

USPS Automated Returns

HPCC LUNCH & LEARN

OCTOBER 29, 2019





- Why would you need a return solution
- Why Returns are relevant
- What is Automated Returns replacing
- Benefits of Automated Returns
- Onboarding requirements for Automated Returns



Why a Return Solution is needed



A seamless return solution provides a positive experience at every stage of the customer journey.



86% of customers say ease of returns is a key factor to purchase decision.

81% of customers are likely to switch retailers if returns process not easy.



Lack of visibility
Slower transit times

Merchandise Returns Service (MRS)

Required manual weighing

Scan Based Payment (SBP)

Require average weighing, min vol. 10K annually



USPS Automated Returns Overview



Package Platform will use package attributes captured on Mail Processing Equipment (MPE) to automate pricing, verification, and invoicing of returns packages

Automated Pricing*

- USPS mail processing equipment captures package attributes (weight, dimensions)
- Package platform uses attributes captured to individually price each package

Automated Payment

- Payment collected from Enterprise Payment Account (EPA) upon package delivery

Insight

- Near real-time notification for reverse inventory planning
- Push reports available through Informed Visibility subscription for insight into package-level data



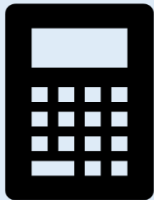
USPS Automated Returns Journey Map



Acceptance



Enroute Processing/Postage Due Calculation



Delivery and Postage Collection

1. Customer initiates return through retail, carrier pickup, drop off at collection box

Package Platform Automation

- **Customer notified** that package has been accepted

2. Package Processing Equipment captures package characteristics (weight, dimensions) instead of manual sampling
3. Package characteristics are used to price every package instead of a sample utilized in the SBP and the manual processing of MRS

- **Customer notified** each time the package is scanned at a new facility
- **Calculate** Postage Due based on **captured data and attributes**
- **Customer notified** of package attributes and postage due upon trusted enroute scans

4. USPS delivers package at final destination and collects payment

- **Debit** Postage Due from the shipper's **EPS Account instead of CAPS Account, which was utilized for SBP and MRS, upon delivery** of the package to its final destination

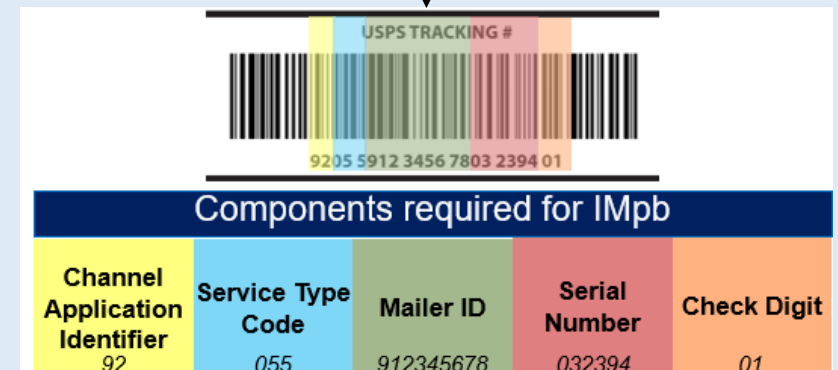
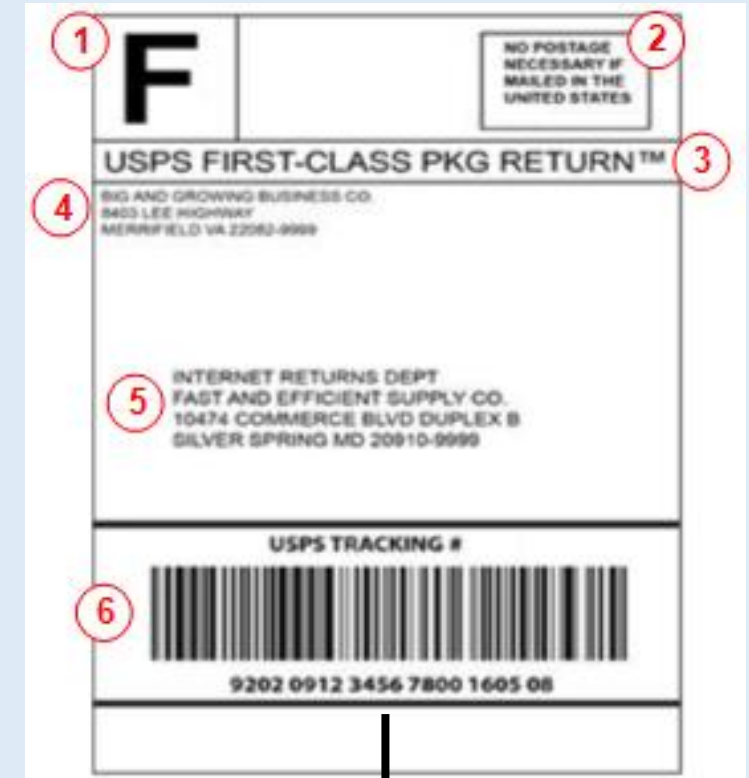


Enrollments Process



1. Update Label Design with Simplified Layout

- Labels must have the following design elements:
 1. Service Icon
 2. Postage Guarantee
 3. Service Banner
 4. Return Address
 5. Delivery Address
 6. IMpb with one of the approved STCs
- Shippers with an approved Negotiated Service Agreement (NSA) will need to have their NSA updated for negotiated prices for USPS Returns. The updated NSA will have to include the MID that will be printed on the label.
- The following design elements are no longer required: Three Horizontal Bars, The Postage Calculation Markings, Extra Service Endorsements, MRS Legend





2. Enroll in the Business Customer Gateway (BCG)

- The BCG gives you a single entry point for USPS online business services such as: Intelligent Mail Products and Services, Business Mailing Activity and Reports, Scheduling Mailing Appointments, Mailer IDs (MIDs), Incentive Programs and Information, and Shipping Service Programs.
- Enrollment in the BCG will automatically assign you the Customer Registration ID (CRID).
- Sign-up for an account prior to enrolling in USPS Returns here:

<https://gateway.usps.com/eAdmin/view/signin>

3. Request Mailer ID (MID)

- A MID is a field within the Intelligent Mail barcode that is used to identify mailers.
- Use the Quick Guide to MID and/or CRID Acquisition to request a MID:

<https://postalpro.usps.com/QuickStepGuidetoMIDandorCRIDAcquisition>



4. Enroll in the Enterprise Payment System (EPS)

- The Enterprise Payment System (EPS) allows customers to pay for Postal products and services through a single account, called the Enterprise Payment Account (EPA).
- An EPA can be funded by a ACH Debit Account or Trust Account, which include retail deposits, Fedwire Transfers, and ACH Credit deposits.
- If the provided EPA is a Trust Account, the EPA will be drawn down immediately.
- If the provided EPA is a ACH Debit Account, transactions will be held until 6:00 pm EST and billed as a daily transaction.
- Account set-up instructions are available here: <https://postalpro.usps.com/EPS/MigrationFactSheet>



5. Determine Service Type Code (STC) To Use

- A Service Type Code (STC) is a unique identifier, included in the IMpb, specifying mail class to increase efficiency in mail transportation, handling, and reporting.

STC	Description	Mail Class
019	Priority Mail Return Service	Priority Mail
020	First-Class Package Return Service	First-Class
022	Ground Return Service	Retail Ground
024*	PRS Full Network	Parcel Select Service Retail
820	Priority Mail Return Service Signature Confirmation	Priority Mail
821	First-Class Package Return Service Signature Confirmation	First-Class
822	Ground Return Service Signature Confirmation	Retail Ground

* This is an NSA only product.



Internal Enrollment Screen



Package Platform – Manage Account



Enroll Mailer

Enter information about the program and mailer(s) to be enrolled

Program: Network Returns ▼

Product Workflow: Price on Scans, No Manifest ▼

Start Date: 04/25/2018

End Date:

End date may be left blank

Enter the CRID, MID, Service Type Code-Mail Class and default postage for each mailer profile.
All fields in the row are required for a profile. ?

CRID	MID	EPS Account	STC - Mail Class	Default Postage	
20429125	900021933 ✕	1000001414	018 - PRS Full Network Ser ▼	\$	6.98
			Select one: ▼	\$	
			Select one: ▼	\$	



Payment



Package Platform will charge the linked EPA for a package on the day that it is delivered

- If the EPA provided during enrollment is a Trust Account, EPA will be drawn down immediately
- If the provided EPA is a Debit Account, transactions will be held until 6pm EST and billed as a daily transaction
- Shippers will have the ability to review summary and transaction reports through the Enterprise Payment System

UNITED STATES POSTAL SERVICE® Dashboard Reports EPS Accounts -

Mrunalini Narala
EPS Accounts:
Active: 3 Pending: 37

Account Overview

EPS #: 1000001395
Business Location # 20429125

Pending ACH Debit Transactions: **\$0.00**
Debits processed at 5 PM daily

Current Trust Balance: **\$4,999,960.00**
Real-time account activity

Spending History for Account #1000001395

04/02/2018 05/02/2018

Products & Services

- PO Box Services: \$0.00
- Commercial Mailing & Shipping Activity: \$1,294.22
- Address Quality: \$0.00

Customer Care - Check our FAQs
Call us: 1-800-522-9085
For TDD/TTY Relay: 1-800-877-8339
Send an email to Customer Service

UNITED STATES POSTAL SERVICE® Dashboard Reports EPS Accounts -

Commercial Mailing & Shipping Activity Spending Summary
For EPS Account 1000002136

Standard Reports:
Transaction History Report
ACH Debit Returns Report
PO Boxes Details Report
Activity Log Report

04/02/2018 05/02/2018

Customer Care - Check our FAQs
Call us: 1-800-522-9085
For TDD/TTY Relay: 1-800-877-8339
Send an email to Customer Service

Activity Spending Summary

First-Class Mail	\$34.21
USPS Marketing Mail	\$24.67
Periodicals	\$10.26
Priority Mail	\$11.54
Package Services	\$15.09
International	\$2.81
Returns Services	\$26.96
First-Class USPS Returns	\$42.93
Priority Mail USPS Returns	\$22.10
Ground Service USPS Returns	\$36.14
PRS Full-Network USPS Returns	\$24.37
Total Spending	\$251.08

UNITED STATES POSTAL SERVICE® Dashboard Reports EPS Accounts -

Transaction History Report

Transaction Date Filter:
04/02/2018 05/02/2018

CSV Excel PDF Showing 1 to 10 of 62 entries Search:

Transaction ID	Date	Amount	Transaction Type	Description	Detail	EPS Account Number	EPS Account Nickname	Busine
160062	05/01/2018 12:25:31 pm	\$9.00	REFUND	Ground Service USPS Returns		1000001396		20425
160061	05/01/2018 12:22:40 pm	\$6.00	REFUND	Priority Mail USPS Returns		1000001396		20425
160060	05/01/2018 12:19:05 pm	\$15.00	REFUND	First-Class USPS Returns		1000001396		20425
158305	04/27/2018 02:39:57 pm	\$(10.00)	ADJUSTMENT	Priority Mail USPS Returns		1000001396		20425
158304	04/27/2018 02:39:02 pm	\$(10.00)	ADJUSTMENT	First-Class USPS Returns		1000001396		20425
158303	04/27/2018 02:37:29 pm	\$(3.00)	ADJUSTMENT	Ground Service USPS Returns		1000001396		20425
158302	04/27/2018 02:34:27 pm	\$(86.98)	ADJUSTMENT	First-Class USPS Returns		1000001396		20425
158301	04/27/2018 02:33:23 pm	\$(33.99)	ADJUSTMENT	Priority Mail USPS Returns		1000001396		20425
158300	04/27/2018 02:30:44 pm	\$(55.69)	ADJUSTMENT	Ground Service USPS Returns		1000001396		20425
158299	04/27/2018 02:29:11 pm	\$(12.01)	ADJUSTMENT	First-Class USPS Returns		1000001396		20425

Show 10 entries Previous 1 2 3 4 5 6 7 Next



Informed Visibility Mail Tracking & Reporting



- Shippers will have ability to enroll in highly customizable transaction level data extracts through the Informed Visibility® (IV®) Mail Tracking & Reporting application (iv.usps.com)
 - Users will be able to select either Push Reports sent through SFTP or Pull Reports available for download
 - Data feeds can be used for any necessary reconciliation and internal/external reporting
- First time users can enroll in the IV-MTR service through the BCG
 - Complete enrollment instructions are provided on PostalPro: <https://postalpro.usps.com/InformedVisibility/ApplyForAccess>



Data Feeds and Data Elements



With IV-MTR users are able to choose:

- Which data elements you want included in your report
- What order the data elements appear in the reports

Package Platform – Pricing Notification	Package Platform – Final Notification
IMPB	IMPB
PIC	PIC
Service Type Code	Service Type Code
Mailer ID	Mailer ID
Origin ZIP Code	Destination ZIP Code
Destination ZIP Code	
Weight	
Dimensions	
UPC Barcode	
Pricing Scan Completion Date/Time	
EPS Account Number	
EPS Account Nickname	
Base SKU	
Price Type	
NSA Contract Number	
Base Price	
Extra Service SKU	
Extra Service Type	
Extra Service Amount	
Total Postage	
Assessed Rate Type	
Assessed Mail Class Name	
Assessed Zone	
Assessed Piece Weight Value	
Assessed Piece Dimensions Length	
Assessed Piece Dimensions Height	
Assessed Piece Dimensions Width	



Data Delegation



In addition to visibility into their own CRID(s), users can request data visibility from or provide data visibility to another CRID through data delegation functionality.

UNITED STATES POSTAL SERVICE® Informed Visibility®

HELLO, MARGARET | GATEWAY | USPS.COM | HELP | LOGOUT

QUERIES & FEEDS | DATA DELEGATION | ADDRESS BOOK | ROLES & PERMISSIONS

Request Data Delegation | Manage Data Delegation | Delegate Data to Others | Data Delegated to My CRID

1. SELECT ENTITY(s) > 2. DEFINE FILTERS & FIELDS > 3. SELECT RECIPIENT(s) VIEW FILE HISTORY

Delegation Data Type: Scan Data

Select CRID(s): Scan Data

Search for a CRID from:

COMPANY NAME

MAILER1 21484191

MAILER2 20715249

MAILER3 21441741

Add MID(s)

Search for a MID

COMPANY NAME

MAILER1 21484191

901932872

Clear

Your selection(s)

COMPANY NAME

CRID/MID

MAILER1 21484191

901932872

NEXT STEP

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QUERIES & FEEDS | DATA DELEGATION | ADDRESS BOOK | ROLES & PERMISSIONS

Request Data Delegation | Manage Data Delegation | Delegate Data to Others | Data Delegated to My CRID

1. SELECT ENTITY(s) > 2. DEFINE FIELDS > 3. SELECT RECIPIENT(s) VIEW FILE HISTORY

SELECTED CRID(s): 21484191

Data Type

Final Notification

Selecting "All" for Data Type will include ALL available data for data types

Choose Delegation Effective Date Range

From mm/dd/yyyy to mm/dd/yyyy

Data Fields

+ Add All

+ IMpB

+ PIC

+ Service Type Code

+ Remove All

+ Mailer ID

+ Destination ZIP Code

Note: Fields above will display in selected order.

If necessary, please provide any additional explanation for delegating data below.

PREVIOUS STEP

NEXT STEP



Prepare For Enrollment Checklist For Current MRS Shippers

Traditional MRS Checklist

- ☐ Register for Business Customer Gateway (BCG) Account
- ☐ Open Enterprise Payment Account (EPA)
- ☐ Choose the Shipper Mailer ID (MID) for Automated Returns
 - ☐ MID embedded in IMpb
 - ☐ MID is linked to EPA during enrollment
 - ☐ MID used to identify customized pricing
- ☐ Contact BME to update NSA or CPP Authorization
- ☐ Redesign Your Mailing Labels
 - ☐ Update return label design with the simplified layout
 - ☐ Choose delivery address
 - ☐ Pick a Service Type Code (STC) based on mail class
- ☐ Contact local BME or *PostalOne!* Customer Care to complete enrollment
- ☐ Print and distribute Automated Returns compliant labels

SBP Checklist

- ☐ Register for Business Customer Gateway (BCG) Account
- ☐ Open Enterprise Payment Account (EPA)
- ☐ Choose the Shipper Mailer ID (MID) for Automated Returns
 - ☐ MID will be embedded in IMpb
 - ☐ MID is linked to EPA during enrollment
 - ☐ MID is linked to customized pricing
- ☐ Contact BME to update NSA or CPP Authorization
- ☐ SBP customers DO NOT need to redesign Mailing Labels to migrate to Automated Returns
- ☐ Contact local BME or *PostalOne!* Customer Care to complete enrollment



Questions?



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