



USPS SHIPPING RETURNS SOLUTIONS

Introduction



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WHY A GREAT RETURN STRATEGY MATTERS

Returns are not a service issue—it's a customer experience strategy issue.

Return Experiences Impacts Business

- 92% of customers who have an easy and hassle-free return experience decide to make another purchase from the same retailer.

Transparent Return Policies Builds Trust

- Transparent return policies and instant refund processes build trust and increase the likelihood of future purchases by up to 57%.

Long-Term Benefit

- 70% of first-time customers decide whether they'll buy again based on the return experience.

USPS RETURNS[®] SOLUTIONS



USPS RETURNS® SHIPPING OPTIONS

Product Details	Priority Mail Express	Priority Mail	USPS Ground Advantage	Parcel Select
Speed	1-3 Days – By 6PM	2-3 Days	2-5 Days	24-48 hours
Weight Range	1-70 lbs. max length and girth is 108 inches	1-70 lbs. max length and girth is 108 inches	4, 8, 12, 15.999 oz 1lb-70 lbs. max length and girth is 130 inches	1-70 lbs. max length and girth is 130 inches
Attributes	<ul style="list-style-type: none"> • Package pick-up • Money back guarantee • \$100 of insurance • USPS tracking • Sunday and holiday delivery available in many major markets for an additional fee • Proof of delivery signature 	<ul style="list-style-type: none"> • Fast and affordable • Package pick-up • \$100 of insurance • USPS tracking • Cubic pricing 	<ul style="list-style-type: none"> • Simple, reliable, & cost effective • Package pick-up • \$100 of insurance • USPS tracking • Competitive pricing for lightweight and mid-weight packages • Cubic pricing 	<ul style="list-style-type: none"> • Faster, lower cost, consolidated • High-volume commercial shippers • Competitive pricing • Negotiated Service Agreement • Parcel Return Delivery Unit • Parcel Return Processing Facility
USPS Branded Packaging	<ul style="list-style-type: none"> • Flat Rate • Weight and Zone 	<ul style="list-style-type: none"> • Flat Rate • Weight and Zone 	<ul style="list-style-type: none"> • Weight and Zone • Available with NSA 	

USPS RETURNS® SHIPPING LABEL OPTIONS



Pre-Printed Return Label

Pre-printed return label included in outbound package.



Printable Label

Label is emailed or downloaded from merchant site for label to be printed and attached to boxed returned item.



USPS Label Delivery

USPS will print and deliver domestic outbound and return shipping labels to residential and business customers for a fee.



QR Code / Label Broker

QR code can be scanned, and label printed, at Retail counter or Self-Service Kiosk (SSK).

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USPS RETURNS[®] ADVANTAGE



NATIONAL POSTAL FORUM | PHOENIX, AZ

 **FORGING**
BOLD HORIZONS

 **NPF**
NATIONAL POSTAL FORUM

USPS ADVANTAGE

- **95%** of US Population Within 5 Miles of USPS Location
- **66K** Electric Delivery Vehicles by 2028
- **169M** Delivery & Pickup Points 6 Days Per Week – By Law

Unrivaled Access: Customers can return packages from nearly everywhere leveraging the Postal Service's over 31,000 retail locations or drop in any available collection box.

Self-Service Convenient Locations: With over 3,000 self-service kiosks available, customers can print labels and drop off packages quickly often with extended hours.

Free carrier pick-up: Returns can be picked up directly by the carrier on their route from homes and businesses without the need to plan an extra trip.

USPS ADVANTAGE



640K

Delivering for you

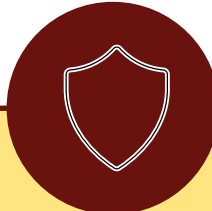
Postal Employees



2K

Ready to answer and Resolve

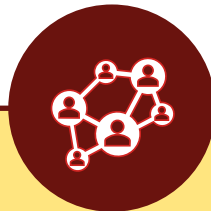
Customer Care & Customer Retention Agents



1K

Safety and Security

Postal Inspectors



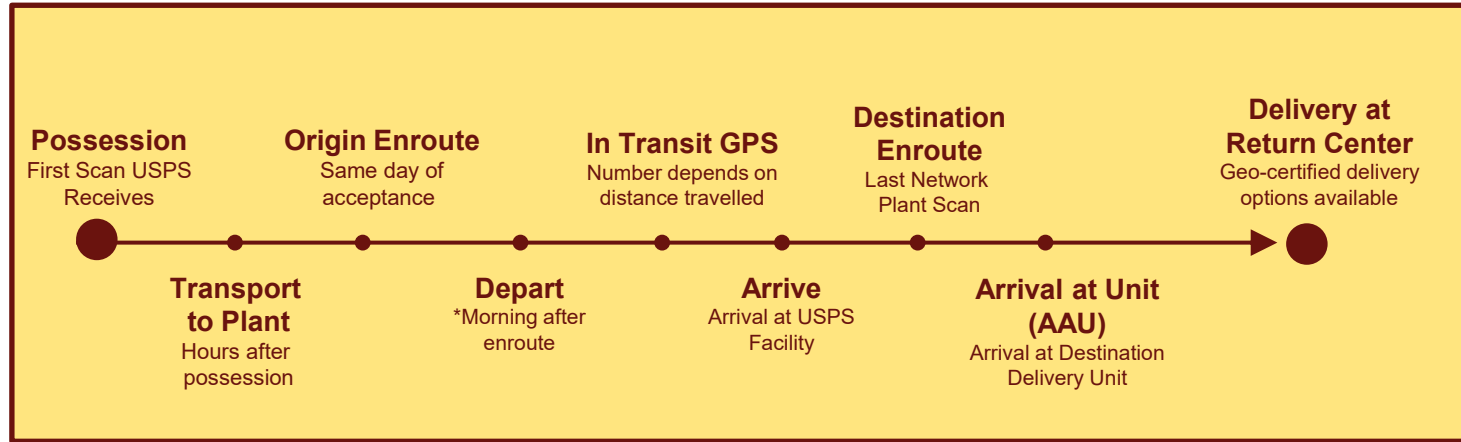
1.8M

Social Presence

Followers Across USPS Social Channels

USPS ADVANTAGE – END TO END VISIBILITY

- End-to-end visibility with integrated logistics & tracking
- Best-in-class logistics platforms with industry-leading technology
- Multi-modal transportation and product visibility capabilities
- OVER 1K Distribution Centers and Processing/ Transfer Hubs
- **85M** Package Processing Capacity/ Day



USPS ADVANTAGE

Return on Investment.

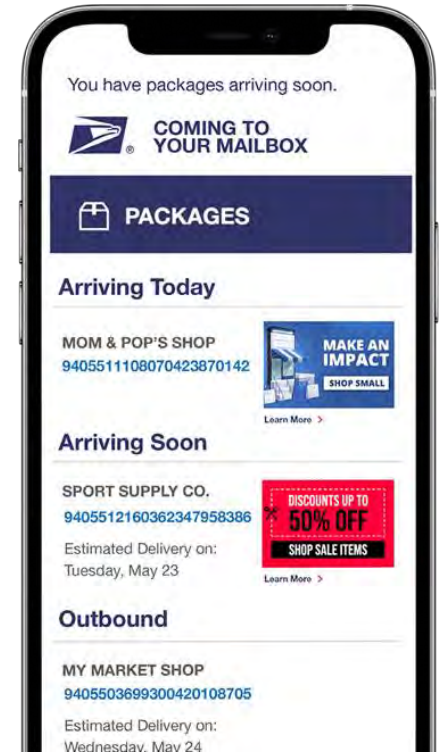
A shoe retailer needs a reliable way for customers without a printer at home to obtain a label for their return.

With USPS Returns[®], labels can be delivered with USPS label delivery or printed at a Post Office with a QR code using Label Broker.



USPS ADVANTAGE – INFORMED DELIVERY FOR BUSINESS

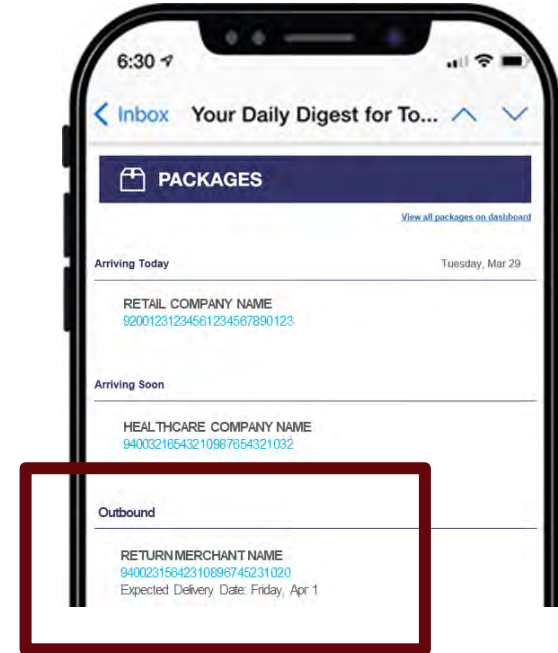
- 79 million users with 36% household saturation nation-wide
- Advance notice of incoming return packages
- End to end tracking
- Faster refund and credit processing
- Exception and loss reduction
- Return volume forecasting
- Security and receiving efficiency
- World class delivery and data analytics



USPS ADVANTAGE – INFORMED DELIVERY FOR CONSUMERS

Informed Delivery makes checking the status of a returned item easier for your customers

- The feature is available to all ID users on the daily digest through the Informed Delivery app, USPS mobile app or email
- Appears below the “Outbound” packages
- Returns, are automatically displayed based on the package origin/return address matching the ID user's address
- Packages are displayed only when their expected delivery date is within three days
- Packages are displayed in order by delivery date with the earliest date at the top



USPS ADVANTAGE – USPS LABEL DELIVERY

- Designed for your customers who / when
 - don't have a printer
 - don't want to go to local retail
 - return label not included in original shipment
- Available for all Returns products
- Order on USPS.com or via API
 - Labels delivered to residence
 - Labels delivered to business
- \$1.65 fee per label



Sample Envelope

USPS Self Service for Returns



USPS SELF-SERVICE KIOSK (SSKS)

Convenient, easy, and automated returns method for your customers.



Print Shipping Labels

Scan a QR code to print one or many shipping labels



Get an Acceptance Scan

Scan packages to get an acceptance event



Enter

Drop package in a nearby parcel drum

- 2,743 SSKs with Label Broker
- 24/7 - Extended access at most locations
- Prepaid labels and QR codes
- Secure – item placed directly in drum



USPS RAPID DROP-OFF STATION (RDS)

A simple and easy way to for your customer to return items to you.



Print Shipping Labels

Scan a QR code to print one or many shipping labels



Get an Acceptance Scan

Scan packages to get an acceptance event



Enter

Drop package in a nearby parcel drum

- Ideal for returns – simple transaction
- 206 kiosks nation-wide
- Extended access – most locations 24/7
- Prepaid Labels and QR codes only
- Secure – deposited directly into secure USPS container



USPS SMART PARCEL LOCKERS

A reliable, secure, expedient, and STRESS-FREE way for your customer to do returns.



Safe

Provides an alternative for returning items



Secure & Convenient

Easily accessible from Post Office lobbies open 24/7



Easy

Opening a locker is as simple as scanning a QR code

- 703 locations with Smart Lockers
- Secure and controlled – individual compartments only accessed by USPS employees
- Instant confirmation – proof of drop-off
- Prepaid labels and QR codes



PACKAGE- LESS RETURNS

- 24/7 at many post office locations
- 2,600 kiosks nation-wide
- Non-USPS branded mailing bags
 - Priority Mail Express
 - Priority Mail
 - USPS Ground Advantage
- Prepaid label or QR code
- Acceptance scan provides confirmation to customer and receiver and allows for tracking and visibility throughout the network





USPS APIs

USPS Label Generation Technology



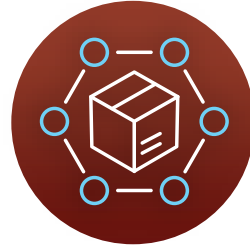
APIs

Businesses can integrate directly with USPS's enhanced API suite, which provides real-time notifications when a package is picked up, accepted, or delivered



ONLINE

Your customers can generate return labels through the web, either through USPS's Click-N-Ship site or a white-labeled site



SELF-MANIFESTING

Businesses can use their own in-house manifesting solution and submit manifest directly to USPS








THIRD-PARTY INTEGRATIONS

USPS partners with several of the leading return management software vendors so that you can easily generate USPS Returns labels using your software vendors

How to Choose the Right Solution For You

USPS offers several ways to create return labels based on what fits your customers' needs and your returns system setup.

How do you want customers to generate a label?	How is your returns tech configured?	USPS application	How it works
Use your own returns website	No in-house manifesting	 USPS APIs	Business calls USPS APIs to generate labels, which are made available to customers via e-mail, download, or delivery
Use a USPS returns website with a custom URL	Flexible to many options	 USPS Ship	Business uses its own label generation system, then submits manifests to USPS (e.g., using EDI)
Use a USPS returns website with the public URL	Flexible to Limited inhouse tech	 Merchandise Return Application	Business sends customers to a URL that allows them to generate and print labels on their personal device
Use a 3rd party returns website	3rd party returns software vendor	 Click-N-Ship	Business generates a return label online for any previously-generated outbound label; label is made available directly on Click-Nship website
Use a 3rd party returns website	3rd party returns software vendor	 Third-Party Integrations	Business generates a return label through their returns management software, which integrates on the back-end with USPS APIs

Pricing Options and Visibility & Reporting



SCAN-BASED PRICING

Pricing is based on weight and dimensions when scanned. Payment is made when the package is scanned by USPS



MANIFESTED PRICING

Pricing is based on the manifest. Payment is made when the package is scanned by USPS



DELIVERY STATUS & UPDATES

Use USPS's real-time tracking to get updates on returned packages so you can give customers visibility and issue refunds exactly when you would like



REPORTING TOOLS

Manage your returns business with the intuitive USPS Ship dashboard and subscribe to customizable data feeds about returns transactions

Click-N-Ship: Create Return Labels for your shipments!

Click-N-Ship allows business customers to generate a corresponding return label for their outbound shipment with the click of a button. They can do this when making the label initially or after the fact from their shipping history*.

Create a return label ⓘ

Charged upon use

You will not be charged for this return label unless it is used by the recipient. You will be notified of its use and a postage due will show up in your Shipping Cart.

*Select the service type for your return label

Select a return service

Priority Mail® Return

Priority Mail Express® Return

USPS Ground Advantage™ Return

Create Return Label

You will not be charged for this return label unless it is used by the recipient. You will be notified of its use and a postage due will show up in your Shipping Cart.

The return address on a return label will be the same as the Sender address for the outgoing label.

*Select the service type for your return label

Select a return service

Estimated amount charged upon use: **Not Available**

Select printing format for your labels.

Label Printing Format ⓘ

Standard (8.5 x 11) - With receipt, one label per page

Create & Print Now

Create & Save as PDF

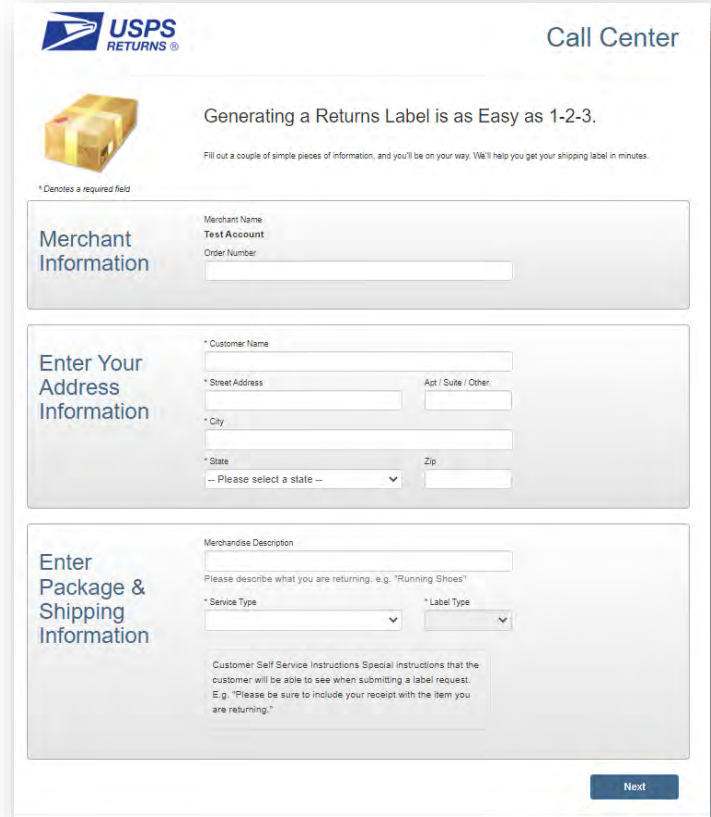
Create & Print Later

* Print from Shipping History new as of October 2024. Ability to print Return labels w/o corresponding Outbound label coming in FY25

Merchandise Returns Application

Merchant Return web service provides free and easy generation of USPS® return labels for customers of merchants enrolled in the USPS® Merchant Return Program.

- Utilize a customized URL link that provides a web page interface
- API Integration to directly generate one or more labels



The screenshot shows the USPS Returns Call Center web application interface. At the top left is the USPS Returns logo, and at the top right is the text "Call Center". Below the logo is a small image of a cardboard box. The main heading reads "Generating a Returns Label is as Easy as 1-2-3." followed by the instruction "Fill out a couple of simple pieces of information, and you'll be on your way. We'll help you get your shipping label in minutes." A note below states "* Denotes a required field".

The form is divided into three sections:

- Merchant Information:** Includes fields for Merchant Name, Test Account, and Order Number.
- Enter Your Address Information:** Includes fields for Customer Name, Street Address, Apt / Suite / Other, City, State (a dropdown menu with "-- Please select a state --"), and Zip.
- Enter Package & Shipping Information:** Includes a field for Merchandise Description, a text area for "Please describe what you are returning, e.g. 'Running Shoes'", Service Type (a dropdown menu), and Label Type (a dropdown menu). Below these fields is a note: "Customer Self Service Instructions Special instructions that the customer will be able to see when submitting a label request. E.g. 'Please be sure to include your receipt with the item you are returning.'"

A "Next" button is located at the bottom right of the form.

USPS Ship

One platform for all USPS packages

Use one platform for postage payment, adjustments, and reporting for all package types and payment methods. USPS Ship verifies Domestic, International, and **Returns** packages (Parcel Return Service, USPS Returns, Express Mail Returns, Priority Mail Returns) sent through USPS APIs, Manifest, PC Postage, and Click-N-Ship v2.

View a summary of your shipping activity or review your charges and adjustments online in USPS Ship via online reports and corresponding IV-MTR data feeds.

USPS.COM

Your USPS.com Business Account

✔ Your payment account has been successfully added!

If you have more than one business location, you can add more now or later in your Business Portal.

[Add More Locations](#)

Lets Get Started!

Start Shipping Online

Pay for postage and print just one label or a batch of shipping labels online. Easily edit multiple labels, upload a file of addresses, and access other features for managing your mail and packages.

[Ship Now](#)

Create Labels with USPS APIs

Integrate USPS ready-to-use APIs into your own websites and applications for a seamless way to create labels for your mail and packages.

[Ship with APIs](#)

Ship Your Own Labels

Ship domestic, international or returns packages through the same platform. Create package labels using your own software and submit manifested files for package pricing and payment.

[Ship My Labels](#)

[Ship with a USPS Business Partner](#)

[Do More with USPS APIs](#)

[Not sure what you need?](#)

USPS Ship - Reports

Home | Reports | Account Management | BCG | Disputes and Refunds | Account Management | Help | Logout

Month: October Year: 2024 [Search](#)

Monthly Account Summary | Priority Shipping Summary | **Printed Adjustment Summary**

Label Package	Package	Package
1. Domestic Package	18	18,000.00
A. Business Reply Mail	18	800.00
B. Standard Mail	18	800.00
C. First-Class Mail	18	800.00
D. Priority Mail Express	18	200.00
E. Priority Mail	18	1,400.00
2. International Package	18	1,400.00
A. International First-Class Mail	0	0.00
B. Priority Mail	0	0.00
C. International Parcel	0	0.00
D. International Registered Mail	0	0.00
E. International Return Receipt	0	0.00
F. International Signature Confirmation	0	0.00
G. International Registered Mail Restricted	0	0.00
H. International Registered Mail Restricted - Insured	0	0.00
I. International Registered Mail Restricted - Signature Confirmation	0	0.00
J. International Registered Mail Restricted - Signature Confirmation - Insured	0	0.00
3. Total Package	26	1,400.00

Reports

- Carbon Summary
- Carbon Summary Dashboard
- Census Verification
- Duplicates
- Letters and Flats Details
- Letters and Flats Summary
- Manifest Search
- Manifest Summary
- Manifest Variance
- Package Errors and Warnings
- Package Quality Noncompliance
- SQA Sampling Summary
- Third-Party-Billing Details
- Third-Party-Billing Summary
- Transaction Details
- Unmanifested
- Unused Labels



WHY PARTNER WITH USPS?

WHY PARTNER WITH THE POSTAL SERVICE?



We have an **unrivaled network** connecting every city to your customer's door.



We have **USPS APIs** to integrate seamlessly for all of your business needs



We are a **trusted partner** for every challenge – and every opportunity your customer is pursuing.



We can harness the **power of our brand** to deliver for your customers.