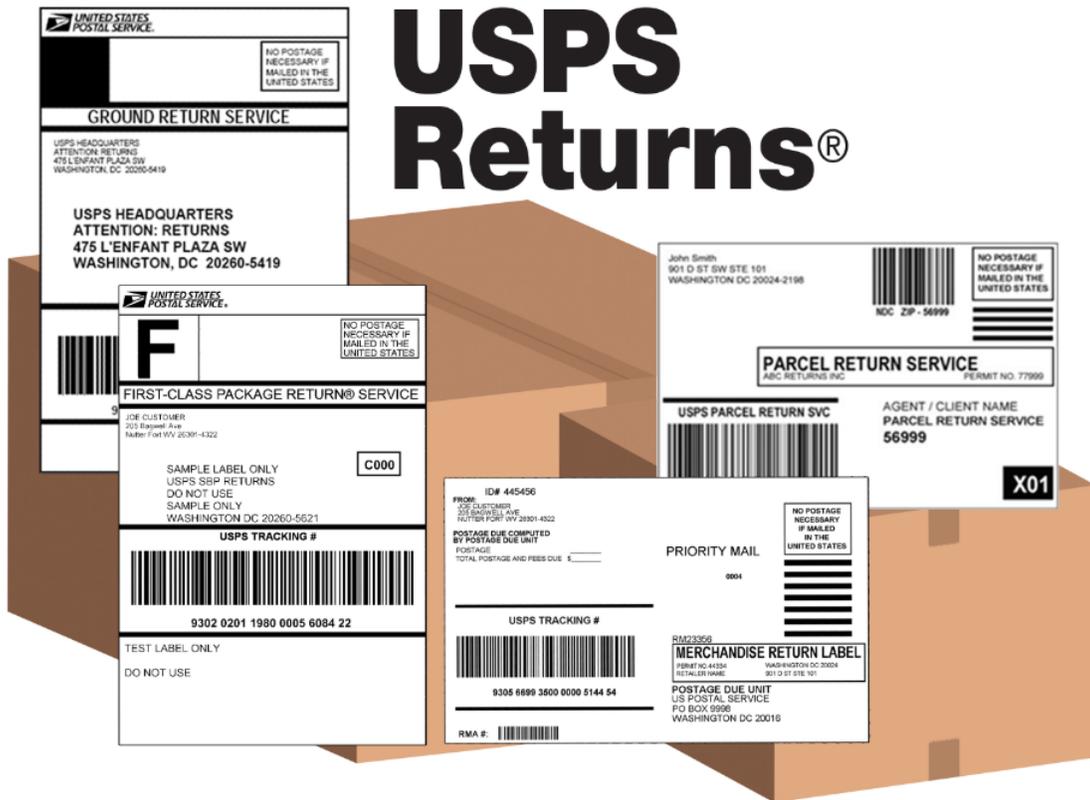


USPS RETURNS



FIELD IMPLEMENTATION KIT



January 2016

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USPS Package Returns Comparison Checklist

A: Determine which USPS product is most beneficial.

Product Features	Merchandise Return Service	USPS Return Services	Parcel Return Service	Parcel Return Service-Full Network (NSA Only)	Business Reply Mail Parcels	Bulk Parcel Return Service (Endorsement Only)	First-Class Package Return Flat Rate Service up to 11lb (NSA Only)
Minimum Annual Returns Volume							
- 10,000		✓				✓	
Postage Calculation							
- Individual weight and rate	✓		✓		✓		✓
- Average price		✓		✓			
- Postage Due Weight Averaging							
- Flat Fee						✓	✓
Service Standards							
- Priority Mail Return Service 1-3 days	✓	✓			✓		
- First-Class Mail parcel 1-5 days ¹					✓		
- First-Class Package Return Service 1-5 days ¹	✓	✓					✓
- Standard Post 2-9 days						✓	
- Ground Return Service 5-8 days	✓	✓		✓			
- Parcel Select Lightweight						✓	
Intelligent Mail Package Barcode (IMpb)							
- IMpb	✓	✓	✓	✓	✓	✓	✓

B: Complete the onboarding steps.

Onboarding Steps								
1	Establish permit							
	- Return Services (RS)	✓	✓	✓	✓			✓
	- Business Reply Mail (BRM)					✓		
2	Submit letter of application			✓	✓		✓	✓
3	Enroll via Business Customer Gateway (BCG)	✓	✓	✓	✓	✓	✓	✓
4	Establish postage payment account			N/A	✓			✓
	- Advance deposit account	✓	✓			✓	✓	
	- Centralized Account Processing System (CAPS) account, trust or debit	Optional	✓	Determined by PRS vendor	✓	Optional	Optional	✓
5	Electronic Verification System (eVS)			✓				
6	Establish mailer ID (MID)	✓	✓	✓	✓	✓		
7	Request scan data extract file	✓	✓	✓	✓	✓		
8	Determine label print method(s)							
	- USPS Application Programming Interface (API)	✓	✓		✓	✓		
	- Merchant Returns Label Tool	✓	✓		✓			✓
	- Print and Deliver Return Label Service		✓	✓				
	- Click-N-Ship for Business	✓						
	- Privately printed labels (certification required)	✓	✓	✓	✓	✓	✓	✓
	- Unique ZIP Code and client ID code			✓				
9	Establish access to BCG reports							
	- Scan Based Payment (SBP) reports		✓		✓			
	- PostalOne! reports	✓	✓	✓	✓	✓	✓	✓
	- eVS reports			✓				
10	Specify processing and delivery details							
	- Select destination pickup locations (; RSCF every 24 hours ¹ ; RDUs as agreed)			✓				
	- Submit PS Form 3801, <i>Standing Delivery Order</i> , at each pickup facility			✓				
	- Finalize package capture and delivery details				✓			
	- Certify shipping services file and labels			✓				
11	Sign service agreement			✓				✓

The following are among the many trademarks owned by the United States Postal Service®: Click-N-Ship for Business®, eVS®, First-Class Mail®, First-Class Package Service®, Media Mail®, *PostalOne!*®, Priority Mail®, Standard Post™, USPS®, and ZIP Code™. This is not a comprehensive list of all Postal Service™ trademarks.

Merchandise Return Service (MRS)

Description

Merchandise Return Service allows a merchant to provide a pre-printed postage paid label to their customers to return merchandise. They are only charged if and when the labels are used and there are no minimum volumes. Product categories are:

- First-Class Package Return Service
- Priority Mail Return Service
- Ground Return Service

Permit holders may authorize the following Extra Services as noted on the MRS label:

- Registered Mail
- Insurance
- Special Handling
- Return Receipt for Merchandise
- Mailing Acknowledgement. Mailing Acknowledgement is a proof of mailing. It is an attachment to the MRS label that can be postmarked, detached and given to the sender if the return package is presented at a USPS retail location and accepted by a retail associate. See *Domestic Mail Manual (DMM) 505* for more details. There are no fees for this service when it is designed as a detachable receipt.

Customers may elect to purchase Extra Services that were not authorized by the permit holder:

- Registered Mail
- Insurance
- Special Handling
- Certificate of Mailing
- Return Receipt for Merchandise
- Package Pickup

A Return Service permit is required. A Centralized Automated Payment System (CAPS) account is recommended. There are no minimum volumes.

Merchants must complete PS Form 3615, *Mailing Permit Application and Customer Profile*, and pay the applicable annual permit and account maintenance fees at the local Post Office. The form is accessible at: <http://about.usps.com/forms/all-forms.htm>.

See Notice 123, Price List, for current fees at: <http://pe.usps.gov/text/dmm300/Notice123.htm>.

Each package must be weighed and rated at the delivery unit and posted to the permit holder's account in *PostalOne!*

PS Form 3615, Mailing Permit Application and Customer Profile

- MRS label elements:
- “No Postage Necessary if Mailed in the United States” imprint
 - Horizontal bars below indicia
 - MRS Label rectangle includes:
 - Permit number and issuing post office city, state and ZIP Code
 - Permit holder's address
 - a unique IMPb
 - Price/product marking; if none, handle as Parcel Select Non Presort
 - Extra Services authorized by permit holder
 - Customer's return address



- 1 Pre Printed or Handwritten Return Address
- 2 Postage Guarantee Imprint
- 3 Three Horizontal Bars (Minimum)
- 4 Postage Calculation Marking
- 5 Extra Services Endorsement
- 6 Class of Mail Marking
- 7 MRS Legend
- 8 Intelligent Mail Package Barcode
- 9 Delivery Address

Standard Operating Procedures Acceptance of Merchandise Return Service

MRS labels. This image shows the required MRS label elements for a MRS package when no Extra Services are desired by the merchant.

MRS label example



PRIORITY MAIL
FIRST-CLASS PACKAGE RETURN SERVICE
GROUND RETURN SERVICES

Retail acceptance at Point of Service (POS)

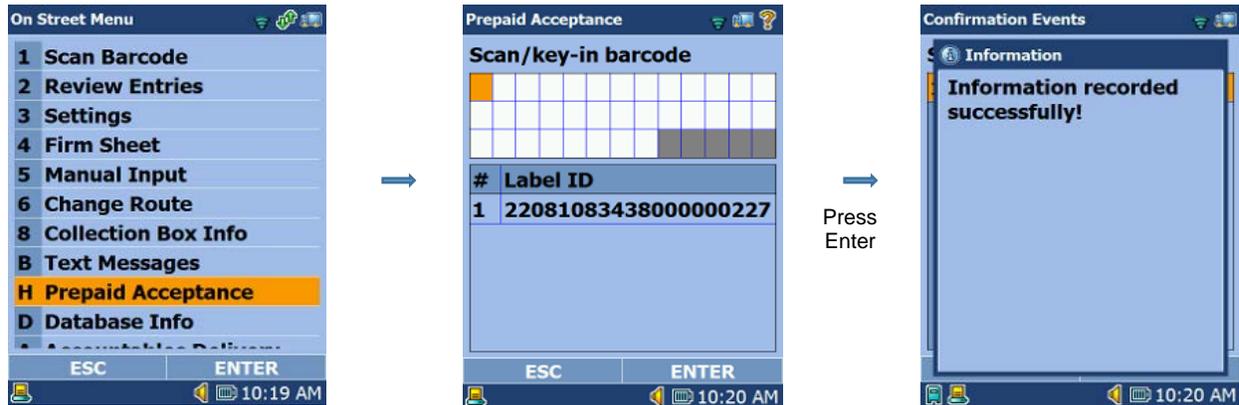
An acceptance scan is critical for tracking Merchandise Return Service parcels bearing an Intelligent Mail package barcode (IMpb).

1. Greet the customer.
2. Ensure the customer's return address appears on the MRS label.
3. Place the item on the scale.
4. Ask Hazmat question.
5. Follow POS Prepaid Acceptance Workflow and scan IMpb 'Accepted'.
6. Inquire if customer would like to purchase optional Extra Services, such as insurance, special handling, certificate of mailing, or Registered Mail.
7. Affix extra service markings, labels (if applicable) and postage to MRS parcel.
8. Collect funds for the extra service transaction and thank the customer.
9. Dispatch MRS parcels according to local policy.

Carrier Acceptance from Package Pickup or Collection Boxes

It is important that all Merchandise Return Service labels with an IMpb receive an initial acceptance scan.

1. Scan the IMpb 'Accepted' using Option H-Prepaid Acceptance Scan.



Back Office Personnel at Delivery Units

If a customer presents a Merchandise Return Service parcel with IMpb at the back dock, Dutch door, etc. for an acceptance scan, the acceptance employee must do the following:

1. Verify the package has a MRS label with an IMpb and a return address.
2. Use the hand-held scanner to perform the acceptance scan as follows:



PostalOne! MRS Postage Assessment Module

The *PostalOne!* Postage Assessment Module was designed to streamline the manual weigh and rating process of Merchandise Return Service mailpieces by using an integrated scale and barcode scanner that automates the entries in *PostalOne!* It automatically calculates the Extra Services fees authorized by the permit holder when those services are entered by the postage due clerk. The system is programmed to recognize eligible Extra Services based on the class of mail selected.

The Postage Assessment Module generates:

- Firm sheet that can be scanned when the packages are delivered to the permit holder, if specified at the beginning of the work session.
- PS3582-C Return Service Postage invoice (one copy for USPS, one for merchant)
<http://blue.usps.gov/brm/pdf/BRM%20Job%20Aid%207%20Approved%20Counting%20Methods%20Dec%202013%20Version.pdf>
- Business Reply Mail/Merchandise Return Invoice Revenue Detail Report listing each item processed

PS Form 3582-C.

Restricted Information

Return Service Postage

Account Information

Account Number:	Mailer ID:	Current Balance:	CAPS Debit
Permit Number:	Finance Number:	Mailing Date:	04/23/2014

Company:

Address

Phone Number:

PO of Permit: Cost Center PO of Mailing: Cost Center

Form P.S. 3582 - C

Transaction Number: 201411309535102MR

Opening Balance: CAPS Debit

Piece	Mailer ID	Mail Class - Rate*	Count	Weight	Fee	Postage	Total
1	555707897	Priority Mail - R	1	0.837	\$0.000	\$6.000	\$6.000
2	555707897	Priority Mail - R	1	0.837	\$0.000	\$5.850	\$5.850
3	555707897	Priority Mail - R	1	0.837	\$0.000	\$6.200	\$6.200
Sub-Total:		Priority Mail - R	3	2.513	\$0.000	\$18.050	\$18.050
Grand Total:			3	2.51	\$0.00	\$18.05	\$18.05

Customer Reference Id: _____

Closing Balance: CAPS Debit

The following postage and per piece fees (if applicable) have been charged to this account.

Clerk Initials: **MJM**

* Mail Class Rate - (R) Retail, (CB) Commercial Base, (CP) Commercial Plus

Close
Print Confirmation

- PS Form 3883-A <http://about.usps.com/forms/ps3883a.pdf>, *Firm Sheet*, should be printed and attached to the container of rated MRS packages for efficiency in scanning at delivery. When the delivery employee scans the barcode on the form and uploads the data to Product Tracking and Reporting (PTR), all packages associated with that firm sheet are updated. This example was produced by *PostalOne!* MRS Postage Assessment Module.

PS Form 3883-A, *Firm Sheet*

USPS PostalOne! Page 1 of 1

Form P.S. 3883 - A

Firm Sheet Barcode :



51A24018042314100606

Bill Number: 201411310060905MR

Mail For: HANOVER DIRECT INC (0804)

Insured

S/N	Article Number
1	03090330000195320989
2	03090330000195320972
3	03090330000195320965
4	03090330000195320958

The above articles are associated to the firm sheet

AUTHORIZED SIGNATURE

Post Offices can order the *Posta/One!* MRS Postage Assessment Module device kit or the individual components from Material Distribution Center in Topeka, via eBuy2 as shown below. Instructions for installing and calibrating the equipment and setting up MRS permit holder profiles can be found in the *Posta/One!* Postage Assessment Module training on the MRS SOX Compliance web page at <http://blue.usps.gov/mrs/>.

Ordering details for *Posta/One!* Postage Assessment Module in eBuy2:



SUPPLY COMMODITY		
TITLE (DESCRIPTION)	PSN	UNIT COST
MERCHANDISE RETURN (SCANNER/SCALE/CABLE)	6695-16-000-8975	605.21

SUPPLY COMMODITY		
TITLE (DESCRIPTION)	PSN	UNIT COST
SCANNER, BARCODE, LINEAR IMAGING, 3800R W/O CABLE	7025-06-000-8160	\$197.82
SCALE, USPS MATERIAL RETURN, CAP 7-70#,USB/RS232,STL PLATTER	6670-16-000-8807	\$400.73
CABLE, SCANNER, 8.5 FT, 4-PIN USB TYPE A	6150-16-000-8808	\$6.66

UNITED STATES POSTAL SERVICE® **eBuy2** Send Message | Profile | Logout | In/Out Status | Help

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Image	Manufacturer No (Supplier SKU)	Name & Description	Category	Unit	Pref. Supplier Price	Quantity	Compare
NO IMAGE AVAILABLE	UP2030 (UP2030)	EZTracker Scanner Electronic equipment manufacture services [PSN:6140170001748]	Electronic equipment manufacture services	EACH(1)	\$ 5806.0000	<input type="text" value="0"/>	<input type="checkbox"/>
NO IMAGE AVAILABLE	267117 (267117)	FIBER OPTIC'S SCANNER Packing tools	Packing tools	EACH(1)	\$ 632.8600	<input type="text" value="0"/>	<input type="checkbox"/>
	61910 (N313C94)	Zircon 1-Step Scanner Metal Sensor; I520 Onestep Scanner I520 OneStep StudSensor , Type Copper/Rebar/AC. Patent-pending Center/Vision technology finds the st Stud finders Related Items Available	Stud finders	EACH(1)	\$ 53.9800	<input type="text" value="0"/>	<input type="checkbox"/>
NO IMAGE AVAILABLE	99EX-HOLSTER-2 (6750170001571)	HOLSTER, SCANNER, DELIVERY, MOBILE (MDD) This is the holster for hand scanner 6720-17-000-1576. [3/12/2014] Warehousing equipment and supplies	Warehousing equipment and supplies	EACH(1)	\$ 22.6460	<input type="text" value="0"/>	<input type="checkbox"/>
NO IMAGE AVAILABLE	ADS2500WE (M9ADS2500WE)	BROTHER SCANNER ADS2500W Office supplies [web]	Office supplies	EACH(1)	\$ 624.7300	<input type="text" value="0"/>	<input type="checkbox"/>
	42725B#BG (495-0104E)	HP Scanjet 7500 Flatbed Scanner HP Scanjet 7500 Flatbed Scanner: HP Scanjet Enterprise 7500 Flatbed Scanner with automatic document Information Technology Broadcasting and Telecommunications	Information Technology Broadcasting and Telecommunications	EACH(1)	\$ 1057.0000	<input type="text" value="0"/>	<input type="checkbox"/>
NO IMAGE AVAILABLE	MERCHANDISE-RETURN-KIT (6695160008975)	KIT, MERCHANDISE RETURN (SCANNER/SCALE/CABLE) Warehousing equipment and supplies	Warehousing equipment and supplies	KIT(1)	\$ 0.0000	<input type="text" value="0"/>	<input type="checkbox"/>
	3498 (3CCL5)	Code Scanner Code Scanner Includes CD With DTC Look-Up Software Computer Hook-Up Cable 8 Foot OBD II Cable 6 Specialty wrenches [PSN:5220160007190] [web] Related Items Available	Specialty wrenches	EACH(1)	\$ 261.3800	<input type="text" value="0"/>	<input type="checkbox"/>

USPS Return Service

USPS Return Services allows a merchant that receives at least 10,000 return packages a year to provide a pre-printed postage paid label to their customers to return merchandise. A Return Service permit and CAPS is required. Product categories are:

- Priority Mail Return Service
- First-Class Package Return Service
- Ground Return Service

Postage is charged based on a revolving monthly average price based on sampling details of parcels deposited at a POS retail counter. Each month the average uniform price is recalculated.

Pieces received at retail must be scanned as accepted, product category, weight, origin and destination ZIP Codes (to calculate zone) and size must be entered.

The IMpb first physical scan triggers postage collection through *PostalOne!* based on the calculated average uniform price, adjusted monthly.

How Does Scan Based Payment Returns Work?



Mailpiece volumes are determined by the number of pieces receiving a “physical” scan event in PTR. The number of pieces scanned each day is multiplied by a predetermined average uniform per piece price. The Postage Statement Summary Report will display the total postage paid each day and the Pieces Paid Report shows the postage charges for each individual mailpiece.

The average uniform price is adjusted each month, effective the 11th day of the month based on a minimum of 250 pieces in the sample set. The sample set is primarily comprised of USPS Return Services parcels that are presented at a retail POS location. The postal clerk scans the barcode as accepted and captures information about the package characteristics that are included in the sample set, such as weight and origin/destination ZIP Code.

When the USPS Return Services label is scanned at the delivery unit, the record is transmitted to Product Tracking Reporting (PTR). At the end of the business day PTR generates a transaction file to *PostalOne!* with each package id delivered that day. *PostalOne!* applies the average monthly price multiplied by the number of packages delivered and generates a payment transaction to CAPS to collect postage from the merchant's CAPS account.

Average Monthly Price Calculation Formula

Sum of the prices for all pieces of a single class include in a sample set (past three months)

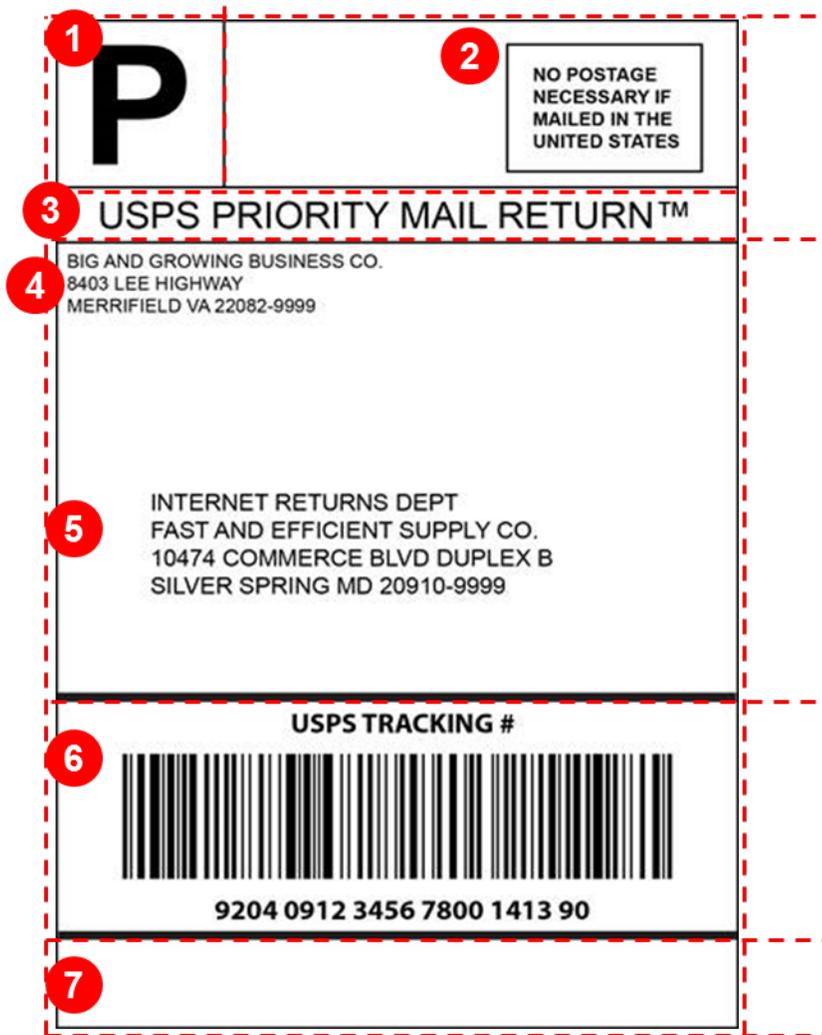


Total number of pieces in that mail class included in the sample set (past three months)



Price for each returns piece for that mail class that is sent via SBP

Standard Operating Procedures Acceptance of USPS Return Services



- 1** Service Icon Block
- 2** Postage Payment Area
- 3** Service Banner
- 4** Return Address
- 5** Delivery Address
- 6** Intelligent Mail Package Barcode
- 7** Additional Information and User Segment

PRIORITY MAIL RETURN SERVICE
FIRST-CLASS PACKAGE RETURN SERVICE
GROUND RETURN SERVICE

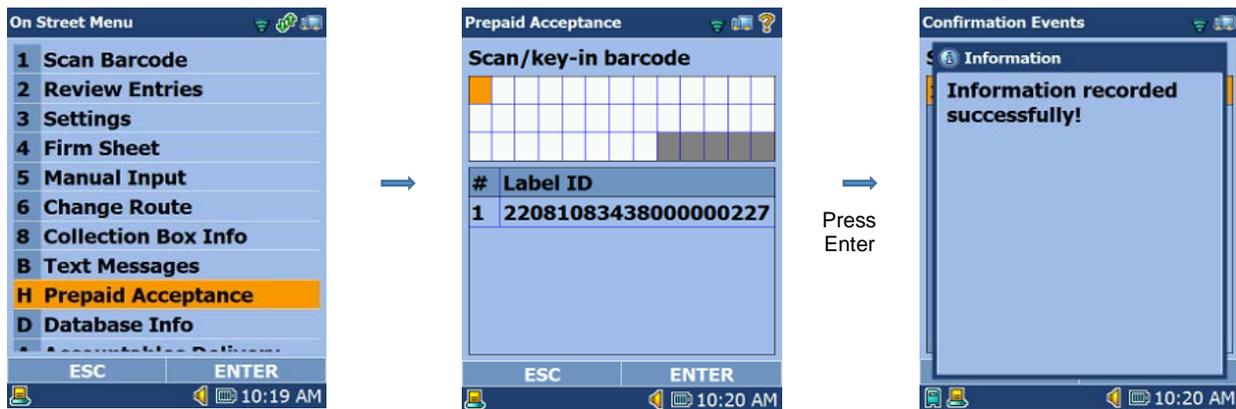
Barcode scanning is critical on USPS Return Services parcels to track the package and to collect postage. Postage for USPS Return Services is collected when a 'Delivered' scan occurs.

Retail acceptance at POS

An acceptance scan is critical for tracking USPS Return Services parcels and capturing sample package characteristics that affect the shipper's average uniform price calculation.

1. Greet the customer.
2. Ensure the return address is on the label.
3. Place the item on the scale.
4. Ask Hazmat question.
5. Follow POS Prepaid Acceptance Workflow to scan IMpb 'Accepted'.
6. Thank the customer.
7. Dispatch USPS Return Services parcels according to local policy.

Carrier acceptance from Package Pickup or Collection Boxes



It is important that all USPS Return Services labels receive an initial acceptance scan. Scan the IMpb 'Accepted' using Option H-Prepaid Acceptance Scan.

Back Office Personnel at Delivery Units

If a customer presents a USPS Return Service parcel to the back dock, Dutch door, etc. for an acceptance scan, the acceptance employee must do the following:

- Verify the package has a USPS Return Services label.
- Use the hand-held scanner to perform the prepaid acceptance scan as follows:



Scan Based Payment Returns Work flow

Mobile Delivery Device (MDD) - Intelligent Mail Data Acquisition System (IMDAS)



Standard Operating Procedures

USPS Return Services at Delivery Units

USPS PostalOne! Page 1 of 1

Form P.S. 3883 - A

Firm Sheet Barcode



61A24018042314100606

Bill Number: 20141131006005MR

Mail For: HANOVER DIRECT INC (0804)

Insured

S/N	Article Number
1	03090330000195320989
2	03090330000195320972
3	03090330000195320965
4	03090330000195320958

The above articles are associated to the firm sheet

AUTHORIZED SIGNATURE

[Print Firm Sheet](#)

USPS Return Services parcels must be scanned 'Delivered' to trigger payment.
PS Form 3883-A, Firm Sheet

- Firm Sheet from APPS, APBS, etc.
- Scan individual parcels



1 Service Icon Block

2 NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

3 USPS PRIORITY MAIL RETURN™

4 BIG AND GROWING BUSINESS CO.
8403 LEE HIGHWAY
MERRIFIELD VA 22082-9999

5 INTERNET RETURNS DEPT
FAST AND EFFICIENT SUPPLY CO.
10474 COMMERCE BLVD DUPLEX B
SILVER SPRING MD 20910-9999

6 USPS TRACKING #
9204 0912 3456 7800 1413 90

7 Additional Information and User Segment

- 1 Service Icon Block
- 2 Postage Payment Area
- 3 Service Banner
- 4 Return Address
- 5 Delivery Address
- 6 Intelligent Mail Package Barcode
- 7 Additional Information and User Segment

Parcel Return Service (PRS)

Some merchants offer a convenience label using the Postal Service as the first-mile carrier. The USPS consolidates these mailpieces for pickup by a parcel consolidator based on the unique ZIP Code and markings.

Often, the consumer's merchandise refund is reduced to cover the postage and handling cost for this process.

The current parcel consolidators participating in this program are: Federal Express (56950), United Parcel Service/UPS MI (56902 and 56935) and Newgistics (56901). Each has been assigned a unique ZIP Code so their PRS parcels can be staged for pickup at postal facilities RDU and RSCF.

The application process and label format is detailed in DMM505.5.



- 1** Pre-Printed or Handwritten Return Address
- 2** Postage Guarantee Imprint
- 3** Three Horizontal Bars (Minimum)
- 4** PRS Legend
- 5** Intelligent Mail Package Barcode
- 6** Delivery Address
- 7** Alphanumeric Mailer Identification



Standard Operating Procedures Acceptance of Parcel Return Service



- 1 Pre-Printed or Handwritten Return Address
- 2 Postage Guarantee Imprint
- 3 Three Horizontal Bars (Minimum)
- 4 PRS Legend
- 5 Intelligent Mail Package Barcode
- 6 Delivery Address
- 7 Alphanumeric Mailer Identification

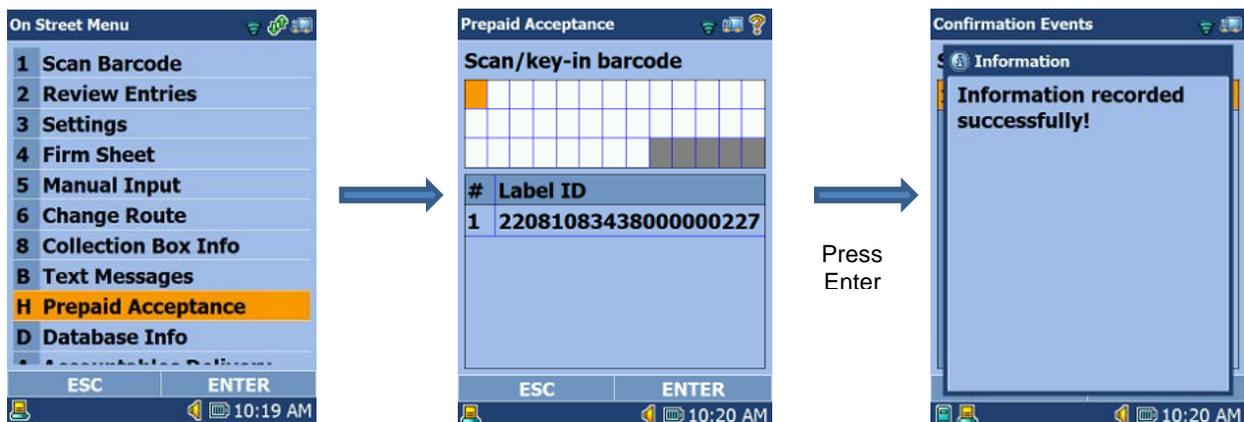
Retail acceptance at POS

An acceptance scan is critical for tracking Parcel Return Service (PRS) parcels.

1. Greet the customer.
2. Ensure the customer's return address appears on the PRS label.
3. Place the item on the scale.
4. Ask Hazmat question.
5. Follow POS Prepaid Acceptance Workflow to scan IMpb 'Accepted'.
6. Thank the customer.
7. Dispatch PRS parcels according to local policy.

Carrier acceptance from Package Pickup or Collection Boxes

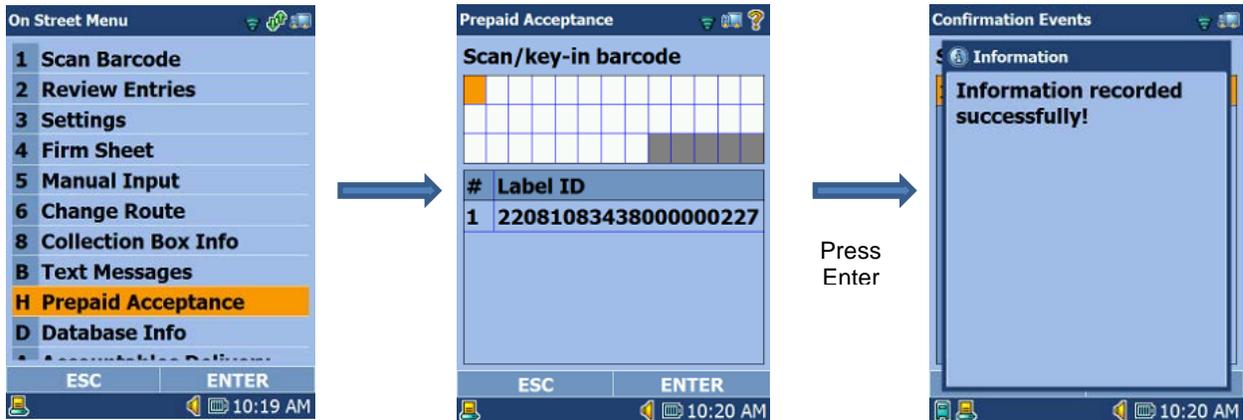
It is important that all Parcel Return Service (PRS) labels with an IMpb receive an initial acceptance scan. Scan the IMpb 'Accepted' using Option H-Prepaid Acceptance Scan.



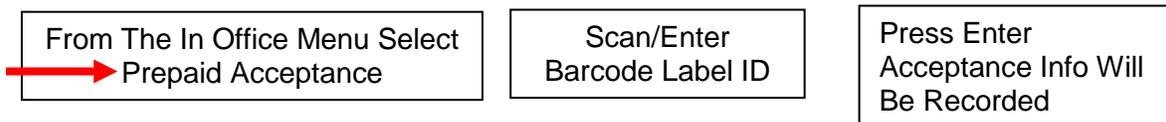
Back Office Personnel at Delivery Units

If a customer presents a Parcel Return Service parcel with IMpb to the back dock, Dutch door, etc. for an acceptance scan, the acceptance employee must do the following:

1. Verify the package has a PRS label with IMpb and a return address.
2. Ensure Standing Delivery Order, PS Form 3801, is on file and contains signature of the agent or authorized representative(s) picking up the PRS parcels at your facility.
3. At time of the pickup use the hand held scanner to perform the acceptance scan as follows:



4. All PRS parcels received through retail or from carriers require additional scans.



5. If the PRS vendor has an RDU pickup at your location, additional scans are required to document availability for pickup and pickup by vendor.
6. If the PRS vendor does not retrieve parcels at the RDU, dispatch in the RDC-09 container.
7. Delivery office must scan the PRS label to document hand off to PRS agent:
 - a. Event Code 16 Available for Pickup
 - b. Event Code 17 Picked Up by Agent
 - c. Agent driver and USPS back-office employee signs PRS Dispatch log, verifying total number of return parcels.

Event Code ID	Event Code DESC
03	ACCEPT OR PICKUP
16	AVAILABLE FOR PICKUP
17	PICKED UP BY AGENT
MR	PICK UP AND PROCESSED BY AGENT

Parcel Return Service-Full Network (NSA Only)

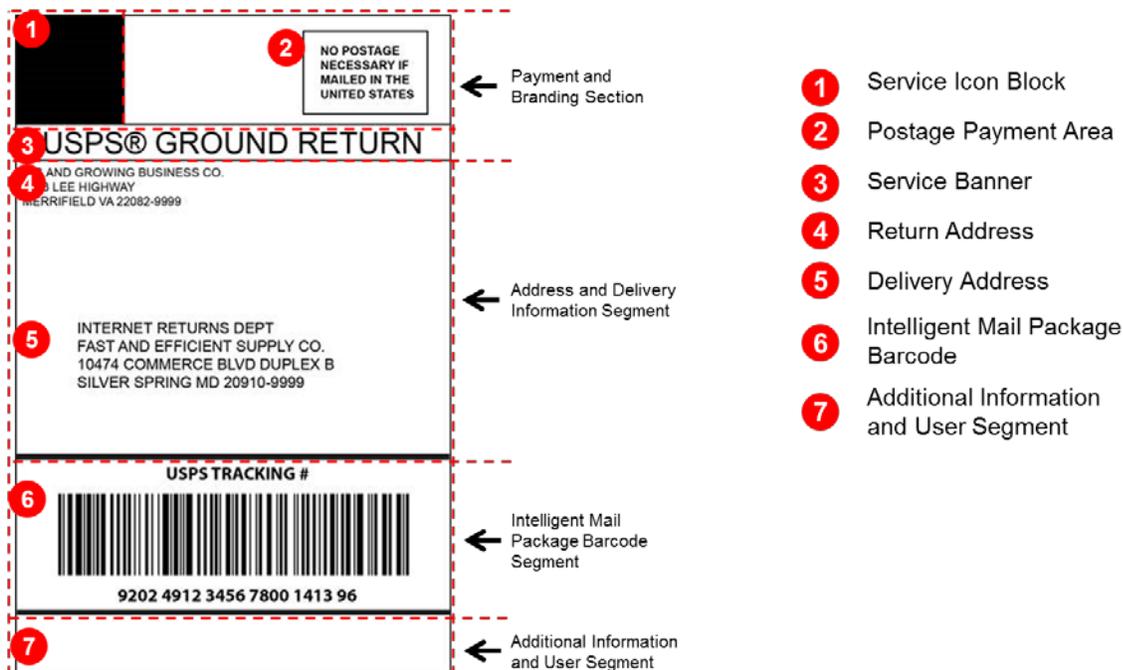
Parcel Return Service-Full Network uses a preprinted postage paid label that incorporates features of both USPS Return Services and PRS. PRS Full-Network features:

- The USPS label printing technology
- Average monthly price
- Efficiencies of the Parcel Return Service (PRS) program by capturing pieces at upstream postal plants for delivery, shortening transit time and eliminating additional transportation and processing operations at the delivery unit.

Labels are addressed to the permit holder's address, but will be captured at a destination SCF facility and delivered directly to the permit holder, based on individual agreements between the permit holder and the Postal Service, coordinated by an Operations Integration Specialist (OIS).

The 'Delivered' scan triggers payment based on an average monthly price calculation that is calculated by the same process as USPS Return Services explained above.

The minimum volume threshold is determined by the NSA agreement. The label looks identical to those for USPS Return Services labels. However, the Service Type Code (STC) imbedded in the IMpb identifies the piece as PRS-Full Network.



Bulk Parcel Return Service (BPRS)

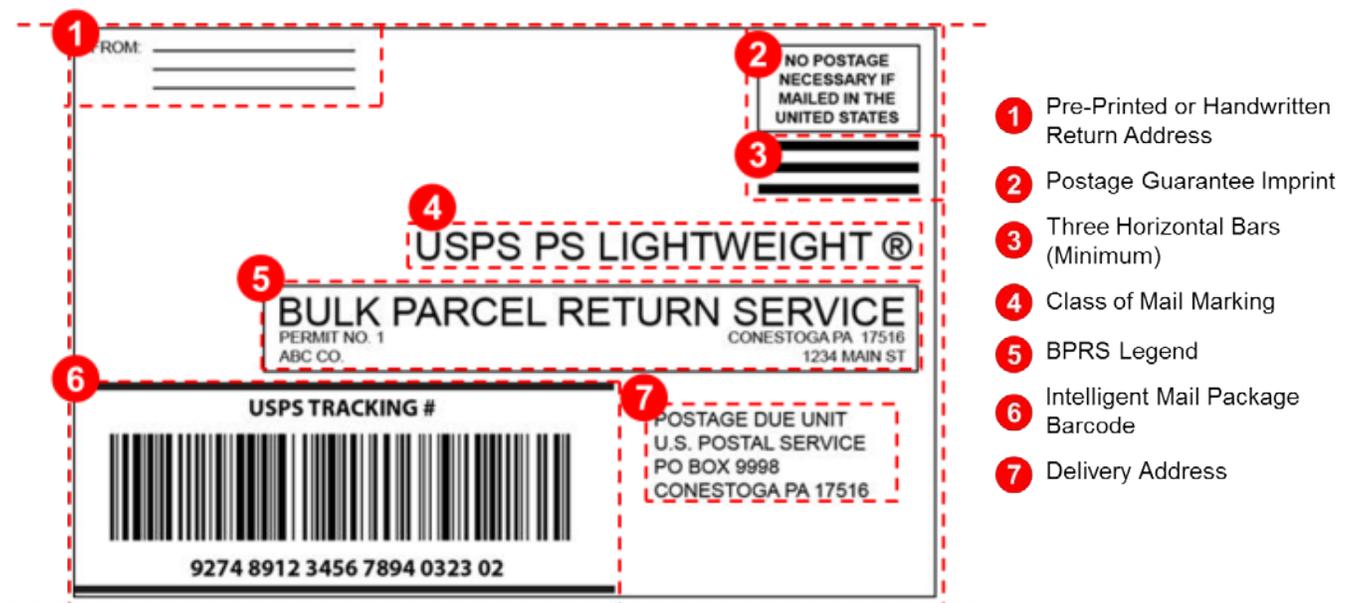
BPRS is designed for shippers of Parcel Select Lightweight or Standard Mail machinable packages as a solution to handle Undeliverable-as-addressed (UAA), refused or unopened and returned to sender parcels. These mailpieces are charged a flat fee, regardless of weight or zone.

The shipper must print one of the following endorsements below the return address if they want to receive this special service and rate for unopened packages:

- “Return Service Requested — BPRS”
or
- “Address Service Requested — BPRS”

Permit holders may also pay this special rate for opened and refused/return to sender mailpieces if the optional label (shown left) is provided inside the parcel and affixed by the customer. The customer can open the package before deciding if they wish to keep it or return it.

A BPRS permit is required along with an IMpb barcode. The Postmaster issues the BPRS permit number and a postage due agreement. The application process is described in DMM505.7.



Return On Your Own (ROYO)

Many companies choose to let their customer ship the merchandise back at their own expense.

The Postal Service has made it easier for consumers to ship their returns via the USPS. Consumers can conduct a USPS Return On Your Own (ROYO) Service transaction:

- Online through Click-N-Ship (regular shipping label).
- At a self-service kiosk (Return Merchandise workflow).
- At a retail location that has a point-of-sale (POS) terminal.



When accepting a ROYO Service parcel at POS, follow the POS ROYO workflow process.

ROYO Service Self Service Kiosk Work Flow

The Self Service Kiosk makes it easy for the consumer to generate a ROYO Service return shipping label with a unique IMpb.

1. Select Return Merchandise
2. Enter the first three or four letters of the merchant's name.
3. If merchant is listed, select; If merchant is not listed, continue to enter merchant information.
4. Follow prompts to conduct payment transaction and generate ROYO return

shipping label.

Self-service kiosk ROYO Service workflow

Please touch selection on screen to begin

Mail a Letter or Package

Buy Stamps

Return Merchandise

Make a PO Box Payment

Look up Information

This kiosk has been provided by the U.S. Postal Service for your convenience. For your security, and to help prevent fraud or theft, this machine may photograph or otherwise record this transaction.

Español

Please touch the first three or four letters of the merchant's name and then touch Enter.

1 2 3 4 5 6 7 8 9 0 Clear

Q W E R T Y U I O P

A S D F G H J K L Enter

Shift Z X C V B N M

Space # &

Back Up

EXIT

Which merchant?

JC Penney More

J. Jill

Kohl's Return Center Not Found

L.L. Bean Returns More

Macy's

Back Up

EXIT

U.S. POSTAGE \$22.20

PH RTN SW 02460

Date of sale 03/29/11

02 1P00

02315455

VOID

PRIORITY MAIL® RETURNS

SHIP TO: Chippewa Forest Products Incorporated Building 123, Bay 1966, East Wing 327 3rd Street North East INTERNATIONAL FALLS MN 56649

Merchant Name and Address from EDD File Data. Merchant name and 2nd line of address wrap.

DIM WT: 10 lb. 15" x 12" x 10" ACTUAL WT: 1lb. 100 oz. 0004

USPS TRACKING NUMBER

ZIP

420 53595 9511 7000 2742 1067 0016 43

Standard Operating Procedure Retail Employees

Acceptance of Return On Your Own (ROYO) Service parcels

The US Postal Service is the most convenient choice for merchandise returns. We have more retail locations than our competitors and offer free carrier pickup. As shopping online grows, so do returns.

When you enter the ZIP Code, you may receive a prompt asking if this is a return package. When you identify a returns package on POS, the tracking number is printed on the consumer's PVI (postage validation imprinter) receipt and the acceptance data is captured in the merchant data files. This allows consumers to track the status of the package.

POS/RSS ROYO Service workflow

Step 1



Step 2



Step 3



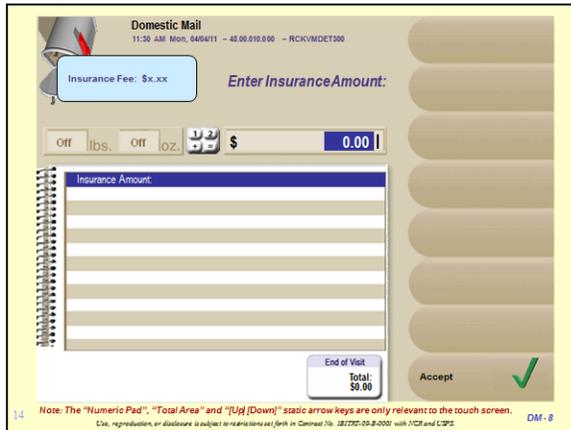
Step 4



Step 5



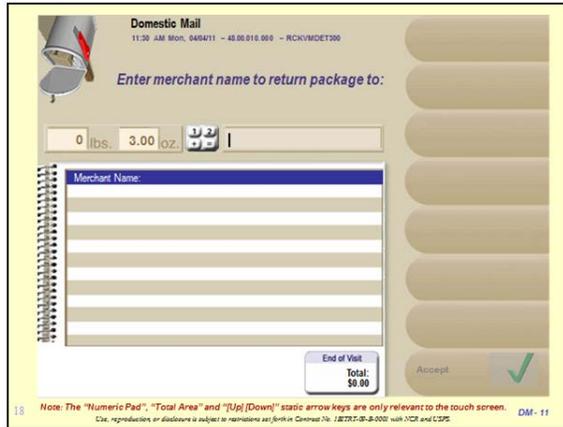
Step 6



Step 7



Step 8



Step 9



POS Returns add value to consumers and merchants.
Follow these simple steps and grow revenue.

- Identify piece as a return and follow prompts to complete the transaction.
- Select the merchant or enter merchant name and address.

Samples below of tracking number and POS receipt.



Product Description	Sale Qty	Receipt Unit Price	Final Price
00 SHEPHERDSVILLE KY 40165 Zone-4 First-Class Package Return Service 11.20 oz. Expected Delivery: Sat 04/28/12 Return to Merchant: 5 ps.com			\$3.48
Label #: 9502 0104 9584 2116 4692 84			
Customer Postage			-\$3.48
Subtotal:			\$0.00
Total:			\$0.00
Paid by:			
00 To check on the delivery status of this article, visit our Track & Confirm website at USPS.com, or call 1-800-222-1811.			

Merchandise Return Service (MRS) – Approved Processing Methods

JOB AID #1

MRS must be processed manually or by one of the following authorized alternate processes:

- Postage Assessment Module – weigh, rate and scan
- Postage Due Weight Averaging

PostalOne! MRS Postage Assessment Module

The PostalOne! MRS Postage Assessment Module consists of a scale and scanner connected to a ACE computer workstation. When using the MRS Postage Assessment Module, the price is automatically calculated by placing the item on the scale, scanning the barcode and entering the origin 3-digit ZIP Code.

- If the customer is eligible for Cubic pricing or the parcel is subject to Dimensional Weight, verify the clerk is measuring and entering the information correctly. For instructions on how to determine Dimensional Weight calculations, refer to DMM 423.1.6 <http://pe.usps.com/Archive/HTML/DMMArchive20130127/423.htm>.
- If a site adopts the Postage Assessment Module, it replaces manual counting.

Postage Due Weight Averaging (PDWA)

Postage Due Weight Averaging allows the USPS to estimate the number of pieces of similar weight items by weighing the total net weight divided by the average weight per piece and factoring postage based on a 4-week rolling average price per piece. When processing MRS under a PDWA Agreement, refer to DMM 505.3.1 <http://pe.usps.com/Archive/HTML/DMMArchive20130127/705.htm#1394291> and the agreement for details on sampling instructions.

USPS Returns – Approved Processing Methods

JOB AID #2

USPS Returns processes:

- Automated Parcel and Bundle Sorter (APBS)
- Firm Delivery Receipt PS Form 3883-A from Automated Parcel and Bundle Sorter (APBS)

Scan Based Payment

In contrast to traditional MRS, USPS Return Services items are addressed directly to the permit holder and are identified as Priority Mail Return Service, First-Class Package Return Service or Ground Return Service.

EXAMPLES OF USPS RETURN SERVICES LABELS:

*The permit holder account number and traditional MRS markings do not appear on these labels. This information is imbedded in the Intelligent Mail package barcode (IMpb).

When processing USPS Return Services items, the postage is automatically deducted from the permit holder's CAPS account based on the first physical scan event of individual packages or firm sheet that are uploaded to the Product Tracking Reporting (PTR).



- Verify all USPS Return Services parcels were scanned with a 'Delivered' event.

If the permit holder is authorized Cubic pricing, use the Electronic Verification System (eVS) sampling device at the established frequency to capture parcel details.

Using Firm Delivery Receipt PS Form 3883-A from Automated Parcel and Bundle Sorter (APBS)

The electronic firm delivery receipt is created as parcels are scanned and sorted for delivery on APBS at the local plant servicing the delivery unit. The firm delivery receipt for USPS Return Services permit holders must be scanned "Delivered" and uploaded to Product Tracking Reporting, which triggers an automatic debit from the permit holder's CAPS account.

- Verify that the PS Form 3883-A Firm Delivery Receipt is produced in duplicate, recipient's signature and postmark is collected on USPS copy and Delivered scan event is uploaded to PTR.
- Verify that a signed PS Form 3883-A Firm Delivery Receipt is filed with other supporting documents.
- Sample PS Form 3883-A Firm Delivery Receipt is available at blue.usps.gov/mrs

Note that parcels for traditional MRS permit holders with a Firm Delivery Receipt must be individually weighed and rated to capture postage.

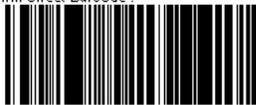
USPS Return Services permit holders are identified by the service type code and mailer Id (MID) imbedded in the IMpb and payment is triggered by the first physical acceptance scan of the barcode on the Firm Delivery Receipt.

USPS PostalOne!

Page 1 of 1

Form P.S. 3883 - A

Firm Sheet Barcode :



51A24018042314100806

Bill Number: 201411310080905MR

Mail For: HANOVER DIRECT INC (0804)

Insured

S/N	Article Number
1	03090330000195320989
2	03090330000195320972
3	03090330000195320965
4	03090330000195320958

The above articles are associated to the firm sheet

AUTHORIZED SIGNATURE

Print Firm Sheet

Business Reply Mail (BRM) - Approved Counting Methods

Job Aid #7

The following are the approved counting methods for processing and invoicing Business Reply Mail (BRM):

- **Manual Processing**
 - Physically sorting, counting and weighing BRM.
 - Maintaining a manual count worksheet.
 - Record piece counts in *PostalOne!* system and generate PS Form 3582-C.
- **End of Run (EOR)**
 - Used for BRM customers typically receiving large volumes of mail that are identical in weight.
 - Mail is processed at a Plant and counts are recorded within a Sort Program.
 - Use of EOR eliminates the need to manually count this mail.
 - Counts from the EOR reports are entered into *PostalOne!* and a PS Form 3582-C is generated.
 - Two different types:
 - PS Form 3582-C, BRM/Postage Due Invoice accompanies mail.
 - Prior to invoicing (See BRM Job Aid 8, Delivery Prior to Payment).
- **Business Reply Mail Accounting System (BRMAS)**
 - Term is often used to describe Qualified Business Reply Mail (QBRM).
 - An automated method of counting and rating BRM (limited number of facilities using BRMAS).
 - BRMAS Count Information generated, results entered into *PostalOne!* and a PS Form 3582-C Printed.
- **Bulk Weight Averaged Non-letter Sized BRM (WA-BRM)**
 - A web-based application based on statistical principles that determines the amount of postage and fees due.
 - Mail is weighed in bulk to determine postage charges.
 - Mailers must pay a monthly maintenance fee to participate.
 - Mail must consist of Nonletter-size pieces not exceeding five pounds each.
 - WA BRM Report generated, results entered into *PostalOne!* and a PS Form 3582-C is printed.
- **Pitney Bowes PB-1000**
 - Pitney Bowes machine can count and weigh non-identical letter size mail.
 - There are a limited number of these machines deployed throughout the Postal Service.
 - PB-1000 Report generated, results entered in *PostalOne!* and a PS Form 3582-C is printed.
- **Mechanized Counting Equipment**
 - Counts the number of pieces fed through a machine that does not generate a report i.e. Omaton Counting Machine.
 - Limited number deployed throughout the Postal Service.
 - Will count identical size letter mail but does not have weighing capability.
 - Piece counts are documented on a Daily Recording Log, entered into *PostalOne!* and a PS Form 3582-C is printed.
- **Postage Assessment Module (PAM)**
 - Scale/Scanner Kit attached to an ACE computer.
 - Allows for postage to be calculated automatically and entered directly into *PostalOne!* through the weighing and rating process.
 - No manual count worksheet required.
- Designated employee must generate and print PS Form 3582-C.
- **Other customized methods as approved by USPS Headquarters**
 - Used at the discretion of and for the benefit of the USPS.
 - WA-BRM monthly maintenance fee is NOT required.
 - Perform a monthly sampling to determine average postage assessed for Non-Identical letter sized mail.

- Counts are recorded in *PostalOne!* and a PS Form 3582-C is printed.

GLOSSARY OF TERMS

Acronym	Name	Where to Find Info:
API	Application Program Interface	https://www.usps.com/business/web-tools-apis/list-of-apis.htm
BCG	Business Customer Gateway	https://gateway.usps.com/eAdmin/view/signin
BPRS	Bulk Parcel Return Service	DMM 505.7; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
BR	Business Reply (permit type)	DMM 505.1; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
CAPS	Centralized Account Processing System	https://caps.usps.gov/capshome.asp ; 650-377-1334
COA	Change of Address	http://amshq.usps.gov/ams/ams.cfm
CRID	Customer Registration Identification	https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf
DMM	Domestic Mail Manual	http://pe.usps.gov/
eVS	Electronic Verification System	https://ribbs.usps.gov/index.cfm?page=evs
IMpb	Intelligent Mail package barcode	https://ribbs.usps.gov/index.cfm?page=intellmailpackage
Merchant Returns API	USPS API that generates a return shipping label	https://ribbs.usps.gov/index.cfm?page=merchantreturns
MID	Mailer Identification	https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf
MR	Merchandise Return (permit type)	DMM 505.3; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
MRS	Merchandise Return Service	DMM 505.3; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
NCSC	National Customer Support Center	Label/Barcode Certification; 877-264-9693
NSA	Negotiated Service Agreement	DMM 709.1; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
OIS	USPS Operations Integration Specialist	http://blue.usps.gov/salesprep/salesunits/ois.htm
PostalOne!	USPS web system that contains mailing and postage payment information	https://www.usps.com/postalone/ ; (800) 522-9085
PR	Parcel Return (permit type)	DMM 505.5; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
PRS	Parcel Return Service	DMM 505.5; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
PTR	Product Tracking and Reporting System	https://tools.usps.com/go/TrackConfirmAction!input.action
SBP	USPS Returns Scan Based Payment	DMM505.4; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
SSK	Self-service kiosk	https://tools.usps.com/go/POLocatorAction!input.action
STC	Service Type Code	https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf
TIS	USPS Technical Integration Specialist	http://blue.usps.gov/salesprep/salesunits/ois.htm
PRS-Full Network	Parcel Return Service-Full Network	DMM 505.5; http://pe.usps.gov/text/dmm300/dmm300_landing.htm
RIBBS	Rapid Information Bulletin Board System	https://ribbs.usps.gov/
URL	Uniform Resource Locator	website address

SBP EVENT CODE

SBP_EVENT_CODE	SBP_EVENT_CODE_DESCRIPTION
01	Delivered
02	Notice Left
03	Accept or Pickup
04	Refused
05	Undeliverable as Addressed
06	Forwarded
07	Arrival at Unit
08	Missent
09	Return to Sender
10	Processed
11	Dead Letter
14	Arrival at Pickup Point
15	Mis-shipped
16	Available for Pickup
17	Picked Up by Agent
18	Random sampling - oversized
19	DC/EVS Arrive
21	No Such Number
22	Insufficient Address
23	Moved, Left No Address
24	Forward Expired
25	Addressee Unknown
26	Vacant
27	Unclaimed
28	Other
29	Other
31	Return to Sender / Not Picked Up
32	Dead Mail / Disposed by Post Office
33	Dead Mail / Sent to Recovery Center
35	Processed (Registered Mail Only)
36	Processed (Registered Mail Only)
38	Processed (Registered Mail Only)
39	Processed (Registered Mail Only)
40	Processed (Registered Mail Only)
41	Received at Opening Unit
42	USPS Handoff to Shipping Partner
43	Picked Up
44	Customer Recall
45	Dispatched from International Service Center
46	Duplicate Label ID
51	Business Closed
52	Notice Left

SBP_EVENT_CODE	SBP_EVENT_CODE_DESCRIPTION
53	Receptacle Blocked
54	Receptacle Full/Item Oversized
55	No Secure Location Available
56	No Authorized Recipient Available
57	Held at Customer Request
80	Picked Up by Shipping Partner
81	Arrived Shipping Partner Facility
82	Departed Shipping Partner Facility
A1	Arrive Sort Facility
AE	Arrived USPS Sort Facility
B2	Into Customs
B3	Out Of Customs
BE	Processed
CI	Inbound Into Customs
CO	Inbound Out Of Customs
DE	Depart USPS Sort Facility
DX	Delivery Status Not Updated
L1	Depart Sort Facility
OA	Origin Acceptance
OD	Processed at Destination Facility
OF	Out for Delivery
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

Questions or Comments

Please submit questions or comments to:

ShippingServices@usps.gov