

Hold For Pickup Onboarding User Guide

February 2016

Version 2.0

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General Overview of Service

Description of Service

Hold For Pickup (HFPU) provides mailers with the ability to have packages held at a post office for the recipient to pick up. The items are held securely at a Post Office for pickup by a specified addressee.

The recipient receives notification that the package is ready to be picked up and given the address and hours of operation of the facility.

Hold For Pickup service is not available for International or Army Post Office (APO), Fleet Post Office (FPO) or Diplomatic Post Office (DPO) destinations.

Purpose

The purpose of this guidebook is to provide Postal Operations back office personnel with standard operating procedures for mail pieces that are designated as Hold For Pickup.

Getting Started

Eligibility for Service

Hold For Pickup service is available at retail Post Office locations for Priority Mail Express, and for Priority Mail® and Priority Mail Express™ using USPS Click-N-Ship®. It is also available for commercial mailings for Priority Mail Express, Priority Mail, First-Class Package Service®, Parcel Select® Ground, Parcel Select Lightweight® and Bound Printed Matter parcels. The commercial mailings that are eligible must bear the Hold For Pickup label design with an Intelligent Mail package barcode (IMpb) that contains the appropriate Service Type Code (STC).

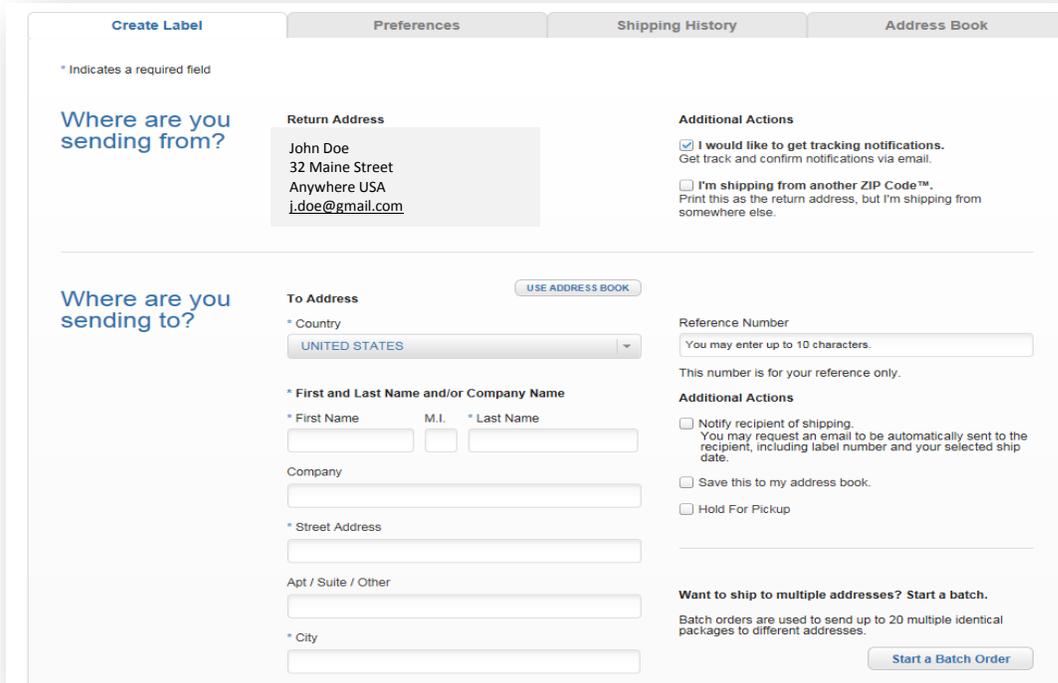
Service Availability

Customers may request Hold For Pickup service through the following channels:

1. Post Office Locations (Priority Mail Express only)



2. USPS.com (USPS Click-N-Ship for Priority Mail Express and Priority Mail)

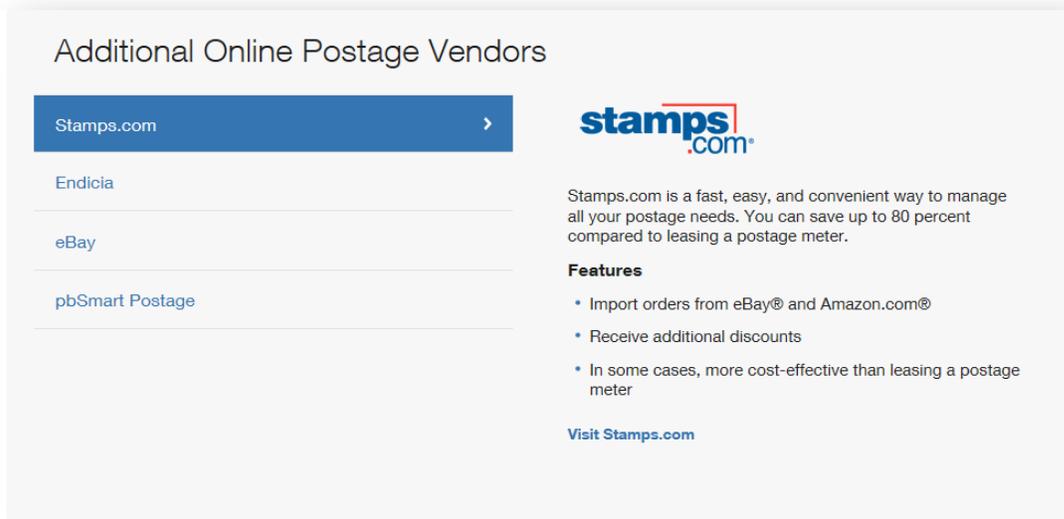


The screenshot shows the 'Create Label' form on USPS.com. It includes tabs for 'Create Label', 'Preferences', 'Shipping History', and 'Address Book'. The form is divided into several sections:

- Return Address:** John Doe, 32 Maine Street, Anywhere USA, j.doe@gmail.com.
- Where are you sending from?:** A section with a note: '* Indicates a required field'.
- Where are you sending to?:** Includes a 'To Address' section with fields for Country (UNITED STATES), First Name, M.I., Last Name, Company, Street Address, Apt / Suite / Other, and City. There is also a 'USE ADDRESS BOOK' button.
- Reference Number:** A field with a note: 'You may enter up to 10 characters. This number is for your reference only.'
- Additional Actions:**
 - I would like to get tracking notifications. Get track and confirm notifications via email.
 - I'm shipping from another ZIP Code™. Print this as the return address, but I'm shipping from somewhere else.
 - Notify recipient of shipping. You may request an email to be automatically sent to the recipient, including label number and your selected ship date.
 - Save this to my address book.
 - Hold For Pickup.
- Want to ship to multiple addresses? Start a batch.**
 - Batch orders are used to send up to 20 multiple identical packages to different addresses.
 - [Start a Batch Order](#)

3. Online (PC Postage Vendors) at <https://www.usps.com/business/postage-options.htm>. Once registered customers can select the Hold For Pickup option from the vendors website.

Once



The screenshot shows the 'Additional Online Postage Vendors' page. It features a list of vendors on the left and a detailed description of Stamps.com on the right.

Additional Online Postage Vendors

- [Stamps.com](#) >
- [Endicia](#)
- [eBay](#)
- [pbSmart Postage](#)

stamps.com®

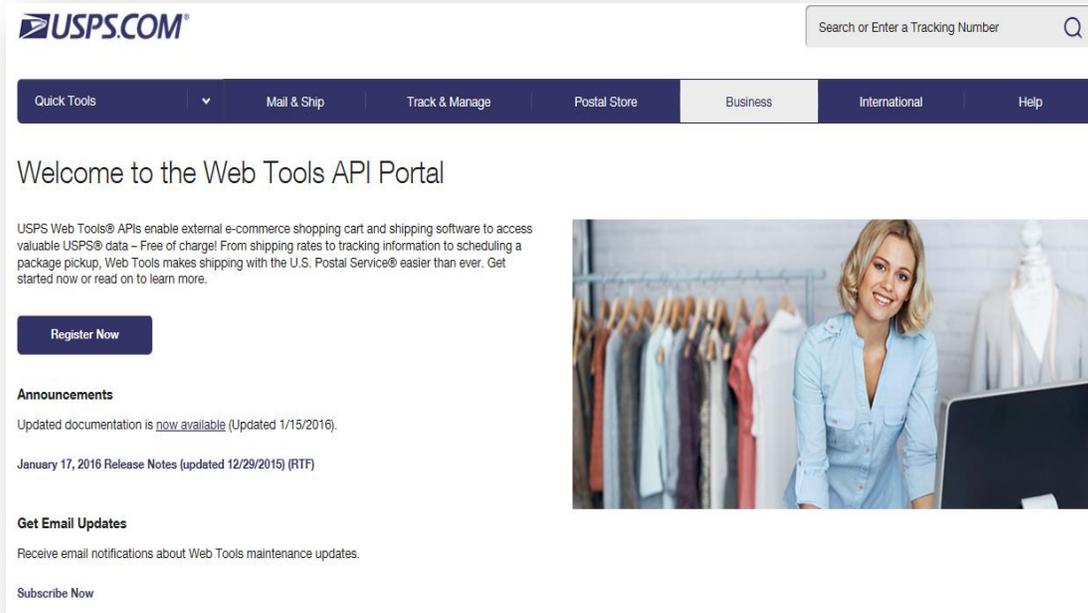
Stamps.com is a fast, easy, and convenient way to manage all your postage needs. You can save up to 80 percent compared to leasing a postage meter.

Features

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

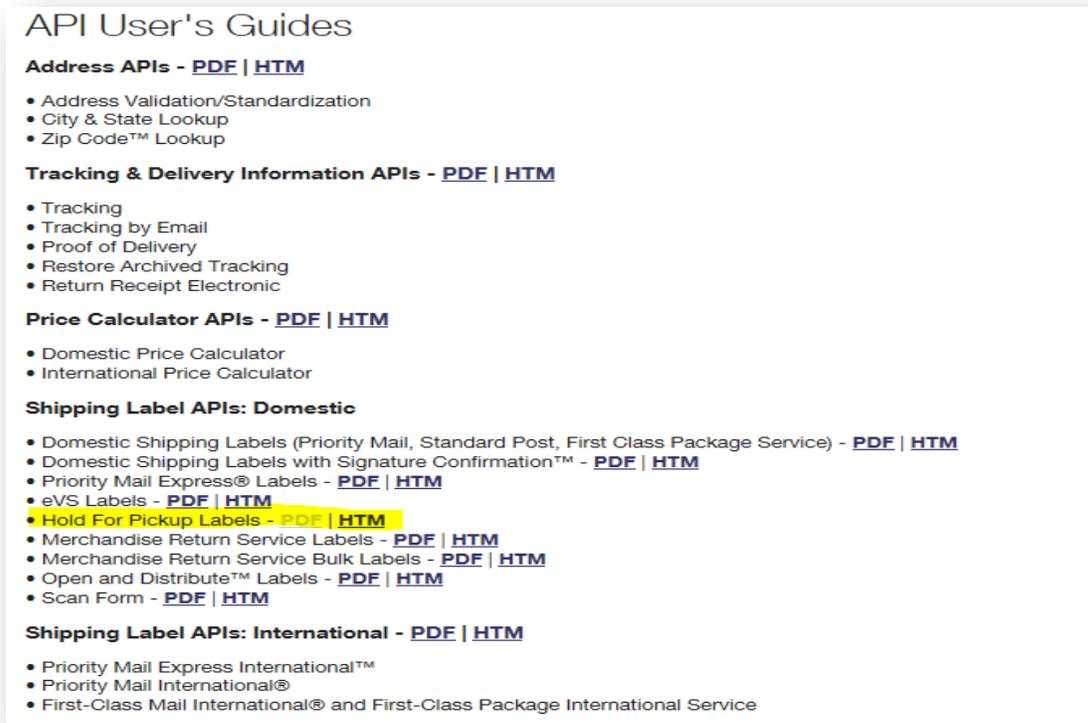
[Visit Stamps.com](#)

4. USPS Webtools API (for Commercial Customer Customers)



The screenshot shows the USPS.COM Web Tools API Portal. At the top, there is a search bar with the text "Search or Enter a Tracking Number" and a magnifying glass icon. Below the search bar is a navigation menu with the following items: Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, and Help. The main content area features a heading "Welcome to the Web Tools API Portal" followed by a paragraph explaining that USPS Web Tools APIs enable external e-commerce shopping cart and shipping software to access valuable USPS data. A "Register Now" button is prominently displayed. Below this, there are sections for "Announcements" (with links to updated documentation and release notes) and "Get Email Updates" (with a "Subscribe Now" link). An image of a smiling woman in a light blue shirt standing in a clothing store is positioned on the right side of the page.

5. Once registered, the commercial mailer can obtain the Hold For Pickup User Guide.



The screenshot displays the "API User's Guides" page. It lists various API categories with links to PDF and HTML versions:

- Address APIs - PDF | HTM**
 - Address Validation/Standardization
 - City & State Lookup
 - Zip Code™ Lookup
- Tracking & Delivery Information APIs - PDF | HTM**
 - Tracking
 - Tracking by Email
 - Proof of Delivery
 - Restore Archived Tracking
 - Return Receipt Electronic
- Price Calculator APIs - PDF | HTM**
 - Domestic Price Calculator
 - International Price Calculator
- Shipping Label APIs: Domestic**
 - Domestic Shipping Labels (Priority Mail, Standard Post, First Class Package Service) - PDF | HTM
 - Domestic Shipping Labels with Signature Confirmation™ - PDF | HTM
 - Priority Mail Express® Labels - PDF | HTM
 - eVS Labels - PDF | HTM
 - **Hold For Pickup Labels - PDF | HTM**
 - Merchandise Return Service Labels - PDF | HTM
 - Merchandise Return Service Bulk Labels - PDF | HTM
 - Open and Distribute™ Labels - PDF | HTM
 - Scan Form - PDF | HTM
- Shipping Label APIs: International - PDF | HTM**
 - Priority Mail Express International™
 - Priority Mail International®
 - First-Class Mail International® and First-Class Package International Service

Using the Service

Placing a Hold For Pickup Request at a Retail Location (Post Office)

To place a Hold For Pickup request at a Retail location, go to your local Post Office and have the Sales and Service Associate (SSA) process your Hold For Pickup request at the counter.

Hold For Pickup is only available for Priority Mail Express at Retail. A label 11-**HFPU** is required. The label can be ordered through the Postal Store in quantities of 10.

Hold For Pickup

ORIGIN POSTAL SERVICE USE ONLY

PO ZIP Code: 1-Day 2-Day

Acceptance Employee Initials: _____

Date In (MM/DD/YY): _____ Time In: AM PM

Pickup Availability Date (MM/DD/YY): _____

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

Weight: _____ Flat Rate

Sunday/Holiday Premium Fee: \$ _____

Postage: \$ _____ Return Receipt Fee: \$ _____

Insurance Fee: \$ _____ COD Fee: \$ _____

Live Animal Transportation Fee: \$ _____ Total Postage & Fees: \$ _____

DESTINATION: Post Office

Date Received (MM/DD/YY): _____ Time Received: AM PM

Employee Initials: _____

PICKED UP BY ADDRESSEE

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

Employee Initials: _____

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

Hold For Pickup Domestic Use Only

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

1-Origin Post Office Copy

Customers may use a Postal Self-Service Kiosk (SSK) to locate available Hold For Pickup locations by city and state. The system will also display the available pickup times for each location. The list can be printed.

Placing a Hold For Pickup Request Online

Hold For Pickup is available on USPS.com through a customer's Click-N-Ship account or by choosing the Delivery Instructions or Package Intercept features of USPS.com.

USPS Tracking™

Tracking Number: 9505520855733123679874

Updated Delivery Day: Monday, May 4, 2015

In-Transit

Product & Tracking Information

Postal Product: Priority Mail® Features: USPS Tracking™ Up to \$50 insurance included. Restrictions Apply (L)

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

Available Actions

- Text Updates
- Email Updates
- Delivery Instructions**

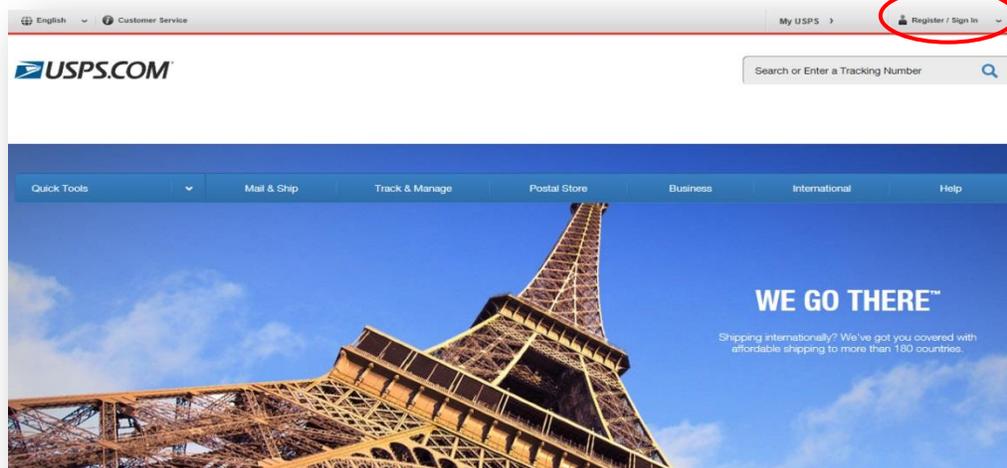
Visit the website at <https://www.usps.com>.

Placing a Hold For Pickup Request Online (PC Postage Vendors)

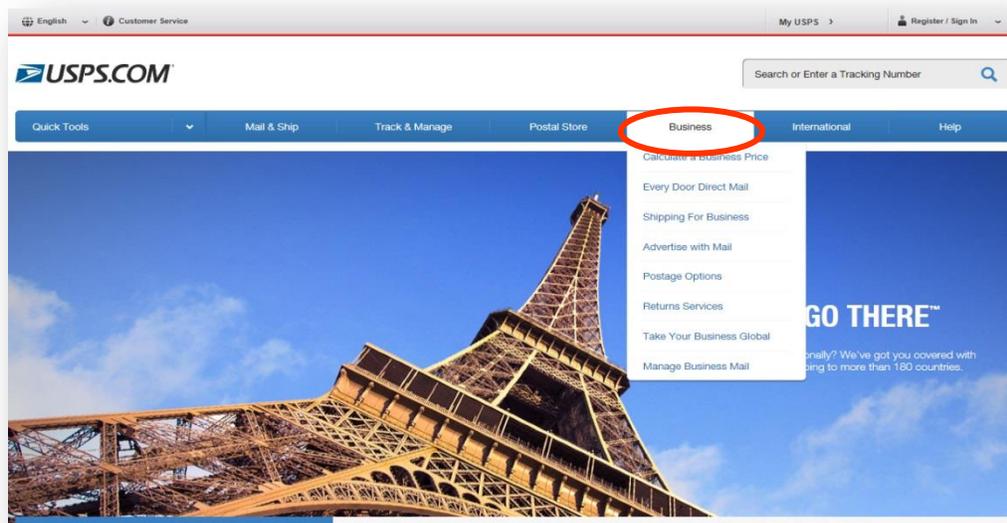
The United States Postal Service has various PC Postage vendors that provide shipping solutions that include Hold For Pickup. Please contact your sales representative for additional information on how to use Hold For Pickup using PC Postage or visit <https://www.usps.com/business/postage-options.htm>.

Web Tools API (Commercial Customers)

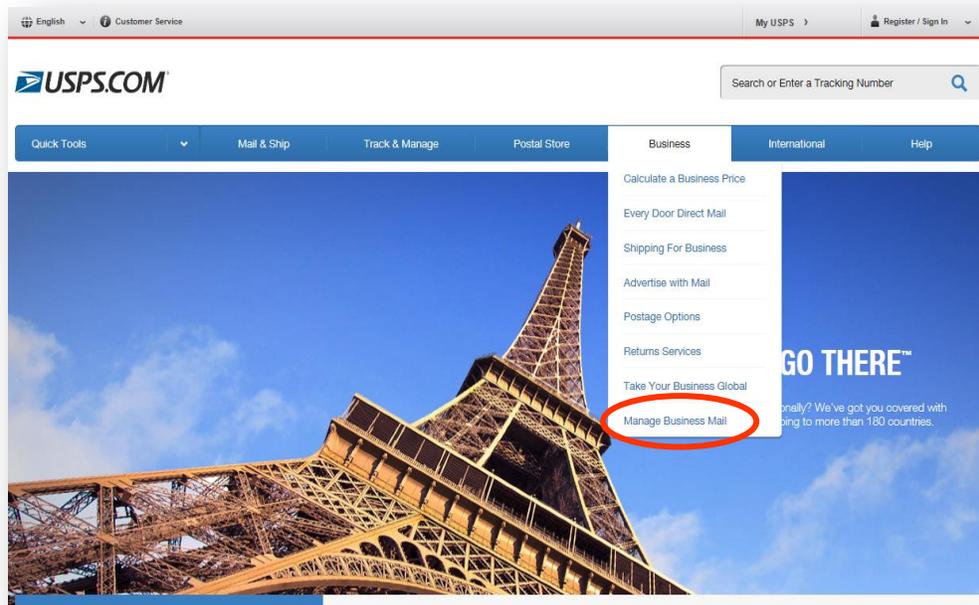
1. Navigate to [USPS.com](https://www.usps.com). Log into your account or register for an account.



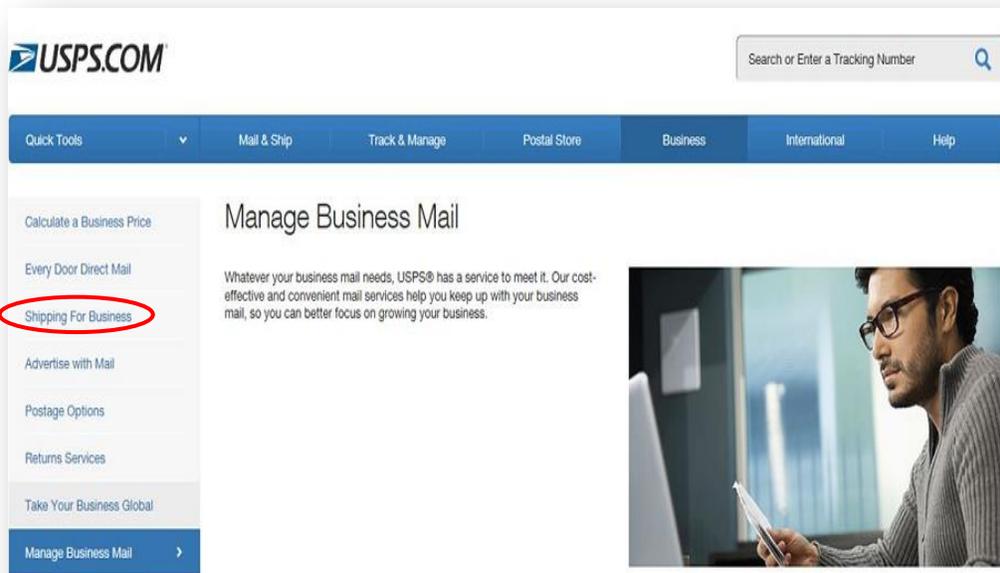
2. Click on the "Business Solutions" tab on the home screen.



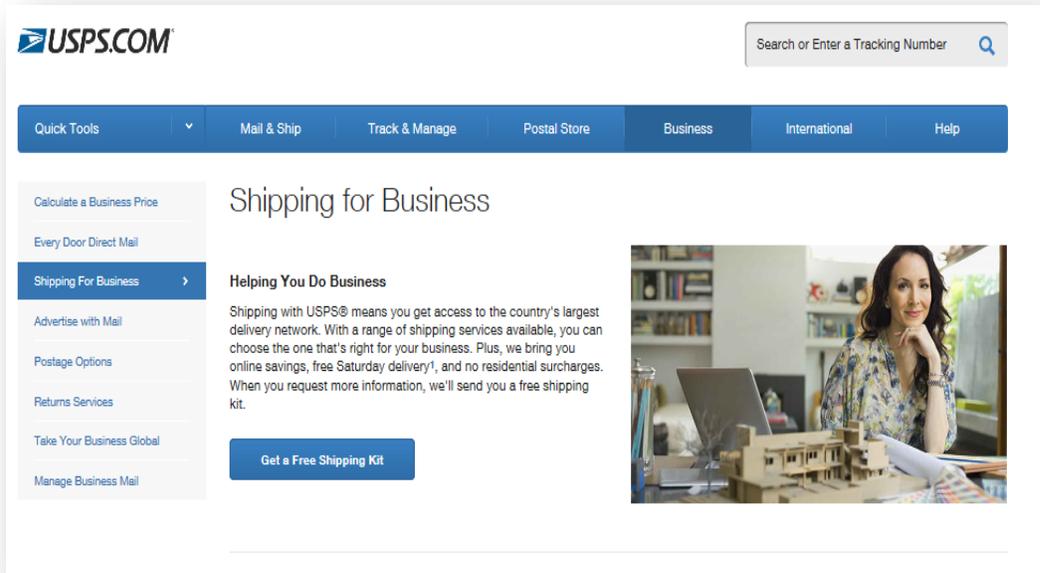
3. Select “Manage Business Mail” from the drop-down menu provided.



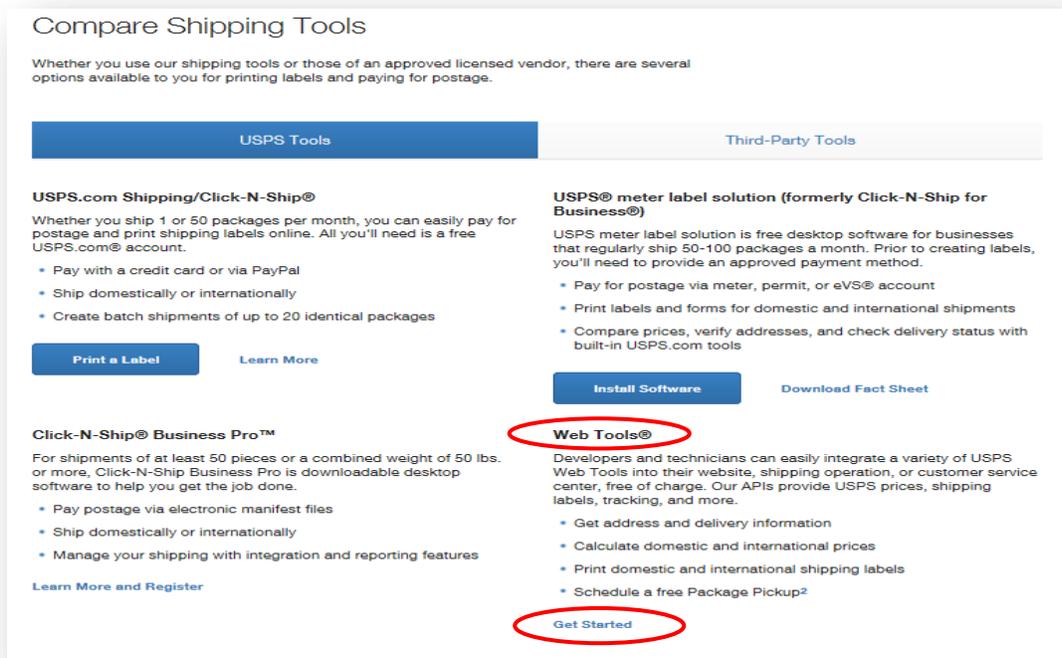
4. Select “Shipping For Business.”



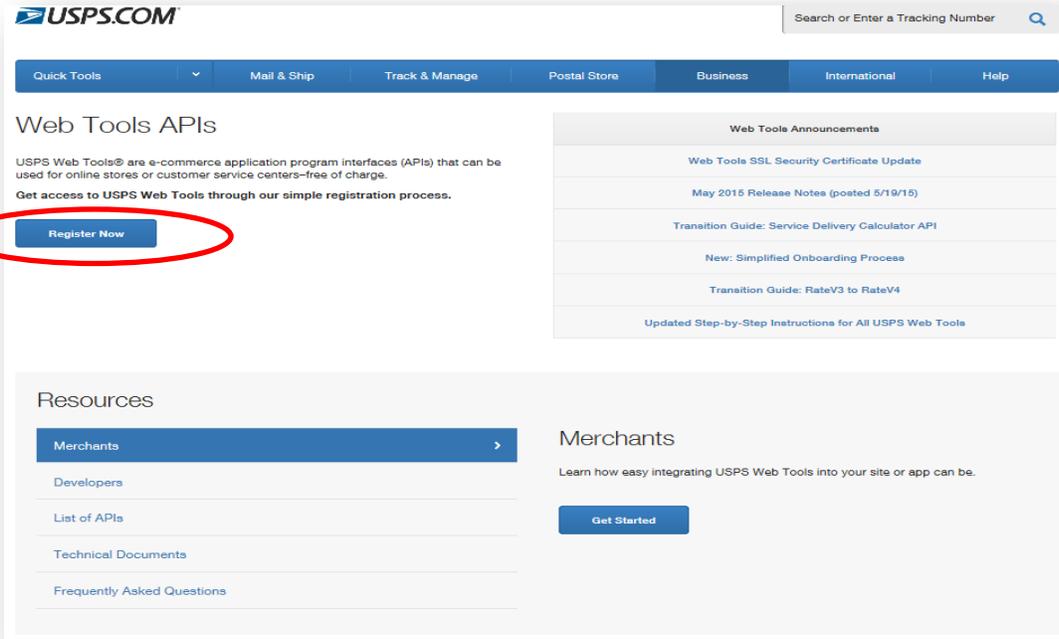
5. The “Shipping for Business” page will appear.



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

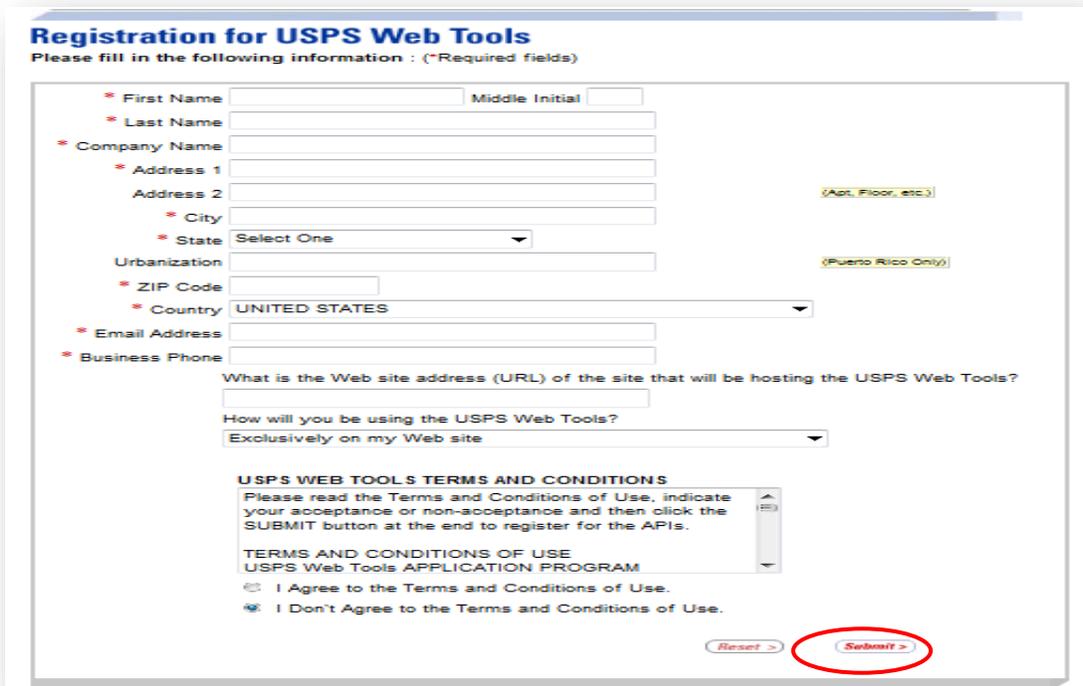


7. Select the “Register Now” button.



The screenshot shows the USPS.COM website. At the top, there is a search bar and a navigation menu with options: Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, and Help. The main content area is titled "Web Tools APIs" and includes a description: "USPS Web Tools® are e-commerce application program interfaces (APIs) that can be used for online stores or customer service centers—free of charge. Get access to USPS Web Tools through our simple registration process." A blue "Register Now" button is circled in red. To the right, there is a "Web Tools Announcements" section with several links. Below this is a "Resources" section with a "Merchants" dropdown menu and a "Get Started" button.

8. Complete all required fields for registration and click the “Submit” button to complete the registration process.



The screenshot shows the "Registration for USPS Web Tools" form. The title is "Registration for USPS Web Tools" and the instruction is "Please fill in the following information : (*Required fields)". The form contains the following fields and options:

- * First Name (text input), Middle Initial (text input)
- * Last Name (text input)
- * Company Name (text input)
- * Address 1 (text input)
- Address 2 (text input) with a note "(Apt, Floor, etc.)"
- * City (text input)
- * State (dropdown menu, currently showing "Select One")
- Urbanization (text input) with a note "(Puerto Rico Only)"
- * ZIP Code (text input)
- * Country (dropdown menu, currently showing "UNITED STATES")
- * Email Address (text input)
- * Business Phone (text input)
- What is the Web site address (URL) of the site that will be hosting the USPS Web Tools? (text input)
- How will you be using the USPS Web Tools? (dropdown menu, currently showing "Exclusively on my Web site")
- USPS WEB TOOLS TERMS AND CONDITIONS**
Please read the Terms and Conditions of Use, indicate your acceptance or non-acceptance and then click the SUBMIT button at the end to register for the APIs.
TERMS AND CONDITIONS OF USE
USPS Web Tools APPLICATION PROGRAM
 I Agree to the Terms and Conditions of Use.
 I Don't Agree to the Terms and Conditions of Use.
- Buttons: "Reset" and "Submit" (circled in red)

Mail Class and Extra Services Matrix

The following table describes the available extra service offerings for each product when combined with Hold For Pickup:

Mail Class	Insurance	Insurance Restricted Delivery (if insured >\$500)	Adult Signature Required	Adult Signature Restricted Delivery	Signature Confirmation	Signature Confirmation Restricted Delivery	Collect On Delivery (COD)	COD Restricted Delivery
Bound Printed Matter Parcels	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
First-Class Package Service	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Parcel Select Lightweight	Yes	Yes (bulk insurance only)	Yes	Yes	Yes	Yes	No	No
Priority Mail ¹	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Priority Mail Express ²	Yes	Yes	Yes	Yes	Yes	Yes	Yes ³	Yes ³

¹Includes \$50 of Insurance

²Includes \$100 of Insurance

³1- & 2-Day Only

Hold For Pickup Additional Features

The table below describes the Hold For Pickup features for each mail class:

Mail Class	Hold Period	USPS Tracking Barcode	Payment Method
Bound Printed Matter Parcels	15 days	Required	Permit Imprint
First-Class Package Service	15 days	Required	PC Postage, Permit Imprint and Intelligent Based Indicia (IBI) Meter
Parcel Select Ground	15 days	Required	PC Postage, Permit Imprint and IBI Meter
Parcel Select Lightweight	15 days	Required	PC Postage, Permit Imprint and IBI Meter
Priority Mail	15 days	Required	PC Postage, Permit Imprint and IBI Meter, Click N Ship (CNS)
Priority Mail Express	5 days	Required	USPS Corporate Account, PC Postage and IBI Meter, CNS, Permit Imprint

Customer Notifications

Automated notifications are provided to Commercial shippers and their recipients when an email address or text message number are provided in the shipping services file.

Retail customers should include their recipient's contact phone number on the Priority Mail Express Label 11-HFPU.

Automated notifications sent to customers:

Arrival at Post Office (pickup reminder):

- sent day 3 for Priority Mail Express.
- sent day 5 for all other mail classes.

Return to Sender Notice:

- sent day 5 for Priority Mail Express.
- sent day 15 for all other mail classes.

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

Sample Hold For Pickup Labels

Bound Printed Matter Parcels

	BOUND PRINTED MATTER US POSTAGE PAID CITY, STATE PERMIT # 1234567 eVS
USPS BOUND PRINTED MATTER	
TEST 1 919 PHILADELPHIA AVE SILVER SPRING, MD 20910-4913	<div style="border: 1px solid black; padding: 2px;">C000</div>
HOLD FOR PICKUP	
HOLD FOR GARY REBLIN C/O DALLAS POST OFFICE 2759 MEMORIAL HIGHWAY DALLAS, PA 18612-4000	Expected Delivery Day 05/27/14 Ship Date 5/25/14 Weight 2lb. 0oz.
USPS SIGNATURE TRACKING # eVS	
	
9214 1900 0065 8976 0020 75	

First-Class Package Service

F	FIRST-CLASS PKG US POSTAGE PAID COMPANY NAME eVS
USPS FIRST-CLASS PKG	
TEST 1 919 PHILADELPHIA AVE SILVER SPRING, MD 20910-4913	<div style="border: 1px solid black; padding: 2px;">C000</div>
HOLD FOR PICKUP	
HOLD FOR GARY REBLIN C/O DALLAS POST OFFICE 2759 MEMORIAL HWY DALLAS, PA 18612-4000	Expected Delivery Day: 05/27/14 SHIP DATE: 05/22/14 WEIGHT: 2 lb. 0 oz.
USPS TRACKING NUMBER # eVS	
	
9220 9912 3456 7862 0603 02	

Parcel Select Ground

<div style="border: 1px solid black; padding: 2px;"> PARCEL SELECT U.S. POSTAGE PAID COMPANY NAME eVS </div>	
USPS PARCEL SELECT®	
TEST 1 919 PHILADELPHIA AVE SILVER SPRING, MD 20910-4913	C000
HOLD FOR PICKUP	
Expected Delivery Day: 05/27/14 SHIP DATE: 05/22/14 WEIGHT: 2 lb. 0 oz.	
HOLD FOR GARY REBLIN C/O DALLAS POST OFFICE 2759 MEMORIAL HWY DALLAS, PA 18612-4000	
USPS TRACKING NUMBER # eVS	
	
9203 8912 3456 7862 0603 02	

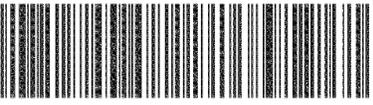
Parcel Select Lightweight

<div style="border: 1px solid black; padding: 2px;"> PARCEL SELECT LIGHTWEIGHT US POSTAGE PAID CITY, STATE PERMIT # 1234567 eVS </div>	
USPS PARCEL SELECT LIGHTWEIGHT®	
TEST 1 919 PHILADELPHIA AVE SILVER SPRING, MD 20910-4913	C000
HOLD FOR PICKUP	
Expected Delivery Day 05/27/14 Ship Date 5/25/14 Weight 2lb. 0oz.	
HOLD FOR GARY REBLIN C/O DALLAS POST OFFICE 2759 MEMORIAL HIGHWAY DALLAS, PA 18612-4000	
USPS SIGNATURE TRACKING # eVS	
	
9214 2900 0065 8976 0020 79	

Priority Mail

P	PRIORITY MAIL U.S. POSTAGE PAID COMPANY NAME eVS
	PRIORITY MAIL 1-DAY™
TEST 1 919 PHILADELPHIA AVE SILVER SPRING, MD 20910-4913	
<div style="border: 1px solid black; padding: 2px; display: inline-block;">C000</div>	
HOLD FOR PICKUP	
Scheduled Delivery Date: 05/23/14 Ship Date: 05/24/14 Weight: 2 lb. 0 oz.	
HOLD FOR: GARY REBLIN C/O DALLAS POST OFFICE 2759 MEMORIAL HWY DALLAS, PA 18612-4000	
USPS TRACKING # eVS	
	
9211 2123 4560 0000 1518 04	

Priority Mail Express

E	PRIORITY MAIL EXPRESS US POSTAGE PAID USPSCA # 1234567 CITY, STATE
	PRIORITY MAIL EXPRESS 1-DAY™
TEST 1 919 PHILADELPHIA AVE SILVER SPRING, MD 20910-4913	
<div style="border: 1px solid black; padding: 2px; display: inline-block;">C000</div>	
HOLD FOR PICKUP	
Scheduled Delivery Day: 05/23/14 SHIP DATE: 05/22/14 WEIGHT: 2 lb. 0 oz.	
HOLD FOR GARY REBLIN C/O DALLAS POST OFFICE 2759 MEMORIAL HWY DALLAS, PA 18612-4000	
USPS TRACKING NUMBER	
	
9271 6029 0108 9817 0007 89	

Priority Mail Click-N-Ship

 UNITED STATES POSTAL SERVICE®	
P	usps.com 9411 2036 9930 0200 0020 01 0064 5000 0012 1234 \$6.45 US POSTAGE FRE HPU 
	01/28/2011 Mailed from 20910 06250000000059
PRIORITY MAIL 1-DAY™	
FROM: MARRISSA PATTERSON 1001 SPRING ST APT 119 SILVER SPRING MD 20910-4006	Expected Delivery Date: 01/29/16 0024
HOLD FOR PICKUP	
Hold For: BRIAN GILL C/O PARKVILLE 8201 HARFORD RD PARKVILLE MD 21234-9998	
USPS TRACKING #	
	
9411 2036 9930 0200 0020 01	

Service Type Codes

The 3-digit service type code (STC) is used within the Intelligent Mail package barcode (IMpb) to identify the mail class and extra services for the mailpiece.

Bound Printed Matter Parcels

Service Type Code	Description	Banner Text
141	USPS Tracking, Hold For Pickup	USPS Signature Tracking #
139	USPS Tracking, Insurance > \$200, Hold For Pickup	USPS Signature Tracking #
140	USPS Tracking, Insurance ≤ \$200, Hold For Pickup	USPS Tracking #

First-Class Package Service

Service Type Code	Description	Banner Text
209	USPS Tracking, Hold For Pickup	USPS Tracking #
211	USPS Tracking, Insurance ≤ \$200, Hold For Pickup	USPS Tracking #
212	USPS Tracking, Insurance > \$200, Hold For Pickup	USPS Signature Tracking #
213	Signature Confirmation, Hold For Pickup	USPS Signature Tracking #
214	Signature Confirmation, Insurance ≤ \$200, Hold For Pickup	USPS Signature Tracking #
215	Signature Confirmation, Insurance ≥ \$200, Hold For Pickup	USPS Signature Tracking #
603	COD, Hold For Pickup	USPS COD Signature Tracking #

Parcel Select Ground

Service Type Code	Description	Banner Text
389	USPS Tracking, Hold For Pickup	USPS Tracking #
390	USPS Tracking, Insurance ≤ \$200, Hold For Pickup	USPS Tracking #
391	USPS Tracking, Insurance > \$200, Hold For Pickup	USPS Signature Tracking #
392	Signature Confirmation, Hold For Pickup	USPS Signature Tracking #
393	Signature Confirmation, Insurance ≤ \$200, Hold For Pickup	USPS Signature Tracking #
395	USPS Tracking, Insurance > \$200, Hold For Pickup	USPS Signature Tracking #
604	COD, Hold For Pickup	USPS COD Signature Tracking #
778	Adult Signature, Hold For Pickup	USPS Signature Tracking
779	Adult Signature Restricted Delivery, Hold For Pickup	USPS Adult Sig/Restr Del
780	Adult Signature, Insurance ≤ \$200, Hold For Pickup	USPS Signature Tracking
781	Adult Signature Restricted Delivery, Insurance ≤ \$200, Hold For Pickup	USPS Adult Sig/Restr Del
782	Adult Signature, Insurance > \$200, Hold For Pickup	USPS Signature Tracking
783	Adult Signature Restricted Delivery, Insurance > \$200, Hold For Pickup	USPS Adult Sig/Restr Del

Parcel Select Lightweight

Service Type Code	Description	Banner Text
142	USPS Tracking, Hold For Pickup	USPS Signature Tracking #
137	USPS Tracking, Insurance > \$200, Hold For Pickup	USPS Signature Tracking #
138	USPS Tracking, Insurance ≤ \$200, Hold For Pickup	USPS Tracking #

Priority Mail

Service Type Code	Description	Banner Text
079	Signature Confirmation, Insurance ≤ \$200, Hold For Pickup	USPS Signature Tracking #
112	USPS Tracking, Hold For Pickup	USPS Tracking #
113	USPS Tracking, Insurance ≤ \$200, Hold For Pickup	USPS Tracking #
114	USPS Tracking, Insurance > \$200, Hold For Pickup	USPS Signature Tracking #
115	Signature Confirmation, Hold For Pickup	USPS Signature Tracking #
602	COD, Hold For Pickup	USPS COD Signature Tracking #
661	Adult Signature, Return Receipt, Hold For Pickup	USPS Adult Signature
662	Adult Signature Restricted Delivery, Return Receipt, Hold For Pickup	USPS Adult Sig/Restr Del
772	Adult Signature, Hold For Pickup	USPS Signature Tracking
773	Adult Signature Restricted Delivery, Hold For Pickup	USPS Adult Sig/Restr Del
774	Adult Signature, Insurance ≤ \$200, Hold For Pickup	USPS Signature Tracking
775	Adult Signature Restricted Delivery, Insurance ≤ \$200, Hold For Pickup	USPS Adult Sig/Restr Del
776	Adult Signature, Insurance > \$200, Hold For Pickup	USPS Signature Tracking
777	Adult Signature Restricted Delivery, Insurance > \$200, Hold For Pickup	USPS Adult Sig/Restr Del

Priority Mail Express

Service Type Code	Description	Banner Text
657	Adult Signature, Return Receipt, Hold For Pickup	USPS Adult Signature
658	Adult Signature Restricted Delivery, Return Receipt, Hold For Pickup	USPS Adult Sig/Restr Del
716	Hold For Pickup	USPS Signature Tracking #
717	Hold For Pickup, Return Receipt	USPS Signature Tracking #
718	Hold For Pickup, Insurance	USPS Signature Tracking
719	Hold For Pickup, Insurance, Return Receipt	USPS Signature Tracking
720	Hold For Pickup, COD	USPS COD Signature Tracking
721	Hold For Pickup, COD, Return Receipt	USPS COD Signature Tracking
729	Adult Signature, Hold For Pickup	USPS Adult Signature
730	Adult Signature Restricted Delivery, Hold For Pickup	USPS Adult Sig/Restr Del
731	Adult Signature, Extra Insurance, Hold For Pickup	USPS Adult Signature
732	Adult Signature Restricted Delivery, Extra Insurance, Hold For Pickup	USPS Adult Sig/Restr Del
918	COD Restricted Delivery, Return Receipt, Hold for Pickup	USPS COD Signature Tracking #
920	COD Restricted Delivery, Hold For Pickup	USPS COD Signature Tracking #

Publication 199 Requirements

Publication 199, *Intelligent Mail Package Barcode (IMpb) Implementation Guide*, provides the specification for generating and printing Intelligent Mail package barcodes, as well as the requirements for the Shipping Services file. USPS requires mailers to send Shipping Services

Files that contain specific data records for each item being tendered with a shipment. Below are the elements of the Shipping Services file that are specific to Hold For Pickup.

Version 1.6,1.7/2.0 Detail Record 1 Required Fields

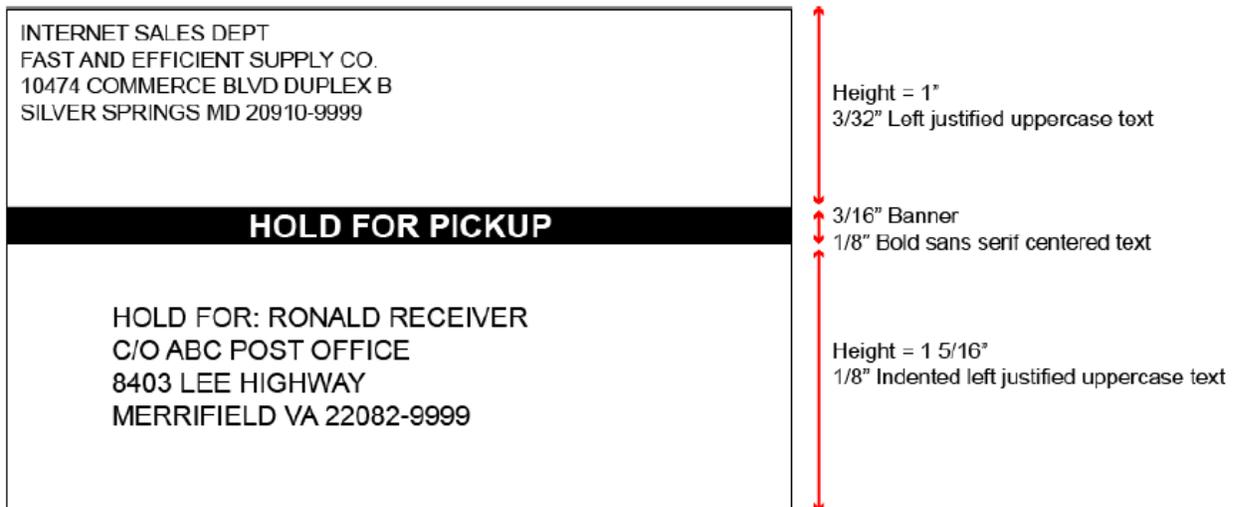
Record Position	Field Name	Content Rules and Limitations
043 - 046	Barcode Construct	Barcode constructs: <ul style="list-style-type: none"> • C01 • C05 • N02 • N05
052 - 055	Delivery ZIP+4 Code	ZIP+4 only

Version 1.6,1.7/2.0 Detail Record 2 Required Fields

Record Position	Field Name	Content Rules and Limitations
001 - 002	Electronic File Detail Record ID	'D2' is required.
003 - 036	Tracking Number	Must use a 9-digit ZIP Code.
037 - 084	Recipient Name	Required for Accountable mail, International mail, and Hold For Pickup.
085 - 132	Delivery Address	Destination delivery address may be included in the D2 Record as an alternative to providing the ZIP+4 Code. May contain secondary unit designator, such as APT or SUITE. Do not enter city or state. Default is spaces.
133 - 160	City Name	Default is spaces.
161 - 162	State	Default is spaces for International mail.
163 - 167	Delivery ZIP Code	Must be 5 digits. Numeric values (0-9) only. If International, all zeroes.
168 - 171	Delivery ZIP+4	Numeric values (0-9) only.
172 - 235	Recipient E-mail Address	Required for Hold For Pickup.
236 - 299	Recipient SMS Number	Required for Hold For Pickup.
300 - 347	Sender Name	Required for Hold For Pickup.
348 - 411	Sender E-mail Address	Required for Hold For Pickup for the customer to receive the Hold For Pickup notification.
412 - 475	Sender SMS Number	Required for Hold For Pickup for the customer to receive the Hold For Pickup notification.
476 - 498	Filler	Must be spaces.

Addressing Requirements

The Hold For Pickup service has specific addressing requirements which affect the address and delivery segment of the label. Requirements for the remainder of the label segments remain unaltered. More information can be found in the Parcel Labeling Guide found at https://ribbs.usps.gov/barcode_cert/documents/tech_guides/ParcelLabelingGuide.pdf.



Hold For Pickup labels require a Hold For Pickup banner directly below the return address and above the delivery (Pickup Location) address. The Hold For Pickup banner should conform to the following requirements:

- The banner should be 3/16 inch in height.
- The banner should be printed in reverse type (white letters on a black background).
- The text "HOLD FOR PICKUP" should be printed using a 10-point or greater sans serif font in uppercase letters, resulting in characters of 1/8 inch (baseline to caps line) or greater.
- There should be 3/32 to 1/16 of white space above and below the banner.

Return Address

Requirements for the return address on a Hold For Pickup label remain consistent with a standard 4x6 or 4x4 label.

The delivery address should contain the recipient name and the address of the Post Office at which the mailpiece will be held, formatted as follows:

- Line 1: The text “Hold For:” followed by the recipient name.
- Line 2: The text “C/O” followed by the Post Office facility name.
- Line 3: The Post Office street address.
- Line 4: The Post Office city, state and ZIP Code.

Delivery Address

As with other delivery addresses, the following rules should also be followed:

- The delivery address should be printed at least $\frac{1}{2}$ inch from the left edge of the label and indented at least $\frac{1}{4}$ inch from the left margin of the return address and recipient address.
- The delivery address should be printed using a 10-point or greater sans serif font in uppercase letters resulting in characters of $\frac{1}{8}$ inch (baseline to caps line) or greater.
- All lines of the delivery address should be left justified and evenly spaced.

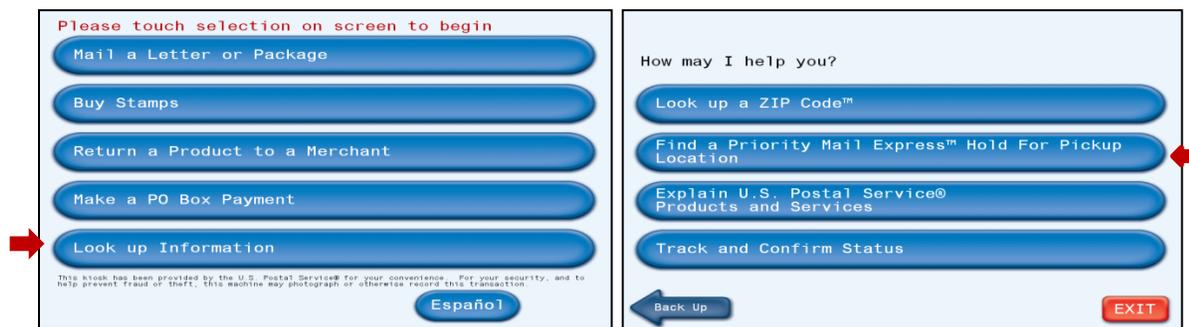
Frequently Asked Questions

1. What is Hold For Pickup?

Hold For Pickup service provides shippers with the option of directing a package to a USPS facility for pickup instead of having it delivered to a street address. The shipper and recipient receive email notifications when the package has arrived as well as 3-day, 5-day, and 15-day pickup reminders.

2. Which Post Offices are designated Hold For Pickup Locations?

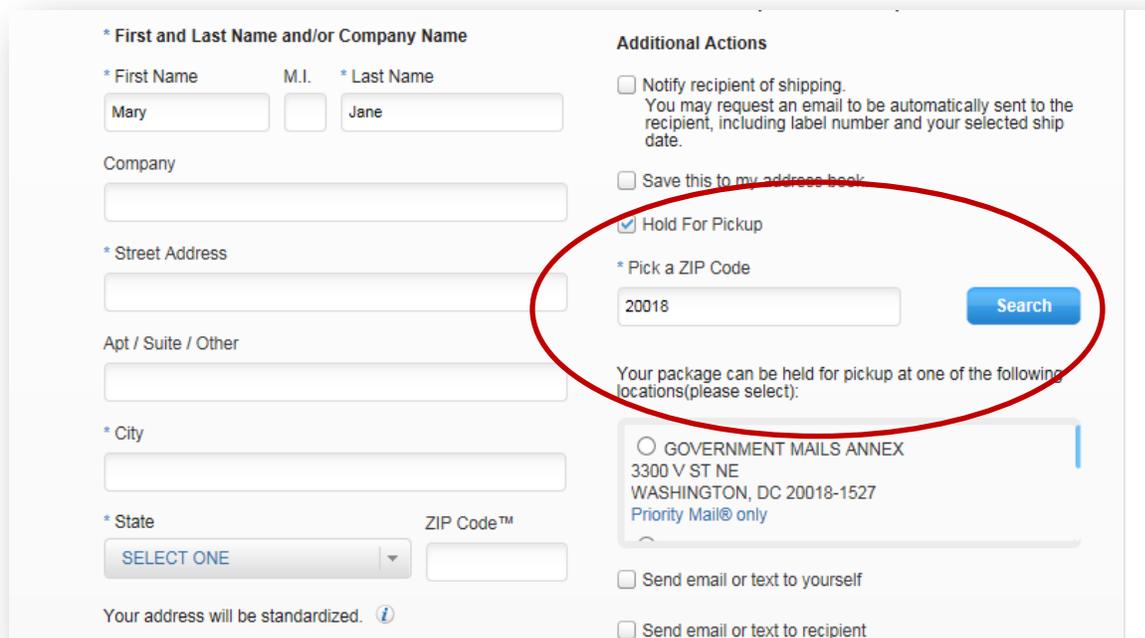
Hold For Pickup locations may be found by searching the Self Service Kiosk available at Post Offices



Self Service Kiosk screens

Or,

By entering a ZIP Code lookup online when using Hold For Pickup.



* First and Last Name and/or Company Name

* First Name M.I. * Last Name

Mary [] Jane

Company

* Street Address

Apt / Suite / Other

* City

* State ZIP Code™

SELECT ONE

Your address will be standardized. ⓘ

Additional Actions

- Notify recipient of shipping. You may request an email to be automatically sent to the recipient, including label number and your selected ship date.
- Save this to my address book
- Hold For Pickup

* Pick a ZIP Code

20018 Search

Your package can be held for pickup at one of the following locations (please select):

- GOVERNMENT MAILS ANNEX
3300 V ST NE
WASHINGTON, DC 20018-1527
Priority Mail® only

- Send email or text to yourself
- Send email or text to recipient

3. How is the Hold For Pickup Service requested?

Priority Mail Express Hold For Pickup is available at local Post Offices by completing Label 11-HFPU. The service may also be requested when using USPS.com (USPS Click-N-Ship), PC Postage Vendors or through the Web Tools API.

4. How long is a Hold For Pickup shipment held at a designated Post Office location?

Priority Mail Express Hold For Pickup shipments are held for up to 5 calendar days. Bound Printed Matter parcels, First-Class Package Service®, Parcel Select® Ground, Parcel Select Lightweight® and Priority Mail Hold For Pickup shipments are held at designated Post Office locations for up to 15 calendar days.

5. Can a Hold For Pickup mailpiece be delivered?

No. The mailpiece must be picked up from the designated Post Office by the recipient or their designee. After the specified hold time, the shipment will be returned to sender if not picked up.

6. What type of communication is provided to the customer?

Automated notifications are sent to the customer when an email address and/or SMS address is provided. The customer may also choose to provide notifications to the recipient. Below is a list of notifications provided to the customer and /or recipient:

- a. Arrival at Post Office: Notifying the customer that the shipment has arrived at the Post Office and is ready for pickup. This notification is sent on the day the shipment arrives at the Post Office and is triggered based on the “Arrival at Unit” or “Available for Pickup” scan events.
- b. Reminder: Reminding the customer that the shipment is available for pickup, and the days left for the pickup. This notification is sent on calendar day 3 for Priority Mail Express only, and on calendar day 5 for all other mail classes after shipment arrives at the Post Office.
- c. Return to Sender: Notifying the customer that the shipment will be returned at the end of the day. This notification is sent on calendar day 5 for Priority Mail Express only, and calendar day 15 for all other mail classes after shipment arrives at the Post Office.

7. Who can pick up Hold For Pickup shipments and what is required?

The recipient whose name appears in the **HOLD FOR: (Contact Required for ID Purposes Only)** section on the mailing label, or their designee can pick up Hold For Pickup shipments. When the recipient or their designee arrives to pick up their Hold For Pickup shipment, they must present a valid government issued photo ID for verification.

8. Is Hold For Pickup available to International or APO/FPO/DPO locations?

No. Hold For Pickup service is not available for International or APO/FPO/DPO destinations.

9. Is there an additional fee for Hold For Pickup shipments?

No. There is no additional fee for Hold For Pickup shipments.

Please send questions or comments to:

Shippingservices@usps.gov.

Additional information on Hold For Pickup may be found on the Rapid Information Bulletin Board System (RIBBS) website @

<https://ribbs.usps.gov/>