



## **PCC Workshop-in-a-Box**

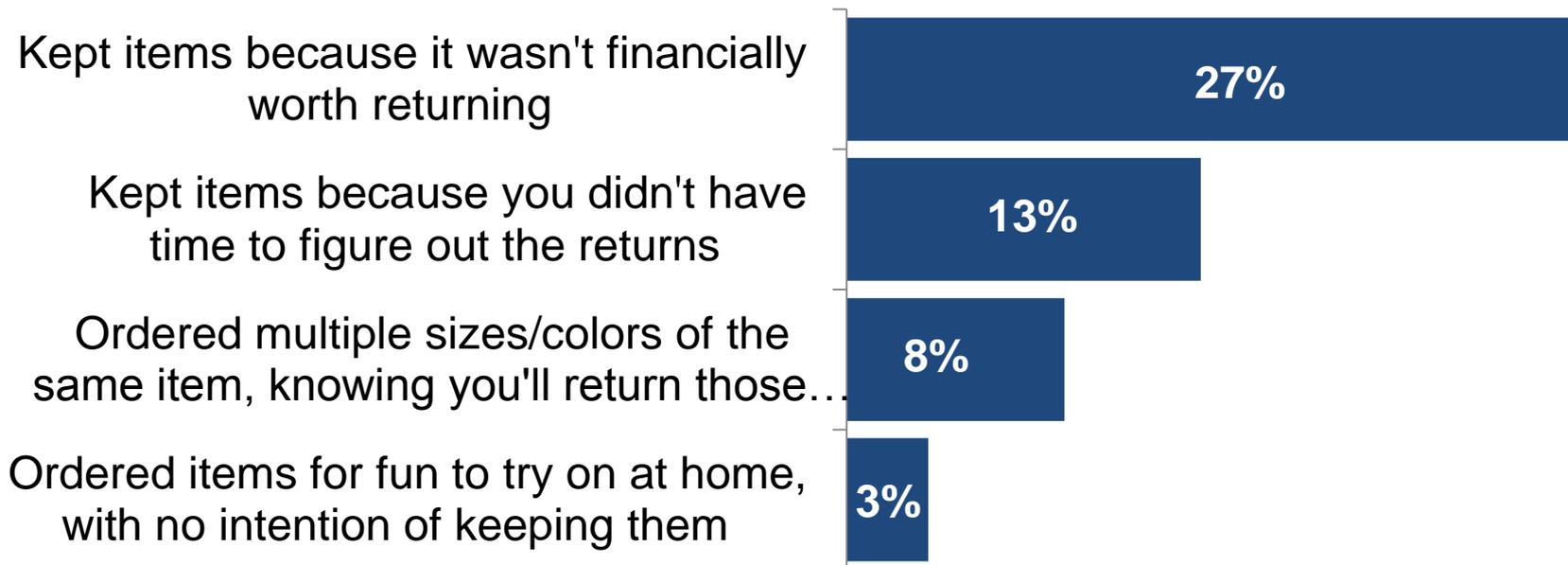
# **USPS Returns**

- **Returns Market and Opportunity**
- Recent and Upcoming Changes
- Returns Portfolio
  - Parcel Return Service (PRS)
  - USPS Return Service
  - Merchandise Return Service (MRS)
  - Business Reply Mail (BRM) Parcels
- Bulk Parcel Return Service
- Online Tools
- Appendix

## Almost 40% of consumers are shopping more via website / catalog / phone compared to two years ago



## Customer perception of the returns process influences approximately 40% of consumer purchase decisions



**“An easy returns process is important to me.”**

*Majority Consumer Survey Response*

## **USPS Returns are:**

- ✓ **Simple:** Easy to understand the steps necessary to return the product
- ✓ **Convenient:** Easy to send package back or have it picked up; label in the shipping box or options to print it
- ✓ **Transparent:** Can view the delivery status of package to ensure the merchant receives it
- ✓ **Free or Low Cost:** No or little charge
- ✓ **Fast:** Package reaches the merchant in a timely manner

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**January  
25, 2015**

1. First-Class Package Return Flat-Rate Service (up to 1lb)
2. Click-N-Ship Business Pro for Returns
3. Print and Deliver Label Service (Returns)

**Changes  
May 31,  
2015**

1. Return Services Permit
2. Bulk Parcel Return Service
3. Elimination of Upfront Fees for Returns Customers
4. Streamline Merchandise Return Service (MRS)
5. Increase insurance for Returns to \$5,000
6. Retire Parcel Return Service Full-Network

## Consolidate your Return Services Permits

USPS has three permits for Returns and each require an annual fee of \$225:

- Parcel Return Service (PRS)
- USPS Return Service
- Merchandise Return Service (MRS)

Consolidated to one Return Services permit and save up to \$450 annually



## Eliminate Annual Permit and Account Maintenance Fees

- Eliminate as a returns product offering and establish as an endorsement.
- Products available for:
  - Standard Mail parcels
  - Parcel Select Lightweight
- Customer will be responsible for paying the \$3.10 per piece fee.
  - Eliminate the \$220 annual permit fee and \$685 annual account maintenance fees. (Annual Savings of \$905)
- Require IMPb with USPS Tracking Service Type Code for Returns visibility.
- Automate charge per Price Change fee when scan event occurs:
  - Arrival At Unit (AAU)
  - Return to Sender – Unclaimed
  - Refused

	STANDARD MAIL U.S. POSTAGE PAID PERMIT NO. CITY, STATE
<b>USPS STANDARD MAIL®</b>	
INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999	
RETURN SERVICE REQUESTED - BPRS	
RONALD RECEIVER C/O RICK RECIPIENT INTERNET PURCHASING OFFICE BIG AND GROWING BUSINESS CO. 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
<b>USPS TRACKING #</b>	
	
<b>9270 2912 3456 7800 0615 03</b>	

## Streamline MRS to Three Products

- Align with products offered for USPS Returns.
- July 2014 Intelligent Mail package barcode was required. (Transition September 2015)

### Service

1. Priority Mail
2. First-Class Package Service / First-Class Mail Parcels
3. Standard Post
4. Bound Printed Matter Parcels
5. Library Mail
6. Media Mail

**Eliminated**

### Products

1. Priority Mail
2. First-Class Package Return Service
3. Ground Returns

- Video from the Returns page

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USPS offers a variety of flexible Returns solutions for businesses of all sizes and for all respective needs.

## Parcel Return Service

- A dedicated return service for shippers with high volume returns.
- Merchants are charged after the manifest verification process through a reverse-logistics process.
- Pickups occur at RDU, RSCF or RNDC.

## USPS Return Services

- Annual volume requirement 10,000.
- Scan-based postage pricing and flexible return label options including:
  - Priority Mail Return Service
  - First-Class Package Return Service
  - Ground Return Service

## Merchandise Return Service

- A convenient way for businesses that process fewer than 10,000 returns a year to track their inventory.
- Usually the customers are provided a prepaid return shipping label that can be provided to USPS through a carrier, at a post office or collection box.

## Business Reply Mail Parcels

- Business Reply Mail (BRM) enables merchants to create prepaid return labels for use by their customers.
- Mail pieces shipped by First-Class Mail and Priority Mail.
- BRM postage is assessed only when the label is used.

PRS is a workshare returns product designed for medium to large online retailers to bypass destination postal plants. In this product, the Postal Service is the first-mile carrier, working in coordination with a reverse logistics provider that picks up the packages at an origin postal facility and delivers them to the merchant's returns facility. The Postal Service consolidates the PRS packages at a postal plant near the origin entry for pickup by a reverse logistics provider.

## Product Details

### Features & Benefits

- Uses reverse logistics providers
- 'First-Mile' solution
- Postage plus vendor fees
- Vendors set volume thresholds
- Codes identify reverse logistics provider

Extra Service Options	Value Added Services	Products & Services
<ul style="list-style-type: none"> <li>▪ USPS Tracking (IMpb)</li> <li>▪ Certificate of Mailing available for purchase by customer at USPS retail locations only</li> </ul>	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>	<ul style="list-style-type: none"> <li>▪ RNDC</li> <li>▪ RDU</li> <li>▪ RSCF</li> </ul>

## Service Type Codes

- Publication 199, Intelligent Mail Package Barcode Implementation Guide [https://ribbs.usps.gov/intelligentmail\\_package/documents/tech\\_guides/PUB199IMPBImpGuide.pdf](https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf)
- Service Type Codes for IMpb [https://ribbs.usps.gov/intelligentmail\\_package/documents/tech\\_guides/IMPBServiceTypeCode.pdf](https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/IMPBServiceTypeCode.pdf)

## Permit

- No permit is required for clients of a reverse logistics provider with an existing Return Services permit (formally PRS permit).

## Postage & Fees

- Postage plus PRS vendor Fees
- Notice 123 Price List <http://pe.usps.gov/text/dmm300/Notice123.htm>

## Application Process

- Submit PS Form 3615, Mailing Permit Application and Customer Profile to Post Office or at <http://about.usps.com/forms/ps3615.pdf>

## Resources

- Domestic Mail Manual (DMM) 505 Return Services <http://pe.usps.com/text/dmm300/505.htm#1224365>

## Onboarding Contact

- [HQTIS@usps.gov](mailto:HQTIS@usps.gov) – Technical Integration Specialist

## Parcel Return Service (PRS) Return Flow

**Packages  
Picked up from  
Household or  
Dropped off at  
Nearest Post  
Office or  
Placed in a  
Collection Box**



or

**Scans  
Captured at  
Origin Post  
Office or Origin  
Processing  
Center**



**Acceptance  
Scan Data  
Provided to  
Merchant thru  
Extract File**



**Packages  
Picked up by  
PRS Provider**



## Parcel Return Service Label

JOHN DOE  
1258 RETURN LN  
BETHESDA MD 20817

**NO POSTAGE  
NECESSARY IF  
MAILED IN THE  
UNITED STATES**

**PARCEL RETURN SERVICE**  
ABC RETURNS PERMIT NO. 77999

**BMC ZIP - USPS PARCEL RETURN SERVICE**



9202 3912 3456 7806 1500 09

AGENT / CLIENT NAME  
PARCEL RETURN SERVICE  
56999

**X01**

- Pre-Printed or Handwritten Return Address
- Postage Guarantee Imprint
- Three Horizontal Bars (Minimum)
- Postage Calculation and Extra Services
- Endorsement
- Service Banner
- PRS Legend
- Intelligent Mail Package Barcode with MID/STC
- Delivery Address

- USPS Return Services allow a merchant to provide a pre-printed postage-paid label to consumers to return merchandise, samples and other items.
- This service has been referred to as Scan Based Payment Returns because postage payment is triggered by first physical barcode scan during postal processing.



## Product Details

### Features & Benefits

- Return label is addressed directly to the permit holder
- Packages are charged an average uniform price based on sampling
- Average uniform price is adjusted monthly
- Postage is collected based on the number of packages receiving a physical scan event (List in Appendix) in Product Tracking and Reporting (PTR)
- Detailed reporting
- Click-N-Ship Business Pro

Extra Service Options	Value Added Services	Products & Services
<ul style="list-style-type: none"> <li>▪ Insurance up to \$5,000 available for purchase by customers at USPS retail locations only</li> </ul>	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>	<ul style="list-style-type: none"> <li>▪ Priority Mail Return Service (Including Critical Mail)</li> <li>▪ First-Class Package Return Service</li> <li>▪ Ground Return Service</li> </ul>

## USPS Return Flow

**Customer  
Creates /  
Receives  
Labels**



**Mail Enters  
Network thru  
Carrier Pickup,  
Dropped off at  
Retail or  
Collection Box –  
Label is  
Scanned**



**Mail Pieces  
Sampled**



**Pricing  
Calculated  
Based on  
Sampling**



**Mail Pieces  
Delivered to  
Return  
Destination**



## Sample Labels



**IMpb with Human  
Readable Text,  
“USPS Tracking”**



Merchandise Return Service (MRS) allows merchants to provide a pre-printed postage-paid label to their consumers to return merchandise, test kits, samples and other items. Merchants are charged only when labels are used.



## Product Details

### Features & Benefits

- No minimum volumes
- Piece level visibility with Intelligent Mail package barcode (IMpb/MID/STC/Extract file)
- Flexible label printing options (USPS Webtools API, Merchant Returns Label Tool, and privately printed labels)

Extra Service Options*	Value Added Services	Products & Services
<ul style="list-style-type: none"> <li>▪ Registered Mail</li> <li>▪ USPS Insurance</li> <li>▪ USPS Tracking</li> <li>▪ Special Handling</li> <li>▪ Mailing Acknowledgement (Permit holders)</li> <li>▪ Certificate of Mailing (Consumers)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Package Pickup</li> <li>▪ Pickup on Demand</li> </ul>	<ul style="list-style-type: none"> <li>▪ First-Class Package Return Service</li> <li>▪ Priority Mail Return Service</li> <li>▪ Ground Return Service</li> </ul>

\*Source: DMM 503: Extra and Additional Services

## MRS Return Flow

**MRS Labels  
Distributed**

**USPS Accepts  
Return via  
Package  
Pickup or  
Retail Location**

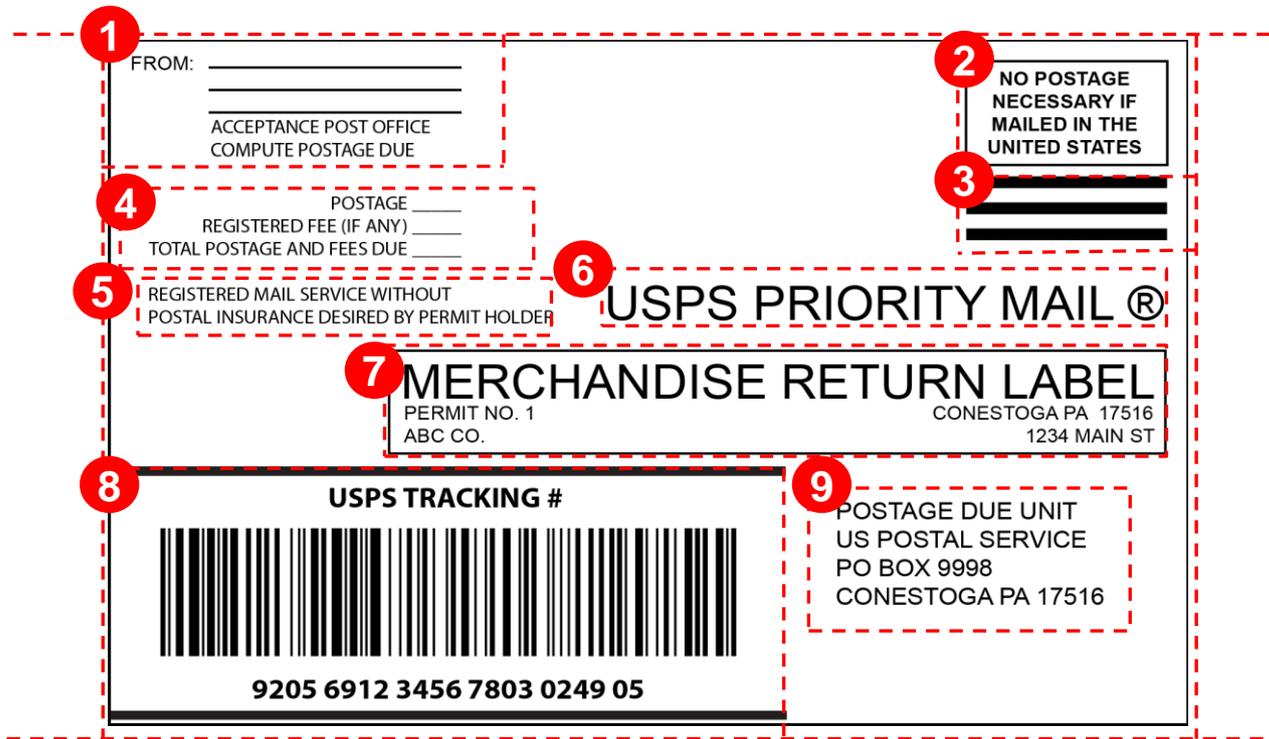
**Returns  
Processed**

**Returns  
Individually  
Weighed &  
Rated**

**Return  
Delivered to  
Merchant**



## MRS Label



**1** FROM: \_\_\_\_\_  
ACCEPTANCE POST OFFICE  
COMPUTE POSTAGE DUE

**2** NO POSTAGE  
NECESSARY IF  
MAILED IN THE  
UNITED STATES

**3** \_\_\_\_\_  
\_\_\_\_\_

**4** POSTAGE \_\_\_\_\_  
REGISTERED FEE (IF ANY) \_\_\_\_\_  
TOTAL POSTAGE AND FEES DUE \_\_\_\_\_

**5** REGISTERED MAIL SERVICE WITHOUT  
POSTAL INSURANCE DESIRED BY PERMIT HOLDER

**6** **USPS PRIORITY MAIL®**

**7** **MERCHANDISE RETURN LABEL**  
PERMIT NO. 1  
ABC CO. CONESTOGA PA 17516  
1234 MAIN ST

**8** **USPS TRACKING #**  
  
**9205 6912 3456 7803 0249 05**

**9** POSTAGE DUE UNIT  
US POSTAL SERVICE  
PO BOX 9998  
CONESTOGA PA 17516

- 1** Pre-Printed or Handwritten Return Address
- 2** Postage Guarantee Imprint
- 3** Three Horizontal Bars (Minimum)
- 4** Postage Calculation and Extra Services
- 5** Endorsement
- 6** Service Banner
- 7** MRS Legend
- 8** Intelligent Mail Package Barcode with MID/STC
- 9** Delivery Address

Business Reply Mail enables merchants to create prepaid return labels for use by their customers. Although primarily intended for letters and flats, Business Reply Mail (BRM) also enables merchants to create BRM labels that can be applied to a parcel-shaped package. BRM postage is assessed only when the label is used. A per-piece fee is applied to each package in addition to the applicable First-Class Mail Parcel or Priority Mail postage.

## Product Details

### Features & Benefits

- BRM Parcels postage is assessed only when the label is used.
- The only Extra Service authorized for BRM is USPS Tracking, which is enabled through the use of a unique Intelligent Mail package barcode (IMpb) on each BRM parcel.
- Merchants must privately print labels and have them certified.
- BRM labels are addressed to the merchant or agent’s address, but are processed in the Postage Due Unit prior to delivery.

Extra Service Options	Value Added Services	Products & Services
<ul style="list-style-type: none"> <li>▪ USPS Tracking (IMpb)</li> </ul>	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>	<ul style="list-style-type: none"> <li>▪ Priority Mail</li> <li>▪ First-Class Mail Parcels</li> </ul>

## Business Reply Mail (BRM) Parcels Return Flow

**Privately  
printed BRM  
Parcel Labels**



**USPS Accepts  
Parcel at Retail  
or Collection  
Box**



**Parcel  
Processed by  
USPS**



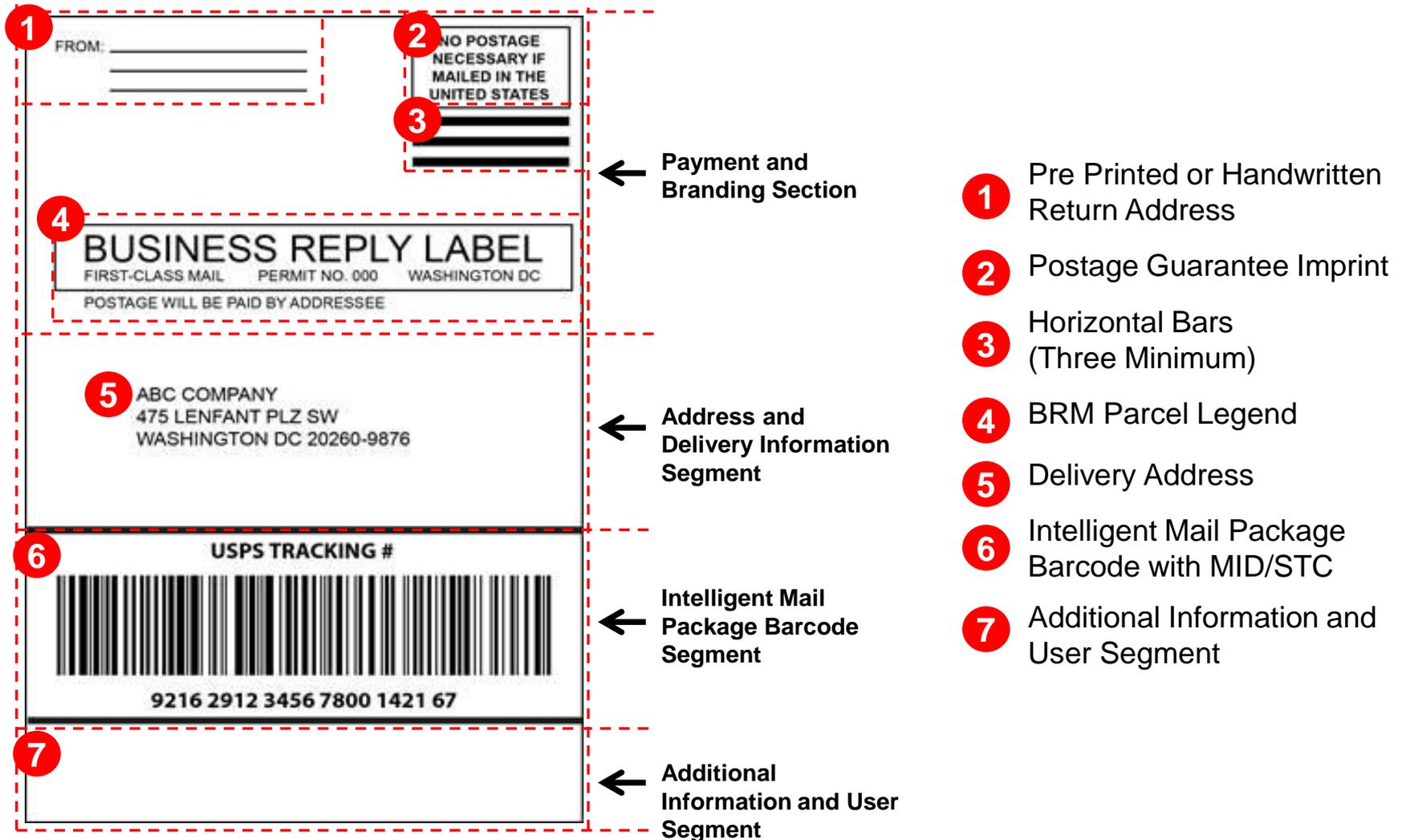
**Parcel  
Individually  
Weighed &  
Rated**



**Parcel  
Delivered to  
Business**



## BRM Label



- Returns Market and Opportunity
- Recent and Upcoming Changes
- Returns Portfolio
  - ❑ Parcel Return Service (PRS)
  - ❑ USPS Return Service
  - ❑ Merchandise Return Service (MRS)
  - ❑ Business Reply Mail (BRM) Parcels

- **Bulk Parcel Return Service**

- Online Tools
- Appendix

Bulk Parcel Return Service is designed for shippers of Parcel Select Lightweight or Standard Mail machinable packages as a solution to handle both unopened, refused and undeliverable-as-addressed packages, and opened relabeled packages.

- Undeliverable-As-Addressed (UAA)
- Uses on-piece endorsement or a return label
- Refused or opened and returned to sender parcels

## Product Details

### Features & Benefits

- Per piece flat fee
- Regular Rate and Nonprofit Standard Mail machinable parcels
- Parcel Select Lightweight machinable parcels and standard mail parcels
- No Extra Services

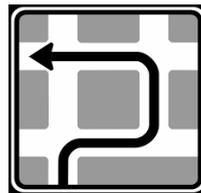
Extra Service Options	Value Added Services	Products & Services
<ul style="list-style-type: none"> <li>▪ None</li> </ul>	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>	<ul style="list-style-type: none"> <li>▪ Standard Mail Parcels</li> <li>▪ Parcel Select Lightweight machinable parcels</li> </ul>

## BPRS Return Flow – Unopened / Undeliverable

**Package  
Undeliverable-as-  
Addressed**



**Routed Back to  
Merchant's Return  
Address**



**BPRS Flat  
Fee Collected  
at Delivery  
Unit**



**Packages Delivered  
to Merchant's Return  
Address**



## BPRS Return Flow – Opened / Relabeled

**Customer  
Receives BPRS  
Label from  
Merchant**



**Package Enters  
Mail Stream –  
Label Scanned**



**BPRS Flat  
Fee  
Collected at  
Delivery  
Unit**



**Package Delivered  
to Return  
Destination**



## BPRS Label



- 1** Service Icon Block
- 2** Service Banner
- 3** Postage Payment Area
- 4** Return Address
- 5** Endorsement for BPRS
- 6** Delivery Address
- 7** Intelligent Mail Package Barcode/MID/STC
- 8** Additional Information and user Segment

- Returns Market and Opportunity
- Recent and Upcoming Changes
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  - ❑ Parcel Return Service (PRS)
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## Click-N-Ship for Business Pro

- Free desktop software
- Intelligent Mail package barcode (IMpb) compliant
- Supports USPS Returns label
- Merchant downloads software from USPS.com
- No fee for permit



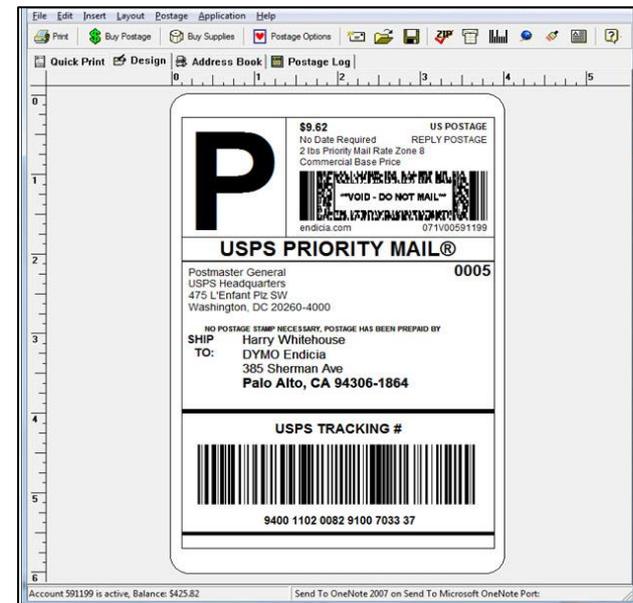
## **Webtools Application Program Interface (API)**

- Web developer resources required
- Intelligent Mail package barcode (IMpb) compliant
- Supports Merchandise Return Service labels
  - Priority Mail Return Service
  - First-Class Package Return Service
  - Ground Return Service



## Merchant Returns Label Tool

- Customized URL to generate returns label
- Intelligent Mail package barcode (IMpb) compliant
- Supports:
  - USPS Return Services
  - Merchandise Return Service
    1. Priority Mail
    2. First-Class Package Service
    3. Ground Return Service



## Privately Printed Labels

- Dynamic printing capability required
- Must be certified by National Customer Service Center (NCSC)





- Returns Market and Opportunity
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  - ❑ USPS Return Services
  - ❑ Merchandise Return Service (MRS)
  - ❑ Business Reply Mail (BRM) Parcels
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- **Appendix**

## Mailing Permit Application and Customer Profile (PS Form 3615)

United States Postal Service® <b>Mailing Permit Application and Customer Profile</b> <i>Instructions available on reverse</i> Two forms of identification are required when submitting this application. One form of ID must contain a photograph of the applicant(s). The applicant must enter the two ID numbers on line 8a and line 8b which is subject to verification by the postal employee completing the application. Social Security cards, credit cards and birth certificates are not acceptable forms of identification.		<b>A. Applicant Information (Please print or type requested information)</b>				<b>Permit Imprint Authorization</b> (Please keep this card for your records. Instructions available on reverse.)				
1. Mail Owner (Individual or Company Name)		2. Date		Permit Number			Date Permit Issued	Issuing Office		
3. Applicant's Signature *(See Privacy Notice below)		4. Email Address (required if known)		Application Fee Due			AIC	140		
5. Address (Street and number, apt. or suite no., city, state, and ZIP + 4®)		6. Other Names Under Which Company Does Business (if applicable)			7. How Can We Contact You?			Postmaster or Designee Signature		
					<input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Mail					
8a. Enter first ID number.		9. Federal Agency Cost Code (if applicable)		10. Will Present Plant Verified Drop Shipment (PVDS)?			<b>Authorization for Precanceled Stamps or Postage Evidencing Systems (Meter/PC Postage) to Present Presorted Mail in Bulk</b> (Please keep this card for your records. Instructions available on reverse.)			
8b. Enter second ID number.		11. Contact Person		12. Telephone No. (Include area code)			Permit Number _____ Date Permit Issued _____ Issuing Office _____			
				<input type="checkbox"/> Yes <input type="checkbox"/> No			Postmaster or Designee Signature _____			
<b>B. Check Applicable Type of Permit/Authorization Requested</b>				<b>For Postal Service™ Use Only</b>						
Will you be mailing anything that is liquid, fragile, perishable, or potentially hazardous? See DMM 601 Yes <input type="checkbox"/> No <input type="checkbox"/>				Permit Number	Date Issued	Date Canceled	Sample Approved	Permit Number _____ Date Permit Issued _____ Issuing Office _____		
1. <input type="checkbox"/> Permit Imprint Authorization (One time Application fee required)* First-Class® Mail <input type="checkbox"/> Standard Mail® <input type="checkbox"/> Package Services <input type="checkbox"/> Company Permit Imprint <input type="checkbox"/>								Postmaster or Designee Signature _____		
2. <input type="checkbox"/> Precanceled Stamp Authorization* <input type="checkbox"/> Government Precanceled Stamped Envelope Authorization* Mailer Precanceled Postmark/Preprinted Rate Markings Authorization* See DMM 604.3 Preprinting of Rate Markings <input type="checkbox"/> Mailer Precancel Postmark <input type="checkbox"/>								<b>Business Reply Mail Authorization</b> (Please keep this card for your records. Instructions available on reverse.)		
3. <input type="checkbox"/> Postage Evidencing System (Meter/PC Postage™) Authorization*								Permit Number	Date Permit Issued	Issuing Office
4. <input type="checkbox"/> Business Reply Mail™ (BRM) Authorization** (Cards, Letters and Flats Only) a. Post Office™ (Station or Branch) where BRM will be received: (a) _____ b. Post Office where BRM permit number was issued and annual fee was paid, if applicable: (b) _____								Fee Due	Unique BRM ZIP+4(s)	
<input type="checkbox"/> Business Reply Mail Account Maintenance Fee (For advance deposit account)***								\$	BRM w/Advance Deposit	
<input type="checkbox"/> Qualified Business Reply Mail™ (QBRM) Approved***								Account Maintenance Fee		
5. <input type="checkbox"/> Merchandise Return Service (MRS) Authorization (Select below)** a. Type of Application <input type="checkbox"/> Initial <input type="checkbox"/> Single <input type="checkbox"/> Reapplication <input type="checkbox"/> Multiple <input type="checkbox"/> Multiple b. Return Location If Multiple Return locations are selected, complete appropriate section on back of form.								Due \$	Postmaster or Designee Signature	
								<b>Merchandise Return Service Authorization</b> (Please keep this card for your records. Instructions available on reverse.)		
								Permit Number	Date Permit Issued	Issuing Office
								Fees Due	AIC	141
								Postmaster or Designee Signature _____		
								\$ _____		

PS Form 3615, January 2014 PSN 7530-03-000-6048 \*Privacy Notice: Information provided may be used for marketing purposes, see our privacy policy at usps.com

## USPS Returns Scan Events

<b>SBP_EVENT CODE</b>	<b>SBP_EVENT_CODE DESCRIPTION</b>	<b>SBP_EVENT CODE</b>	<b>SBP_EVENT_CODE DESCRIPTION</b>
01	Delivered	39	Processed (Registered Mail Only)
02	Notice Left	40	Processed (Registered Mail Only)
03	Accept or Pickup	41	Received at Opening Unit
04	Refused	42	USPS Handoff to Shipping Partner
05	Undeliverable as Addressed	43	Picked Up
06	Forwarded	44	Customer Recall
07	Arrival at Unit	45	Dispatched from International Service Center
08	Missent	46	Duplicate Label ID
09	Return to Sender	51	Business Closed
10	Processed	52	Notice Left
11	Dead Letter	53	Receptacle Blocked
14	Arrival at Pickup Point	54	Receptacle Full/Item Oversized
15	Mis-shipped	55	No Secure Location Available
16	Available for Pickup	56	No Authorized Recipient Available
17	Picked Up by Agent	57	Held at Customer Request
18	Random sampling - oversized	80	Picked Up by Shipping Partner
19	DC/EVS Arrive	81	Arrived Shipping Partner Facility
21	No Such Number	82	Departed Shipping Partner Facility
22	Insufficient Address	A1	Arrive Sort Facility
23	Moved, Left No Address	AE	Arrived USPS Sort Facility
24	Forward Expired	B2	Into Customs
25	Addressee Unknown	B3	Out Of Customs
26	Vacant	BE	Processed
27	Unclaimed	CI	Inbound Into Customs
28	Other	CO	Inbound Out Of Customs
29	Other	DE	Depart USPS Sort Facility
31	Return to Sender / Not Picked Up	DX	Delivery Status Not Updated
32	Dead Mail / Disposed by Post Office	L1	Depart Sort Facility
33	Dead Mail / Sent to Recovery Center	OA	Origin Acceptance
35	Processed (Registered Mail Only)	OD	Processed at Destination Facility
36	Processed (Registered Mail Only)	OF	Out for Delivery
38	Processed (Registered Mail Only)	PC	Sorting/Processing Complete
		R1	Arrive Sort Facility
		RB	Processed
		SF	Dispatched to Sort Facility
		T1	Depart Sort Facility
		TM	Shipment Acceptance
		U1	Arrive Sort Facility

## Online Permit Creation Process Flow –

