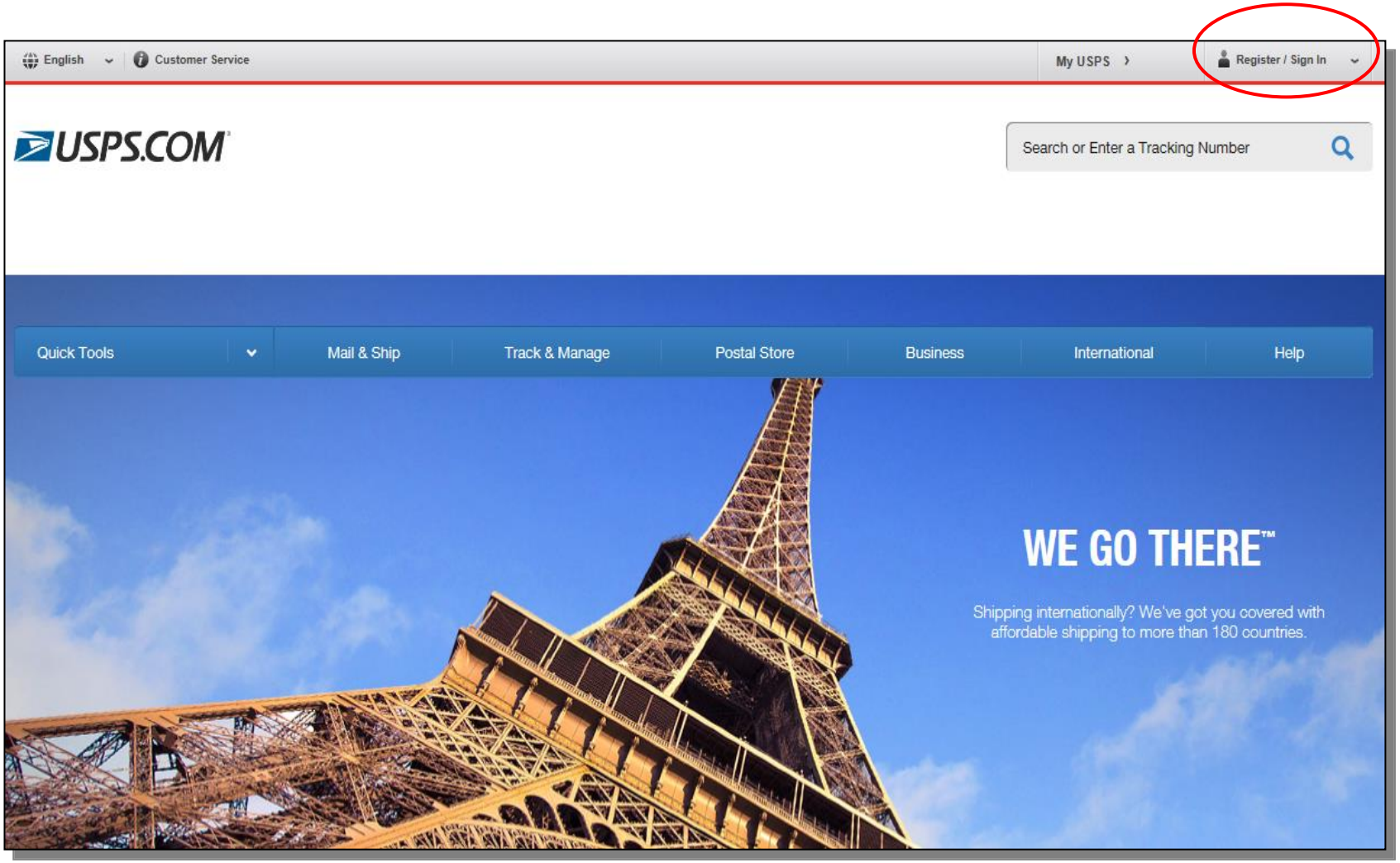
1. Delivery Instructions
2. USPS Package Intercept



Service Through Delivery Instructions

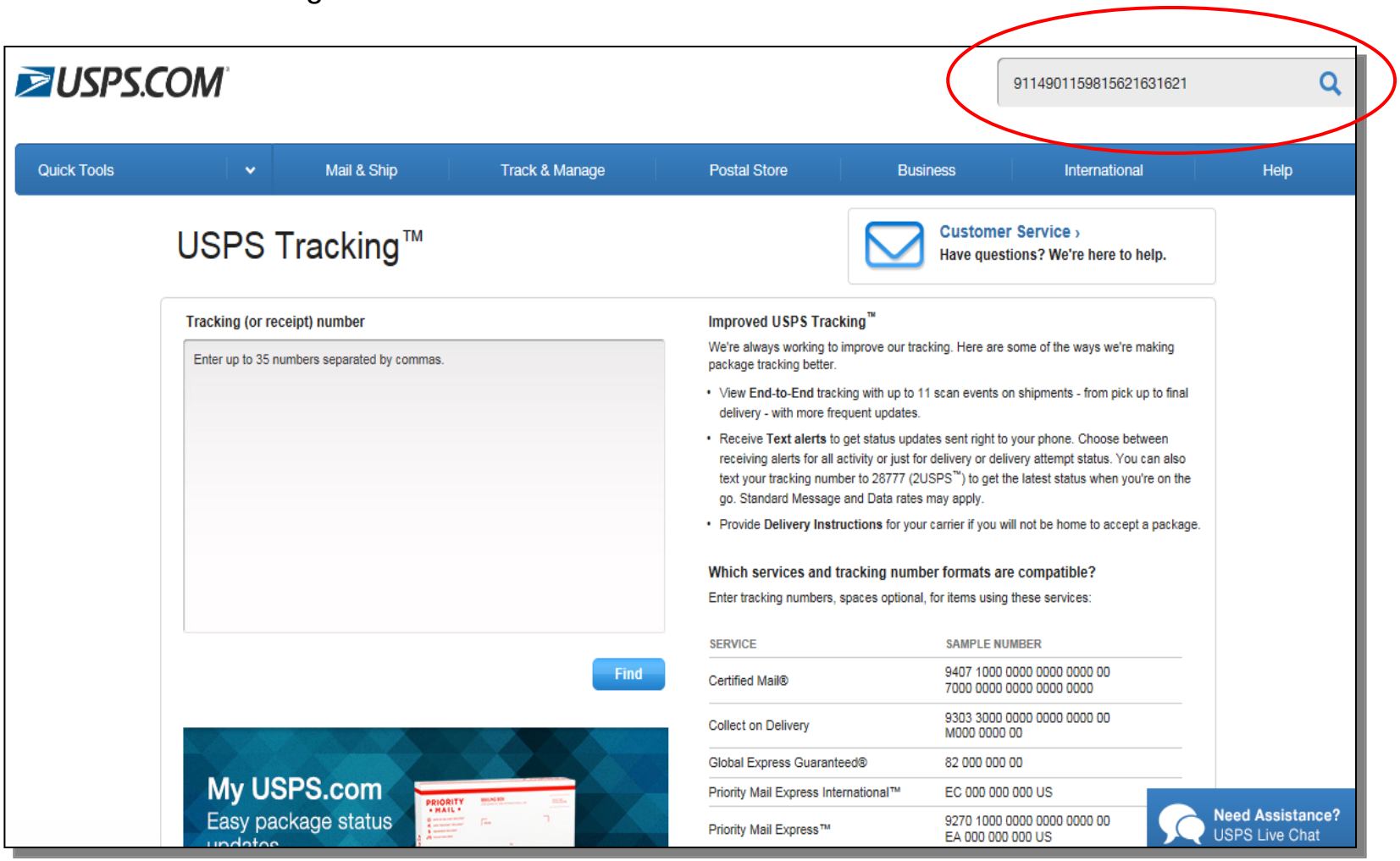
USPS.com – Delivery Instructions

1. Log into USPS.com or register for a usps.com account.



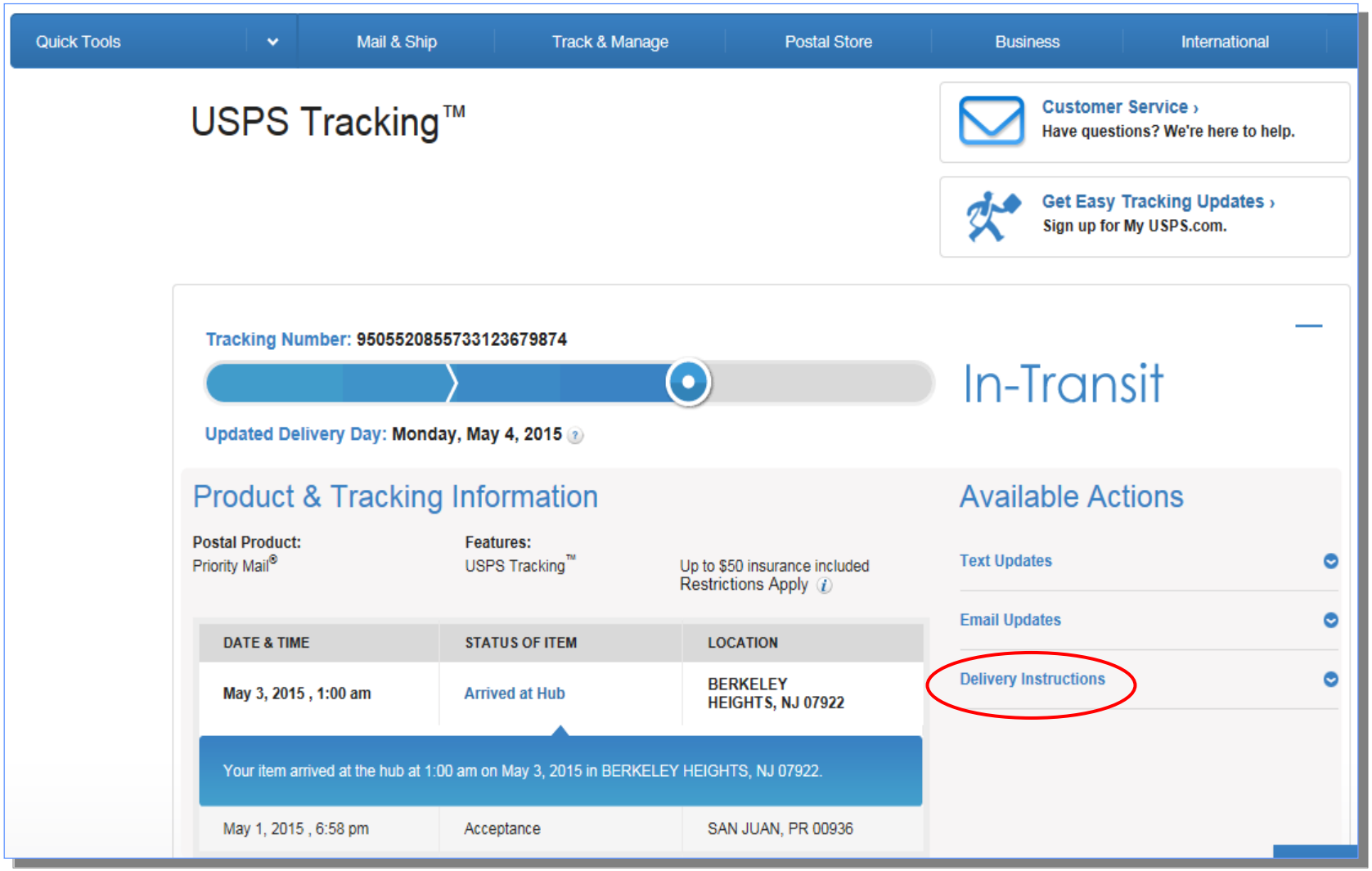
USPS.com – Delivery Instructions

2. Enter a USPS tracking number.



USPS.com – Delivery Instructions

3. Select “Delivery Instructions”.



USPS.com – Delivery Instructions

4. Select “Hold it at a Post Office”.

Quick Tools | Mail & Ship | Track & Manage | Postal Store | Business | International | Help

USPS Tracking™

Customer Service ›
Have questions? We're here to help.

Get Easy Tracking Updates ›
Sign up for My USPS.com.

Tracking Number: 9505520855733123679874

In-Transit

Updated Delivery Day: Monday, May 4, 2015

Product & Tracking Information

Postal Product:
Priority Mail®

Features:
USPS Tracking™

Up to $50 insurance included
Restrictions Apply

DATE & TIME	STATUS OF ITEM	LOCATION
May 3, 2015 , 1:00 am	Arrived at Hub	BERKELEY HEIGHTS, NJ 07922
Your item arrived at the hub at 1:00 am on May 3, 2015 in BERKELEY HEIGHTS, NJ 07922.		
May 1, 2015 , 6:58 pm	Acceptance	SAN JUAN, PR 00936

Available Actions

Text Updates

Email Updates

Delivery Instructions
*indicates a required field

Your address is authorized!

*What should we do with the package?

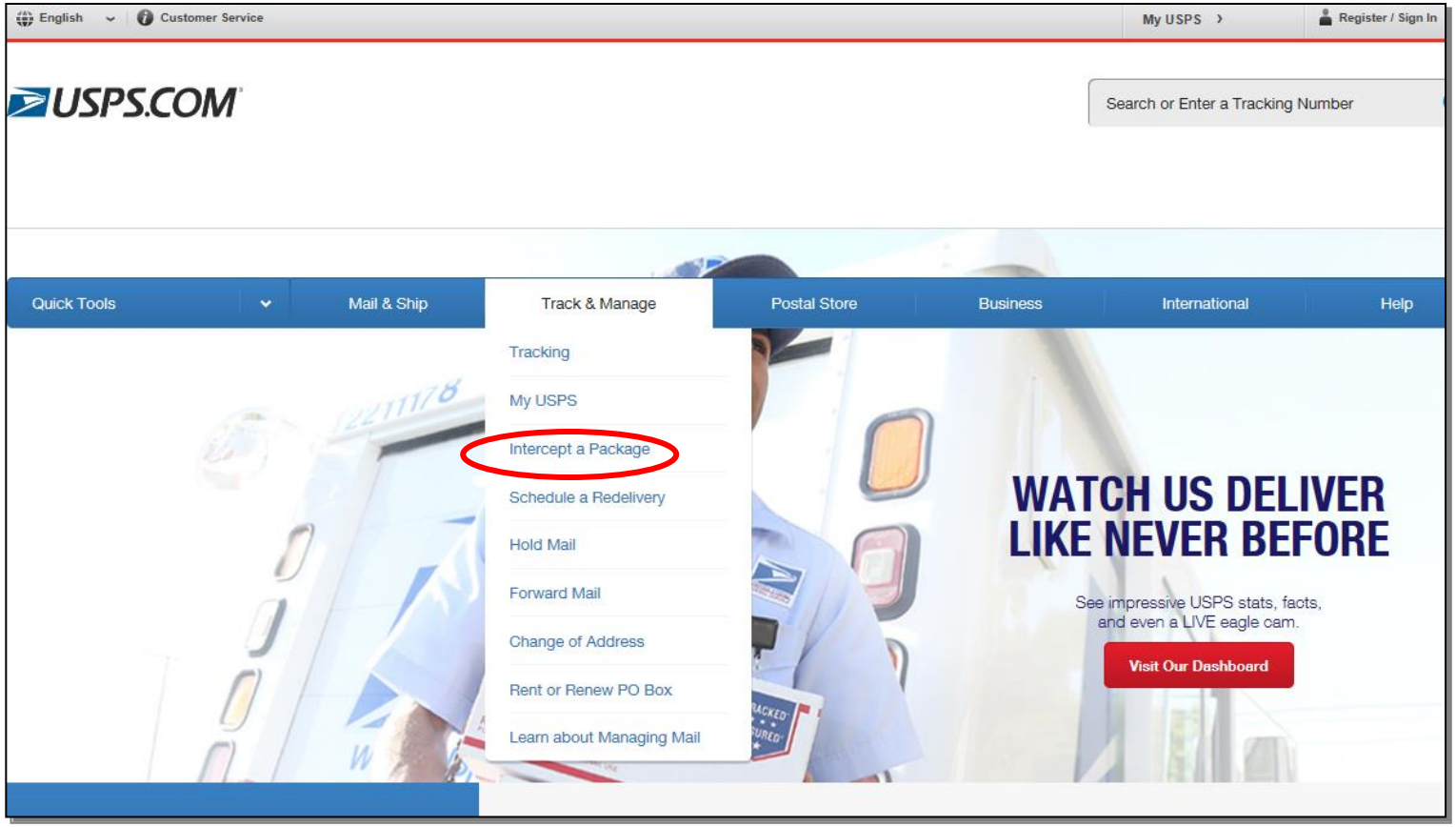
- Leave it at the original delivery address.
- Leave it with a neighbor.
- Send it to a different domestic address (extra
- Hold it at a Post Office™.

Need Assist
USPS Live C

Service Through
USPS Package Intercept

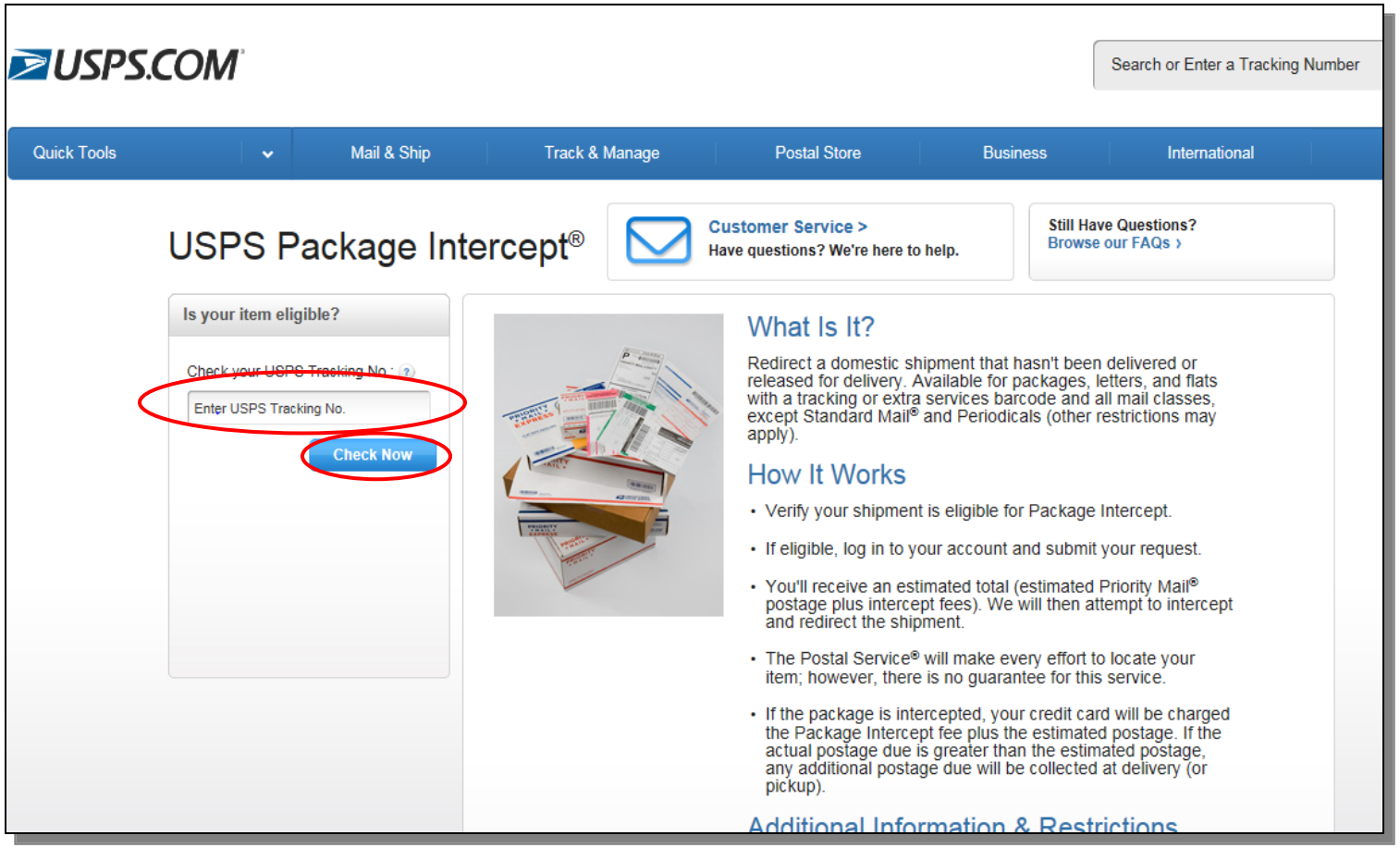
USPS.com Package Intercept

1. Log onto USPS.com and select “Intercept a Package” from the “Track and Manage” tab.



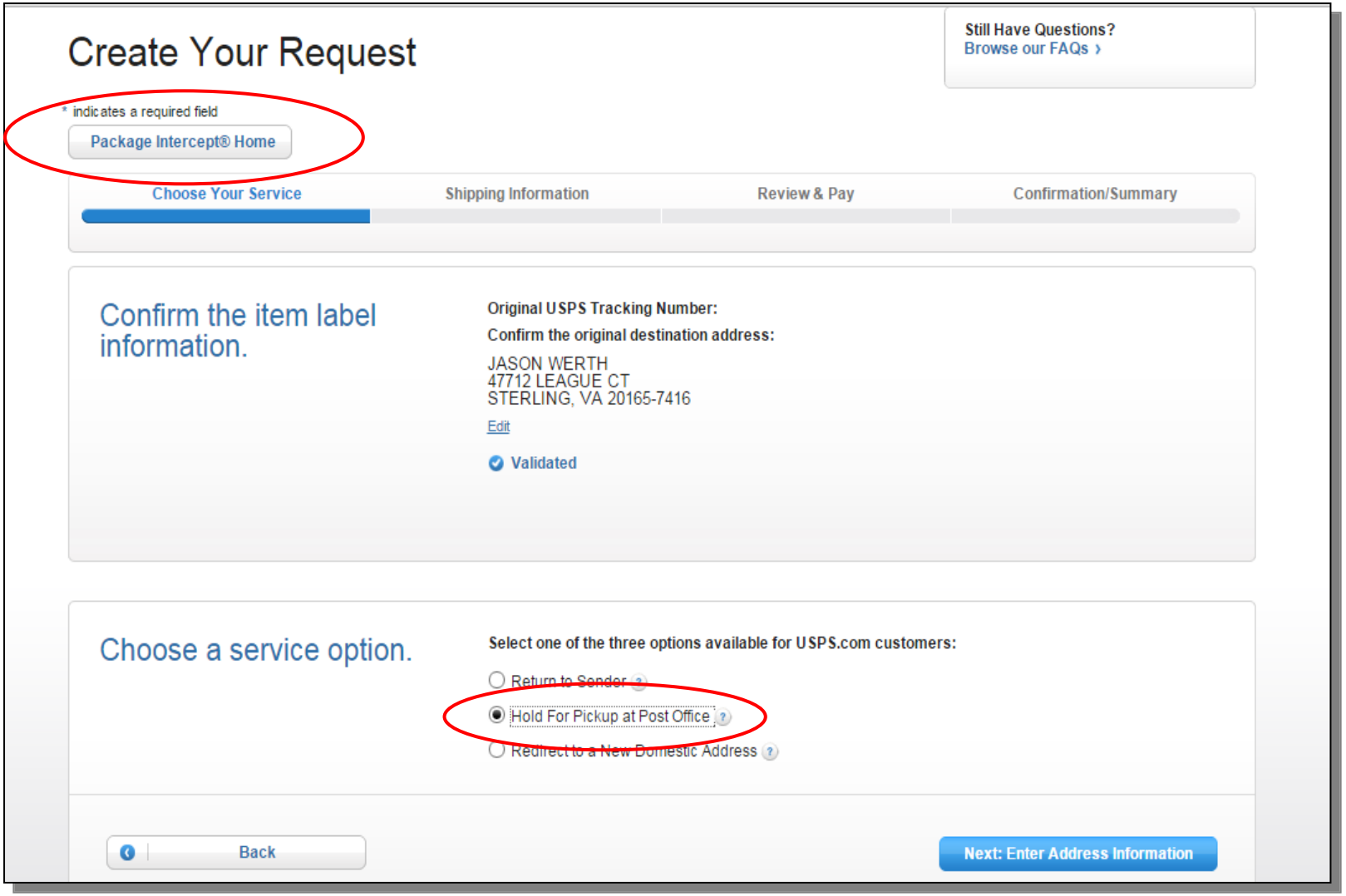
USPS.com Package Intercept

2. Enter a USPS tracking number and select “check now”.



USPS.com Package Intercept

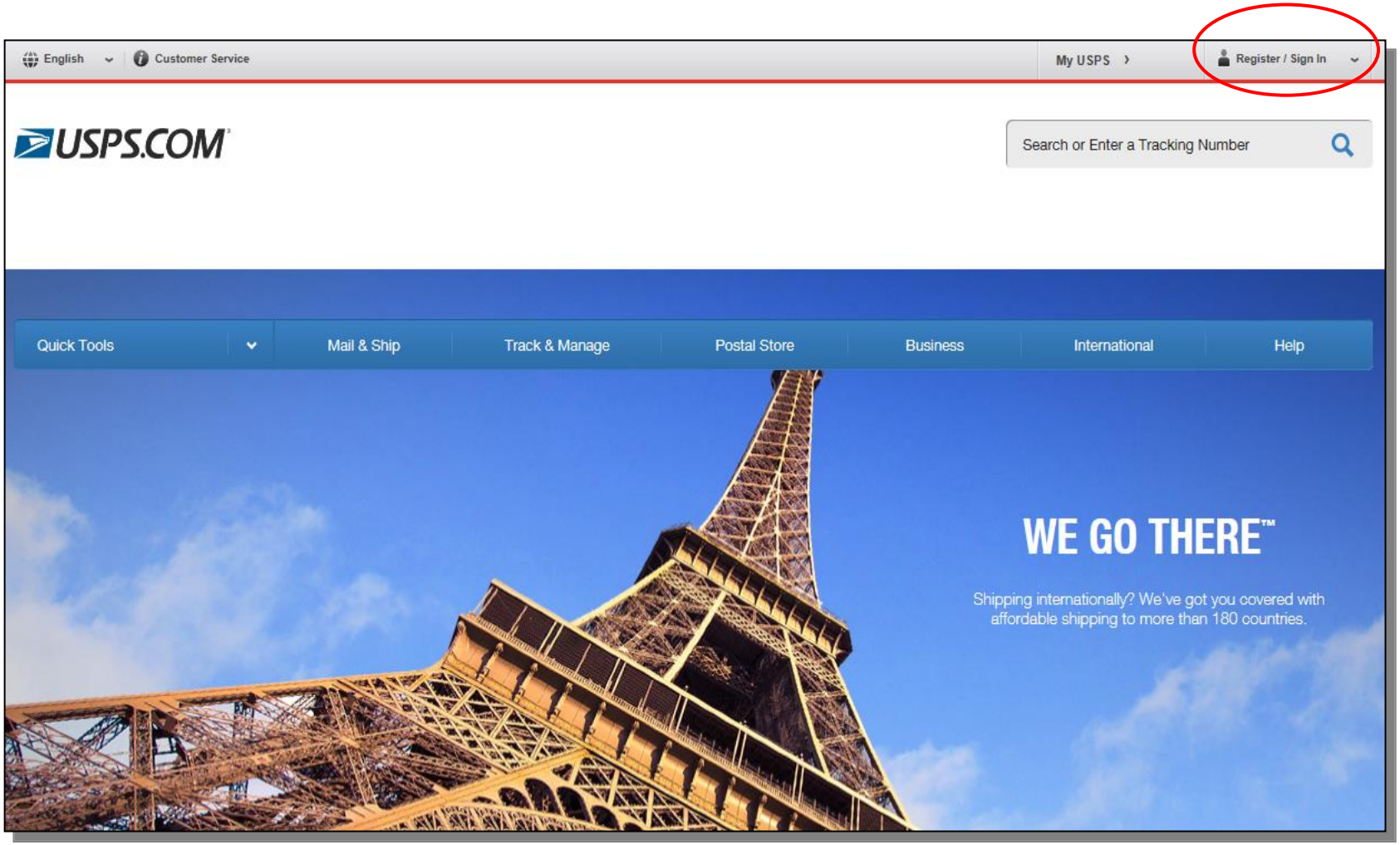
3. Create your request.



Service Through Web Tools Application Program Interface (API)

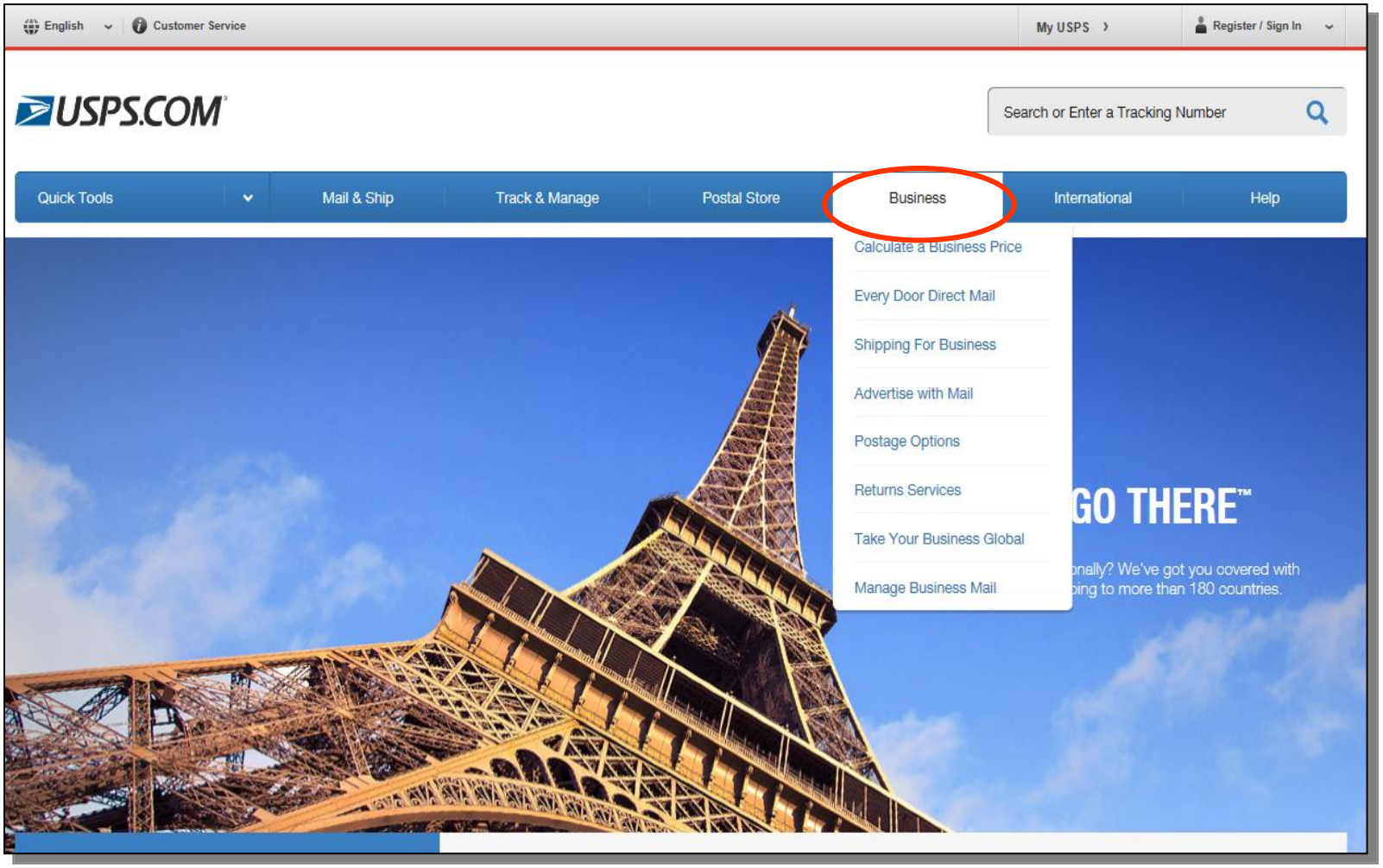
Web Tools API (Commercial Customers)

1. Log into, or register on USPS.com for an account.



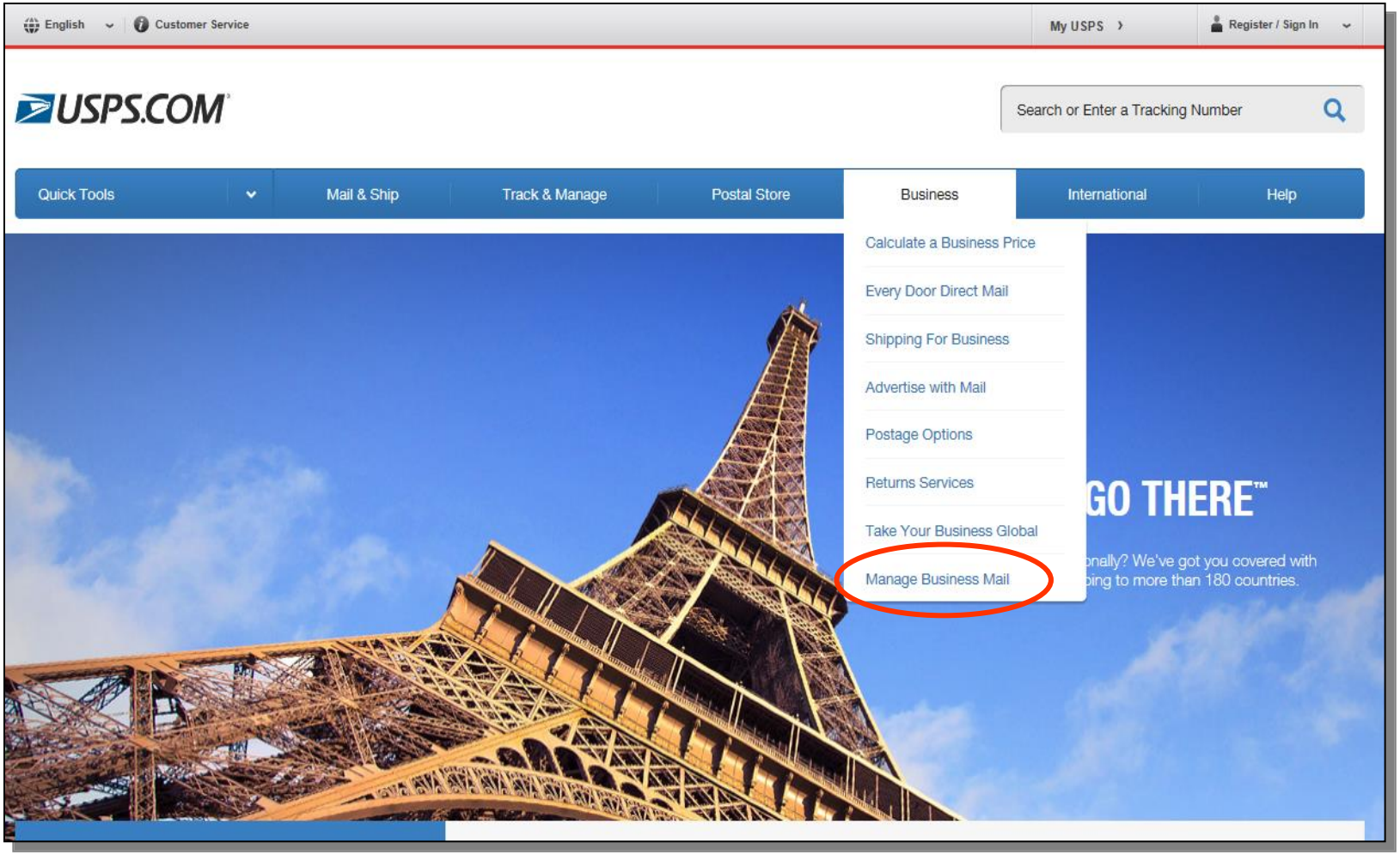
Web Tools API (Commercial Customers)

2. Select the “Business” tab on the home screen.



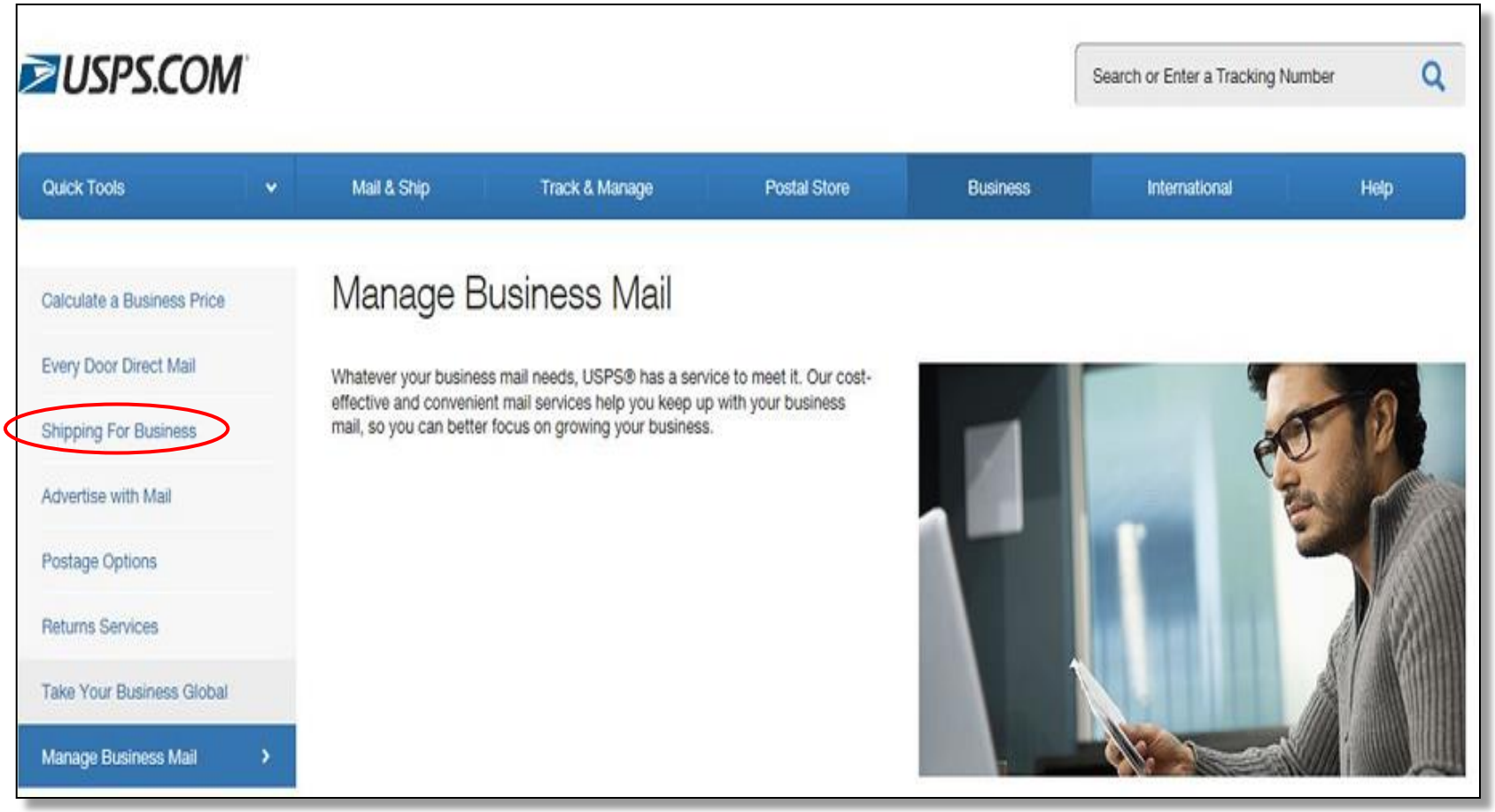
Web Tools API (Commercial Customers)

3. Select “Manage Business Mail”.



Web Tools API (Commercial Customers)

4. Select “Shipping For Business”.



Web Tools API (Commercial Customers)

5. Scroll down to the Web Tools section and click “Get Started”.

Compare Shipping Tools

Whether you use our shipping tools or those of an approved licensed vendor, there are several options available to you for printing labels and paying for postage.

USPS Tools | Third-Party Tools

USPS.com Shipping/Click-N-Ship®

Whether you ship 1 or 50 packages per month, you can easily pay for postage and print shipping labels online. All you'll need is a free USPS.com® account.

- Pay with a credit card or via PayPal
- Ship domestically or internationally
- Create batch shipments of up to 20 identical packages

Print a Label Learn More

USPS® meter label solution (formerly Click-N-Ship for Business®)

USPS meter label solution is free desktop software for businesses that regularly ship 50-100 packages a month. Prior to creating labels, you'll need to provide an approved payment method.

- Pay for postage via meter, permit, or eVS® account
- Print labels and forms for domestic and international shipments
- Compare prices, verify addresses, and check delivery status with built-in USPS.com tools

Install Software Download Fact Sheet

Click-N-Ship® Business Pro™

For shipments of at least 50 pieces or a combined weight of 50 lbs. or more, Click-N-Ship Business Pro is downloadable desktop software to help you get the job done.

- Pay postage via electronic manifest files
- Ship domestically or internationally
- Manage your shipping with integration and reporting features

Learn More and Register

Web Tools®

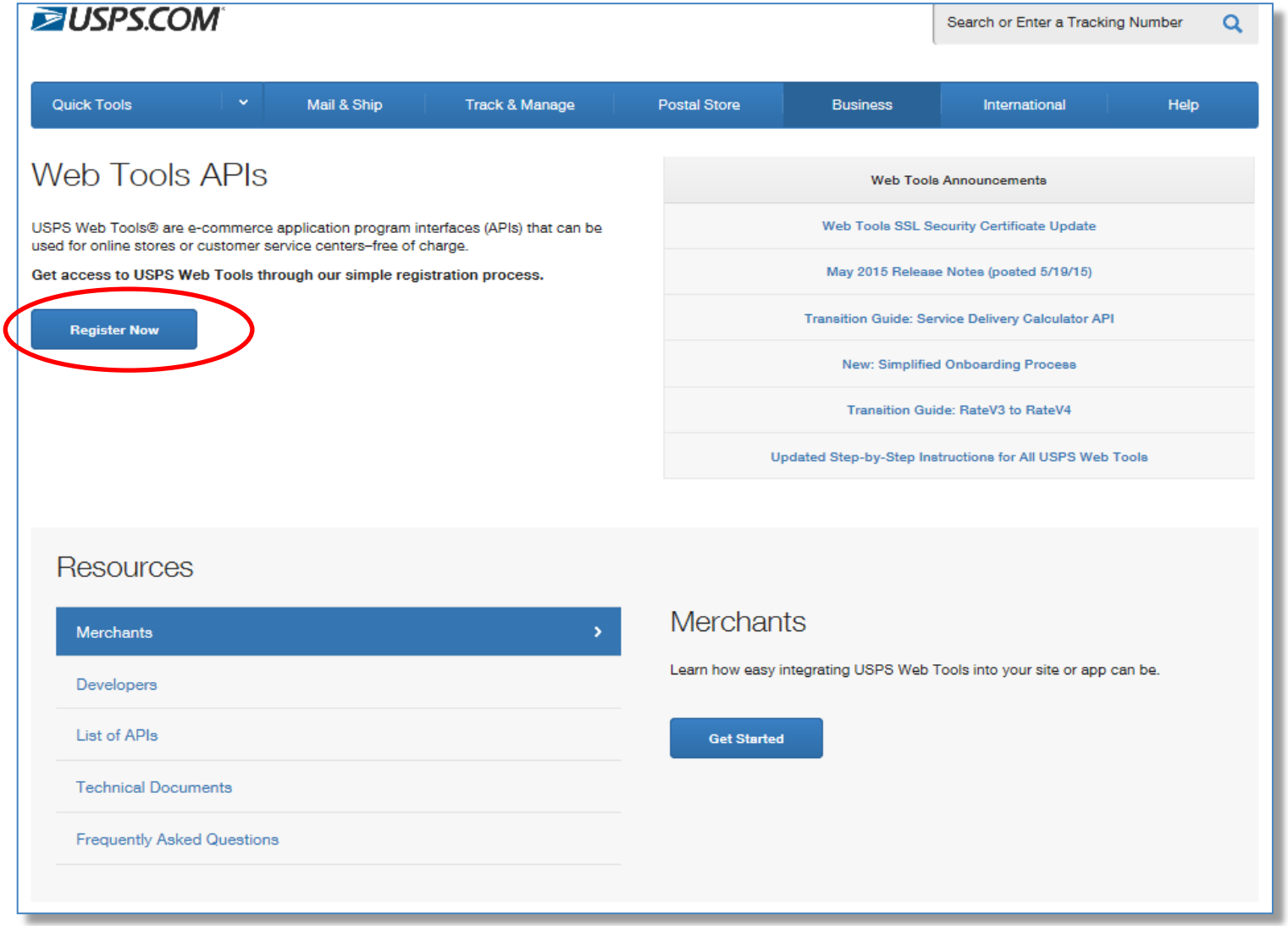
Developers and technicians can easily integrate a variety of USPS Web Tools into their website, shipping operation, or customer service center, free of charge. Our APIs provide USPS prices, shipping labels, tracking, and more.

- Get address and delivery information
- Calculate domestic and international prices
- Print domestic and international shipping labels
- Schedule a free Package Pickup[2]

Get Started

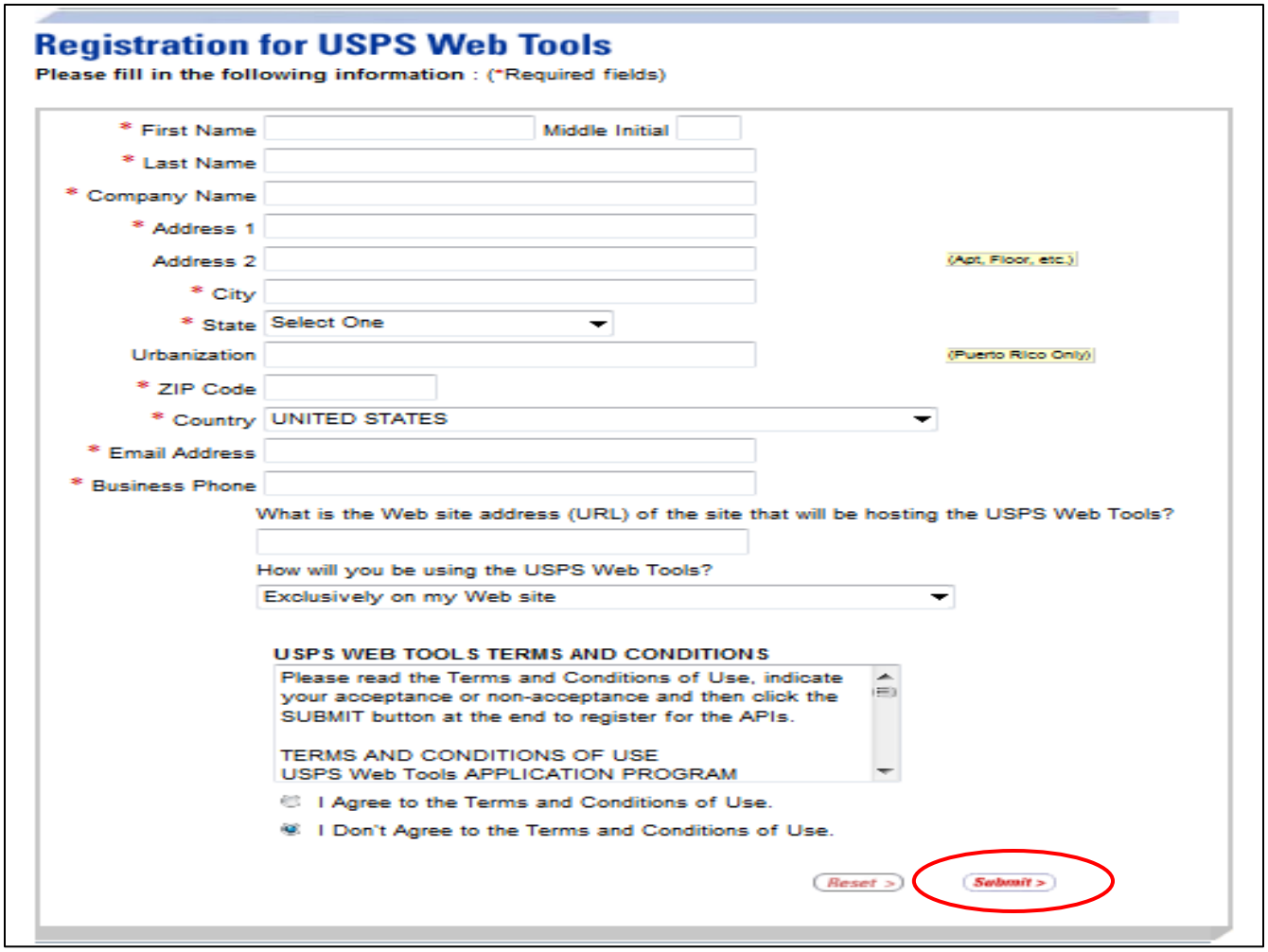
Web Tools API (Commercial Customers)

6. Select the “Register Now” button.



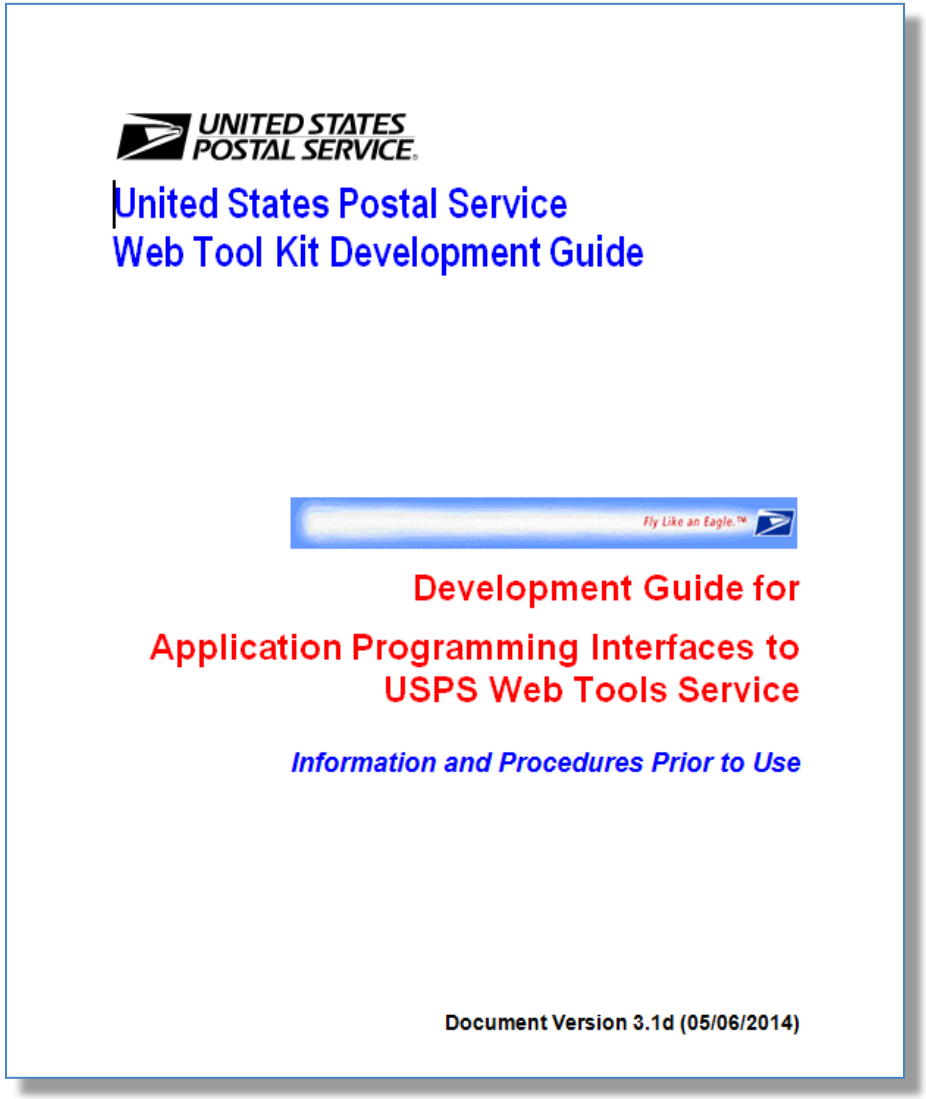
Web Tools API (Commercial Customers)

7. Complete all required fields for registration and select “Submit” to complete the registration process.



Web Tools API (Commercial Customers)

Step-by-Step Instructions for all USPS Web Tools are contained in the Development Guide located at https://www.usps.com/business/web-tools-apis/technical-documentation.htm.



UNITED STATES POSTAL SERVICE

United States Postal Service
Web Tool Kit Development Guide

Fly Like an Eagle.™

Development Guide for

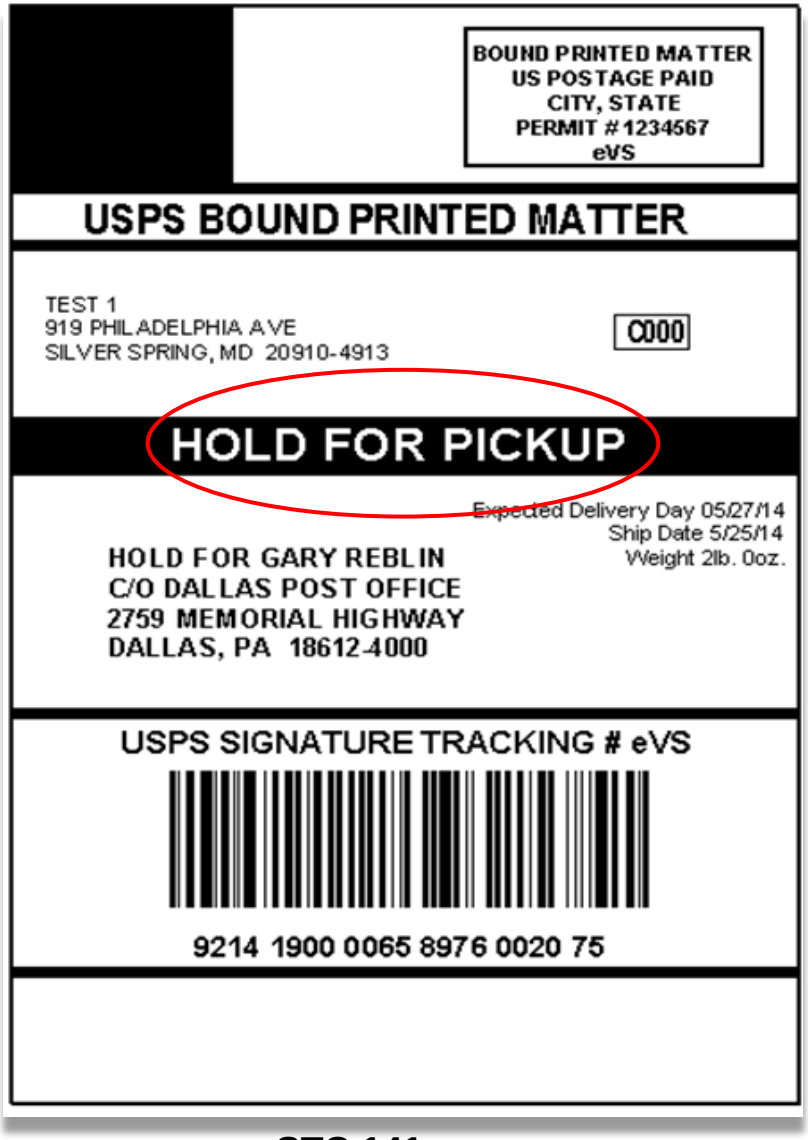
Application Programming Interfaces to
USPS Web Tools Service

Information and Procedures Prior to Use

Document Version 3.1d (05/06/2014)

Sample
Hold For Pickup
Labels

Hold For Pickup Labels



STC 141

STC 209

Hold For Pickup Labels

PARCEL SELECT LIGHTWEIGHT
US POSTAGE PAID
CITY, STATE
PERMIT # 1234567
eVS

USPS PARCEL SELECT LIGHTWEIGHT®

TEST 1
919 PHILADELPHIA AVE
SILVER SPRING, MD 20910-4913

C000

HOLD FOR PICKUP

Expected Delivery Day 05/27/14
Ship Date 5/25/14
Weight 2lb. 0oz.

HOLD FOR GARY REBLIN
C/O DALLAS POST OFFICE
2759 MEMORIAL HIGHWAY
DALLAS, PA 18612-4000

USPS SIGNATURE TRACKING # eVS

9214 2900 0065 8976 0020 79

STC 142

PARCEL SELECT
U.S. POSTAGE PAID
COMPANY NAME
eVS

USPS PARCEL SELECT®

TEST 1
919 PHILADELPHIA AVE
SILVER SPRING, MD 20910-4913

C000

HOLD FOR PICKUP

Expected Delivery Day: 05/27/14
SHIP DATE: 05/22/14
WEIGHT: 2 lb. 0 oz.

HOLD FOR GARY REBLIN
C/O DALLAS POST OFFICE
2759 MEMORIAL HWY
DALLAS, PA 18612-4000

USPS TRACKING NUMBER # eVS

9203 8912 3456 7862 0603 02

STC 389

Hold For Pickup Labels

STC 112

STC 716

Passive Adaptive Scanning System (PASS) and Delivery Scheme-less Sortation (DSS) System

(Internal Only)

PASS and DSS Alerts

- The Passive Adaptive Scanning System (PASS) and /Delivery Scheme-less Sortation (DSS) system provide audible and visual alerts when barcode is scanned to identify Hold For Pickup items during distribution.
- When identified, the Hold For Pickup item is staged at the destination Post Office for pickup.

My Post Office
(Internal Only)

My Post Office (MyPO)

- My Post Office (MyPO) - web application that facilitates communications between the Customer Care Centers (CCCs) and Post Offices, Districts, and Consumer Affairs Offices (CAOs)
- Hold For Pickup requests sent to MyPO for fulfilment by the Destination Post Office
- Recipient's address information stored there for verification purposes for pickup

Resources

Hold For Pickup Guidebook @ https://ribbs.usps.gov/

Postal Explorer, Domestic Mail Manual (DMM) @ http://pe.usps.gov/text/dmm300/dmm300_landing.htm

USPS Parcel Labeling Guide @ https://ribbs.usps.gov/barcode_cert/documents/tech_guides/ParcelLabelingGuide.pdf

My Post Office (MyPO) User Guide (for Internal Use)@ http://blue.usps.gov/my_post_office.htm

USPS Web Tool Kit Development Guide@ https://www.usps.com/business/web-tools-apis/technical-documentation.htm.

Contact

Email:
Shippingservices@usps.gov

Business Service Network (BSN) @
https://ribbs.usps.gov/

Hold For Pickup Webinar

Question and Answer Session

United States Postal Service

Patricia Harris
Product Development Specialist , Sr
Shipping Products and Services

Tuesday, July 21, 2015

Hold For Pickup Webinar

The webinar is now concluded

RIBBS Website: https://ribbs.usps.gov

Tuesday, July 21, 2015