

User's Guide Print and Deliver Shipping Label Service

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General Overview of Service

Description of Service

Print and Deliver Shipping Label Service (PDSL) is a unique service offered by the USPS that will save your business money and time by printing returns labels and providing them to your customers by either:

- Deliver to a Specified Address – USPS will physically deliver the return label to a domestic address.
- Pickup at Post Office – The return label will be printed and made available for pick up at the selected Post Office.
- Pickup at Self Service Kiosk (SSK) – Your customers will have the flexibility of printing the return label from any Postal SSK.

There are two types of Return Services available for use with the Print and Deliver Shipping Label Service, which includes USPS Return Service or Parcel Return Service (PRS). The Print and Deliver Shipping Label Service application will check whether or not the Merchant's Permit ID is linked to the selected Return Service. If the Permit ID is not linked, then instructions will be provided on how to register for the desired Return Service. Here, are the available types of Return Services:

1. USPS Returns – Offers flexible return label options including First-Class Package Return Service, Priority Mail Return Service, or Ground Return Service. In addition, Merchants are able to select the return location for their merchandise. Merchants are charged for postage based on an average weight/rate when their return packages receive their first physical scan. For more information, please visit <https://www.usps.com/business/returns.htm>. To see a complete list of first physical scan events, please go to Appendix A.

The application allows for individual entry of a return label or a large file upload of up to 100K return labels can be requested.

Return location types available for selection:

- Distribution Center – When the customer (recipient) drops the return merchandise back into the USPS Network, it will be shipped back to your Distribution Center.
 - Retail Store – When the customer (recipient) drops the return merchandise back into the USPS Network, it will be shipped back to a store of your choosing.
2. Parcel Return Service – Offers a dedicated return service for shippers with a high volume of returns. Merchants are charged after the manifest verification process in a reverse-logistics manner. In addition, Merchants are able to select their return facility such as a RDU, RNDC, or RCF. For more information, please visit <https://www.usps.com/business/parcel-return-service.htm>.

Purpose

The purpose of this Guidebook is to aid customers in signing up for and using the Print and Deliver Shipping Label Service capability. This service can be accessed through the Business Customer Gateway (BCG).

Getting Started

Eligibility for Print and Deliver Shipping Label Service

In order to use the Print and Deliver Shipping Label Service Application, you must first meet the following requirements:

	Requirement	Information and Resources
<input type="checkbox"/>	Register as a Business Customer Gateway (BCG) User	If you do not already have a BCG account, go to https://gateway.usps.com/eAdmin/view/signin and click the "Register for free" button. Information and help for BCG registration can be found here: https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BusinessCustomerGateway.pdf
<input type="checkbox"/>	Establish a Centralized Automated Payment System (CAPS) Account	If you do not have a CAPS account, go to https://caps.usps.gov/ for more information.
<input type="checkbox"/>	Establish a permit imprint account; linked to a CAPS account.	If you do not have a permit imprint account, go to: http://pe.usps.com/businessmail101/postage/applyPermit.htm .
<input type="checkbox"/>	Establish Customer Registration IDs (CRIDs) for each location; linked to a CAPS account; be a Business Service Administrator for these CRIDS.	For more information about getting a CRID, go to: https://ribbs.usps.gov/intelligentmail_mail_id_app/documents/tech_guides/MIDCRIDAcquisitionQuickStep.pdf .
<input type="checkbox"/>	Obtain access to the Mailer ID (MID) and Manage Mailing Activity business services in BCG.	For more information on Mailer IDs, go to: https://ribbs.usps.gov/index.cfm?page=intellmailmailidapp

Using the Print and Deliver Shipping Label Service Application

Accessing the Application

After you have been granted access to the required services, navigate to the Shipping Services page (left-hand navigation bar) on the Business Customer Gateway.

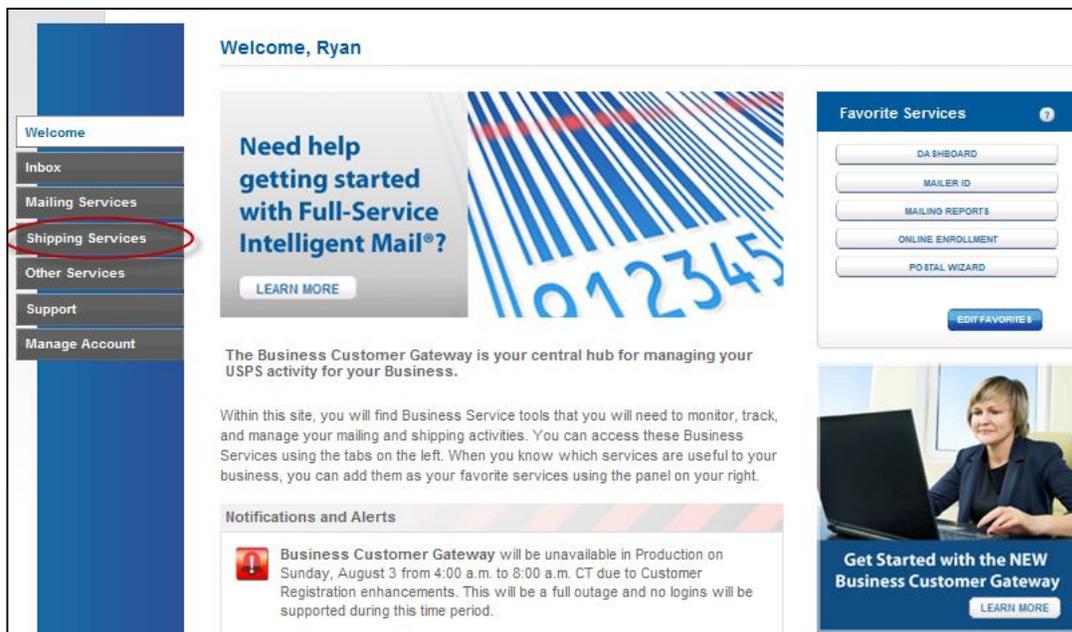
1. Navigate to <https://gateway.usps.com/eAdmin/view/signin> and sign into the Business Customer Gateway (BCG).



The image shows a 'Sign In' form with the following elements:

- Sign In** (Section Header)
- Username** (Label) and an input field.
- Password** (Label) and an input field.
- [Forgot password?](#) (Link)
- Sign in** (Button) - This button is circled in red in the original image.
- Not a registered USPS Business Customer? (Text)
- Register for free** (Button)

2. Click the "Shipping Services" button on the left navigation pane.



The image shows the Business Customer Gateway dashboard with the following components:

- Left Navigation Pane:** A vertical list of menu items: Welcome, Inbox, Mailing Services, **Shipping Services** (circled in red), Other Services, Support, and Manage Account.
- Header:** Welcome, Ryan
- Main Content Area:**
 - Need help getting started with Full-Service Intelligent Mail®?** (Section Header) with a **LEARN MORE** button.
 - The Business Customer Gateway is your central hub for managing your USPS activity for your Business.**
 - Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right.**
 - Notifications and Alerts:** A red warning icon followed by the text: "Business Customer Gateway will be unavailable in Production on Sunday, August 3 from 4:00 a.m. to 8:00 a.m. CT due to Customer Registration enhancements. This will be a full outage and no logins will be supported during this time period."
- Right Side Panel:**
 - Favorite Services:** A list of buttons: DASHBOARD, MAILER ID, MAILING REPORTS, ONLINE ENROLLMENT, and POSTAL WIZARD, with an **EDIT FAVORITES** button below.
 - Get Started with the NEW Business Customer Gateway:** A promotional banner featuring a woman at a computer and a **LEARN MORE** button.

3. Locate “Print and Deliver Shipping Label Service” under the list of shipping services and click “Get Access” button.

- Welcome
- Inbox
- Mailing Services
- Shipping Services
- Other Services
- Support
- Manage Account

 **Shipping services help you deliver packages.**

Shipping online services allow customers to enroll and manage the various package product lines the USPS has to offer. The services currently available are listed below. You may access services directly from here that you have been approved for and request access to those you do not.



✚ Balance & Fees (PostalOne!) more info >	GO TO SERVICE
✚ Click-N-Ship Business Pro™ more info >	GET ACCESS
✚ Dashboard (PostalOne!) more info >	GO TO SERVICE
✚ Electronic Data Exchange (PostalOne!) more info >	GO TO SERVICE
✚ Electronic Verification Service (eVS) more info >	GO TO SERVICE
✚ Incentive Programs more info >	GO TO SERVICE
✚ Mailer ID more info >	GO TO SERVICE
✚ Mailing Reports (PostalOne!) more info >	GO TO SERVICE
✚ Manage Permits (PostalOne!) more info >	GO TO SERVICE
✚ Online Enrollment more info >	GO TO SERVICE
✚ Parcel Data Exchange (PDX) more info >	GO TO SERVICE
✚ Parcel Return Service (PRS) more info >	GO TO SERVICE
✚ Postal Wizard (PostalOne!) more info >	GO TO SERVICE
✚ Premium Forwarding Service Commercial™ more info >	GO TO SERVICE
✚ Print & Deliver Shipping Label more info >	GET ACCESS
✚ Scan Based Payment (SBP) more info >	GO TO SERVICE
✚ USPS Package Intercept more info >	GO TO SERVICE

4. Again, locate “Print and Deliver Shipping Label Service” and click on “Go to Service” button.

- Welcome
- Inbox
- Mailing Services
- Shipping Services
- Other Services
- Support
- Manage Account

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✚ Incentive Programs more info >	GO TO SERVICE
✚ Mailer ID more info >	GO TO SERVICE
✚ Mailing Reports (PostalOne!) more info >	GO TO SERVICE
✚ Manage Permits (PostalOne!) more info >	GO TO SERVICE
✚ Online Enrollment more info >	GO TO SERVICE
✚ Parcel Data Exchange (PDX) more info >	GO TO SERVICE
✚ Parcel Return Service (PRS) more info >	GO TO SERVICE
✚ Postal Wizard (PostalOne!) more info >	GO TO SERVICE
✚ Premium Forwarding Service Commercial™ more info >	GO TO SERVICE
✚ Print & Deliver Shipping Label more info >	GO TO SERVICE
✚ Scan Based Payment (SBP) more info >	GO TO SERVICE
✚ USPS Package Intercept more info >	GO TO SERVICE

- To use this service, you must agree to the Terms and Conditions. Use the scrollbar on the right to read. Click the checkbox and then click on the “Agree” button.

Terms and Conditions of Use for USPS® Print and Deliver Return Label Service

This Terms of Use Agreement (this "Agreement") is a legal agreement between you ("You", "Your" or "User") and the United States Postal Service®, an Independent Establishment of the Executive Branch of the United States Federal Government ("USPS" or "Postal Service"). The Agreement sets forth the terms and conditions for Your use of USPS Print and Deliver Return Label Service ("Service"), an online interface that allows You to send mailing labels to Your customers or clients for the return of products. This Agreement is between You and USPS only, and not with any other entity. USPS is solely responsible for the services, content and materials provided through usps.com® and the Service generally. User acknowledges and agrees that he or she is solely responsible for and shall abide by (i) the terms of this Agreement; (ii) the terms of use and guidelines of all secondary websites, services and devices affiliated with the Service, as applicable, or linked to through the Service; and (iii) all policies, procedures and regulations of the United States Postal Service, which shall include and not be limited to the requirements of the USPS Domestic Mail Manual and the USPS International Mail Manual. User warrants, represents and agrees that interaction with the Service is for the sole purpose to facilitate and manage USPS shipping transactions.

Modification of These Terms of Use

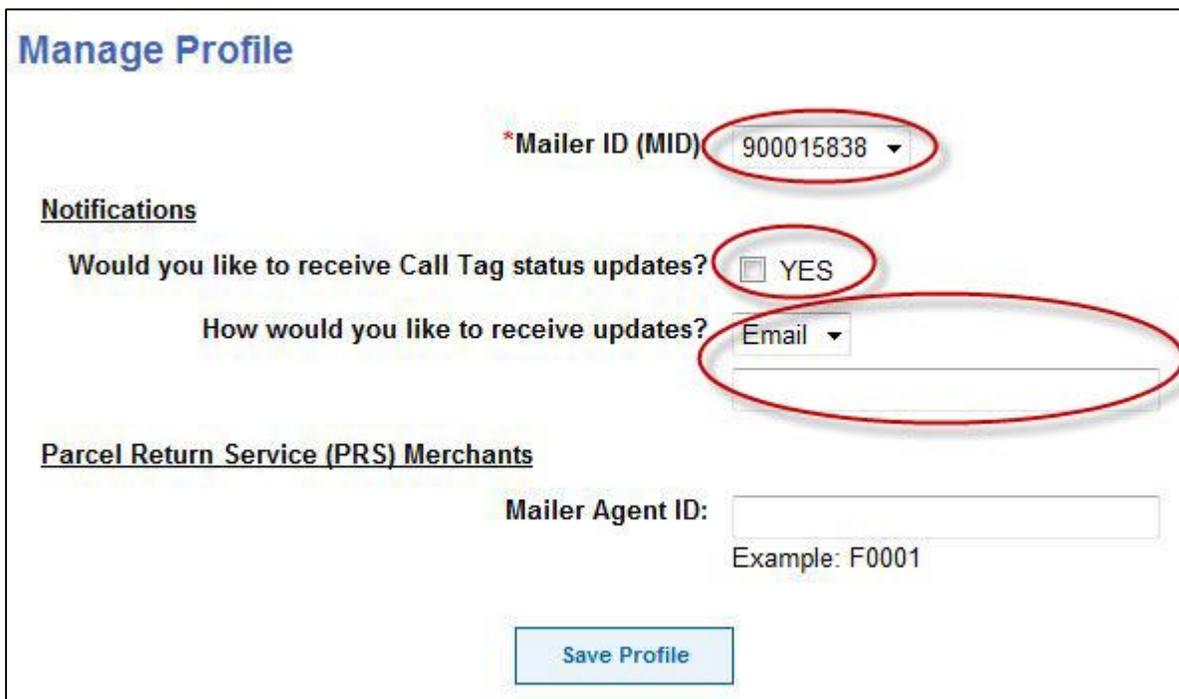
By checking this box you agree to all Terms and Conditions.

- You will be directed to the Print and Deliver Shipping Label Service initial setup page which is described in the next section.

Note: This service is only available when you are signed into your Business Customer Gateway account, and have all the required services as well as a Permit Imprint account linked to your CAPS account.

Initial Setup of Print and Deliver Shipping Label Service

The first time you access the Print and Deliver Shipping Label Service application, an initial profile setup will be required. This setup will allow you to pre-select options for submitting Print and Deliver Shipping Label Service requests. Regardless, there will be an option to modify these pre-selected options at a later time when you create new requests.



Manage Profile

*Mailer ID (MID) 900015838 ▾

Notifications

Would you like to receive Call Tag status updates? YES

How would you like to receive updates? Email ▾

Parcel Return Service (PRS) Merchants

Mailer Agent ID:

Example: F0001

[Save Profile](#)

1. Select the desired default Mailer ID (MID), you would like to use for creating PDSL Service Requests. The application will check to determine if a Permit ID of the selected Return Service is currently linked to the Mailer ID. If they are not, then instructions will be provided on how to get registered with the desired Return Service.
2. For the notifications section, select the checkbox if PDSL status updates are desired.
3. If notifications are desired, select the dropdown to select the method of how you would like to receive updates (Email/Text). Also, enter the email address where you would like to receive updates.

An Overview of the Service Homepage

The Print and Deliver Shipping Label (PDSL) Service homepage is the first screen you will encounter after selecting the Print and Deliver Shipping Label Service link from the Business Customer Gateway homepage. From here, you can initiate new Print and Deliver Shipping Label Service requests or review recently submitted Print and Deliver Shipping Label Service requests.

The Print and Deliver Shipping Label Service homepage has three key functional areas which are: Manage PDSL, Manage Return Locations, and Manage Merchant Profile. Please find a focused view on the navigation menu where each part (marked by a letter on the right) is briefly explained.

- A. To create an individual PDSL Service Request.
- B. To create PDSL Service Requests by uploading a file.
- C. To view the status of a PDSL Service Request.
- D. To view the status of a PDSL bulk upload file request.
- E. To add return locations for future use PDSL Service Requests.
- F. To search, view, and make updates to return locations.
- G. To add return locations in bulk by uploading a file.
- H. To view locations bulk upload file request.
- I. To manage profile settings.

Manage Print and Deliver Return Label	
Create Return Label	A.
Upload Bulk Return Label	B.
View Return Label Status	C.
View Bulk Upload Files	D.
Manage Return Locations	
Add Location	E.
Search/Update Locations	F.
Upload Bulk Location	G.
View Bulk Upload Files	H.
Manage Merchant Profile	
Manage Profile	I.

There are two ways of creating PDSLs briefly described below.

1. File Upload – Upload a file with information to submit Print and Deliver Shipping Label Service requests
 - a. Regular file: Up to 25 records
 - b. Large file: 26 to 100K records
2. Manual Entry – Enter customer information, return location information, customer receiving method, return product type, and extra services.

Return Locations for Print and Deliver Shipping Label Service

Individual Return Locations

To add a return location, please click on the “Add Location” button (under Manage Return Locations sub-section) located on the left-hand navigation menu. Required fields are designated with an “*”. An example of the Add Return Location page is shown below. **Note:** Addresses for return locations will be validated.

Add Return Location

You can add a return location of the retail store or distribution center using the form below, or click [BulkUploadReturnLocations](#) to upload a list of return locations. Fields marked with * are required.

*Return Location Type:

*Business Name:

*Address 1:

Address 2:

*City:

*State:

*ZIP Code:

Steps for adding a Return Location:

1. Select the Return Location Type from the dropdown.
2. Enter the Business Name.
3. Enter the Address.
4. Enter the Address 2 (if needed).
5. Select the State from the dropdown.
6. Enter the ZIP Code.
7. Click on the “Add Location” button.

Adding Bulk Return Locations

To add bulk return locations in a single upload, click on the “Upload Bulk Locations” button (under Manage Return Locations sub-section) located on the left-hand navigation menu. The Bulk Return Location Template file format can be found in Appendix B. **Note:** Addresses for return locations will be validated.

Upload Bulk Locations

Please select a spreadsheet containing Locations and upload the file for processing.

To receive notification of processing completion, please validate or enter your email address below: (recommended)

Steps for uploading a Bulk Locations file:

1. Click on the “Browse” button.
2. Select the .CSV bulk file for upload (file must adhere to template guidelines).
3. Click on the “Upload” button.

Search/Update/Delete Return Locations

To search/update return locations, click on the “Search/Update Return Locations” button (under Manage Return Locations sub-section) located on the left-hand navigation menu. See below for Search Return Location page.

Search Return Locations

You can search for the return location using the form below, and then view/update/delete the location.

*Return Location Type:

Business Name:

City:

State:

ZIP Code:

Steps for searching Return Locations:

1. Select the Return Location Type from the dropdown (required field).
2. Enter any other search field (if desired), and click on the “Search Location” button.

The application will then perform a search and retrieve Return Locations results in a table (if the return locations meet the search criteria). See image below.

Row #	Name	Street	City	State	Zip	Delete
1	ABC Depot	500 W BROAD ST	FALLS CHURCH	VA	22046	<input type="checkbox"/>

For updating Return Locations, please see the image shown below:

Update Return Location

Fields marked with * are required.

*Return Location Type:

*Business Name:

*Address 1:

Address 2:

*City:

*State:

*ZIP Code:

Steps for updating Return Locations:

1. Perform search as described in the above steps.
2. In the search results table, click on the Name of the return location you would like to update.

Row #	Name	Street	City	State	Zip	Delete
1	ABC Depot	500 W BROAD ST	FALLS CHURCH	VA	22046	<input type="checkbox"/>

3. Make any changes to the return location data fields you deem necessary.
4. Click on the "Update Location" button.

Placing Requests for Print and Deliver Shipping Label Service

Individual Request Entry

To create an individual PDSL Service requests, click the “Create Return Label” button (under Manage PDSL sub-section) located on the left-hand navigation menu. Required fields are designated with an “*”. Also note that addresses entered into the application must be validated.

Manage Print and Deliver Return Label Create Return Label Upload Bulk Return Label View Return Label Status View Bulk Upload Files Manage Return Locations Add Location Search/Update Locations Upload Bulk Location View Bulk Upload Files Manage Merchant Profile Manage Profile	 <h3>Create Print and Deliver Return Label Service Request</h3>
	<div style="border: 1px solid black; padding: 5px;"> <p>Customer Name and Address:</p> <p>*First Name <input type="text"/> *Last Name <input type="text"/></p> <p>*Address 1 <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>*City <input type="text"/></p> <p>*State <input type="text" value="Select"/> *ZIP Code™ <input type="text"/></p> <p style="text-align: center;">Check Availability</p> </div> <div style="margin-top: 10px;"> <p>Notification via: <input type="text" value="Email"/> <input type="text"/></p> <p>(to send confirmation to customer)</p> <p><input type="checkbox"/> YES - send status updates to customer</p> </div>

Steps for Creating a PDSL Service request:

1. Enter the first name.
2. Enter the last name.
3. Enter the address 1 (and address line 2 if needed to indicate apartment, suite, etc.).
4. Enter the city.
5. Select the state from the dropdown.
6. Enter the ZIP code.
7. Select the notification mode (to receive notification of status of PDSL) and enter the email/text information.
8. Click the “Check Availability” button.
9. The application will check whether the address is valid. If it is a valid address, the application will display the screen below (see continued step 10). Otherwise, an error message will be displayed.

Manage Print and Deliver Return Label Create Return Label Upload Bulk Return Label View Return Label Status View Bulk Upload Files Manage Return Locations Add Location Search/Update Locations Upload Bulk Location View Bulk Upload Files Manage Merchant Profile Manage Profile	<h2>Create Print and Deliver Return Label Service Request - USPS Return</h2>
<div style="display: flex; justify-content: space-between;"> <div> <p>Customer Name and Address: John Smith 4301 COLUMBIA PIKE APT 222 ARLINGTON VA 22204 Service Available!</p> <p>Edit Address</p> </div> <div> <p>Notification via Email: <input type="checkbox"/> YES - send status updates to customer</p> </div> </div>	
<p>*Return Service Type: Priority Mail Return Service</p> <p>*Mailer ID (MID): 901018898</p> <p>*Return Location Type: Distribution Center</p> <p>*Return Location: City: <input type="text"/> State: <input type="text"/> ZIP Code™: <input type="text"/> Search Return Location or Add Location</p> <p>*Delivery Option: Delivered</p> <p>*Merchant Notification via: Email <input type="text"/> (to receive confirmation) <input type="checkbox"/> YES - receive status updates</p> <p style="text-align: center;">Create Return Label</p>	

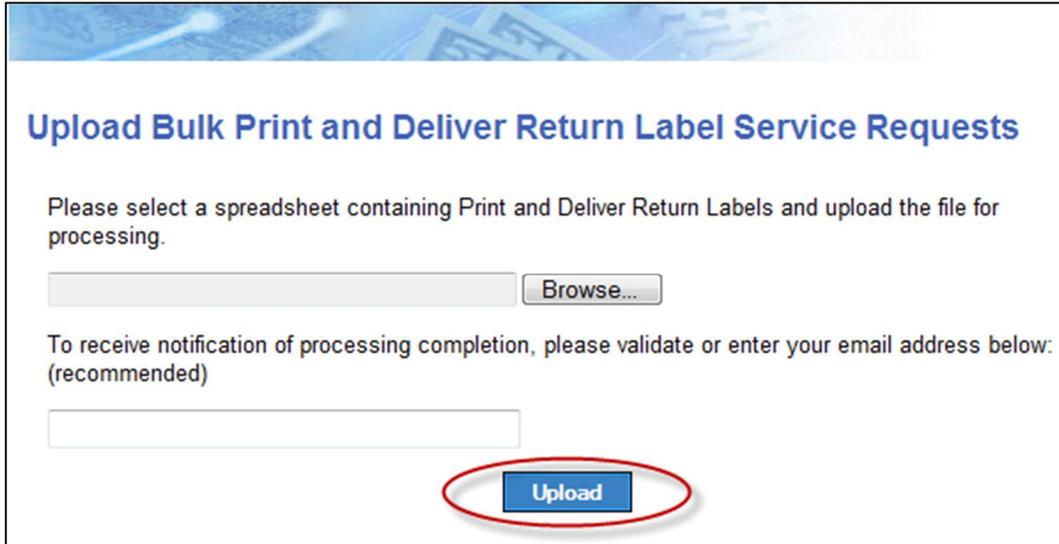
10. Then, select the Return Service Type from the dropdown.
11. Select the desired Mailer ID from the dropdown.
12. Select the Return Location Type from the dropdown.
13. To find the desired Return Location, enter the City, State, or Zip Code, and click on the “Search Return Location” button. (**Note:** If the Return Location has not previously been entered, then select the “Add Location” button – please refer to the Individual Return Location section for step-by-step instructions)
14. Select the Delivery Option from the dropdown.
 - a. If the “Delivered” option was selected, please skip to next step.
 - b. If “Pickup at Post Office” was selected, the Post Office locator will assist in selecting the desired Post Office location for the pickup of the return label. Steps are indicated below for selecting the Post Office.
 - i. Enter Zip Code for Post Office
 - ii. Then, click on Find Post Office button
15. Select how you would like to receive notifications and enter notification information.
16. Select the checkbox for notifications (if desired).
17. Review the Print and Deliver Shipping Label Service request and click on the “Create Return Label” button.

Once the request has been submitted, the request can be found in the recently submitted requests section.

Large File Upload

Files can be uploaded with up to 100K return labels through the Print and Deliver Shipping Label Service application. To upload a bulk file of PDSLs, please click on the “Upload Bulk Return Label” button (under Manage PDSL sub-section) located on the left-hand navigation menu. The Bulk PDSL Template file format can be found in Appendix B.

Note: Addresses for return locations will be validated.



Upload Bulk Print and Deliver Return Label Service Requests

Please select a spreadsheet containing Print and Deliver Return Labels and upload the file for processing.

To receive notification of processing completion, please validate or enter your email address below: (recommended)

Steps for uploading a bulk PDSL upload file:

1. Click on the “Browse” button.
2. Select the .CSV bulk file for upload (file must adhere to template guidelines).
3. Click on the “Upload” button.

Managing Profile

To manage your profile, click on the “Manage Profile” button (under Manage Merchant Profile sub-section) located on the left-hand navigation menu.

Manage Profile

*Mailer ID (MID): 900015838 ▾

Notifications

Would you like to receive Call Tag status updates? YES

How would you like to receive updates? Email ▾

Parcel Return Service (PRS) Merchants

Mailer Agent ID:

Example: F0001

[Save Profile](#)

1. Select the desired default Mailer ID (MID). The application will check to determine if a Permit ID of the selected Return Service is currently linked to the Mailer ID.
2. For the notifications section, select the checkbox if PDSL status updates are desired.
3. If notifications are desired, select the dropdown to select the method of how you would like to receive updates (Email/Text). Also, enter the email address where you would like to receive updates.

Frequently Asked Questions

Q: What is a Print and Deliver Shipping Label?

A: A Print and Deliver Shipping Label (PDSL) is a package return instruction and return shipping label used in the shipping business. It is used when a merchant wants their customer to return an item. PDSLs are delivered to a customer at their home or office or can be picked up at a Post Office or Postal Self Service Kiosk.

Q: How do I get Print and Deliver Shipping Label?

A: Customers must work with the merchant or business as return policies vary.

Q: Where will my Print and Deliver Shipping Label be sent?

A: The merchant will instruct the customer as to where the label will be sent. The merchant can send the Print and Deliver Shipping Label to their customer's address or have a Print and Deliver Shipping Label sent to a Post Office for pickup at the Retail counter or Postal Self Service Kiosk.

Q: How do I use a Print and Deliver Shipping Label?

A: Place the label so it does not wrap around the edge of the package. Adhere the label to the package. If tape or glue is used, DO NOT TAPE OVER THE BARCODE. Be sure all edges are secure.

Q: How does my package get picked up?

A: Customers can schedule a free Package Pickup online at USPS.com, hand the package to their carrier, take it to a Post Office or drop in a USPS collection box.

Q: What if I didn't receive my Print and Deliver Shipping Label?

A: Customers must work with their merchants directly.

Q: What return products are available for Print and Deliver Shipping Label Service?

A: The products that are available are:

- Parcel Return Service (PRS)
 - o Customers can drop off returns at collection boxes, retail locations, or schedule pickups online at www.usps.com.
- USPS Return Service
 - o Priority Mail Return Service
 - o First-Class Package Return Service
 - o Ground Return Service

Q: How are Print and Deliver Shipping Label Service shipments paid?

A: USPS Return Service – uses Scan Based payment. The merchant is charged after the first physical scan. For, Parcel Return Service (PRS) - the Postal Service will charge the merchant the appropriate PRS price at the destinating unit.

Q: What are the delivery address options for Print and Deliver Shipping Labels once they are picked up from a customer?

A: Delivery options include Delivery to Address, Pick Up at Post Office, or Pick Up at Self-Service Kiosk (SSK).

Q: Who should I contact on questions regarding Print and Deliver Shipping Label Service?

A: Merchants with questions concerning Print and Deliver Shipping Label Service should contact their USPS Account Representative.

Appendix A – Physical Scan Events

Please find a list of first physical scan events below:

- | | |
|-----------------------------|--|
| 01 Delivered | 27 Unclaimed |
| 02 Attempted / Notice Left | 28 Deceased |
| 03 Accept or Pickup | 29 Other |
| 04 Refused | 31 Return to Sender / Not Picked Up |
| 05 Undelivered as Addressed | 32 Dead Mail / Disposed by Post Office |
| 06 Forwarded | 33 Dead Mail / Sent to Recovery Center |
| 07 Arrival at Unit | 42 USPS Hand Off to Shipping Partner |
| 08 Mis-sent | 43 Picked Up |
| 09 Return to Sender | 51 Business Closed |
| 10 Processed | 52 Notice Left |
| 11 Dead Letter | 53 Receptacle Blocked |
| 12 Visible Damage | 54 Receptacle Full / Item Oversized |
| 13 Authorized Agent | 55 No Secure Location Available |
| 14 Arrival at Pickup Point | 56 No Authorized Recipient Available |
| 15 Mis-shipped | |
| 16 Available for Pickup | |
| 17 Pick Up by Agent | |
| 21 No Such Number | |
| 22 Insufficient Number | |
| 23 Moved, Left No Address | |
| 24 Forward Expired | |
| 25 Addressee Unknown | |
| 26 Vacant | |

Appendix B – Bulk File Format Guidelines

Purpose

The purpose of this File Format Guide is to aid customers in following file format standards, required by the Print and Deliver Shipping Label Service (PDSL) application, for uploading both:

1. Multiple PDSL Service requests in a single upload.
2. Multiple Return Locations in a single upload.

Users can create the file at their own discretion and upload it via the Print and Deliver Shipping Label Service interface.

File Naming

The name of the file should be unique. The naming convention for the file should be 'CALLTAGRETURN_YYYYMMDDHHMM.CSV'

YYYY = year

MM = numeric representation of the month

DD = day of the month

HHMM = the hour and minute of the file generated.

E.g.: 'CALLTAGRETURN_201305061642.CSV'

Bulk File Requirements

File Format

The PDSL - Bulk File Format is a pipe-delimited text file, containing one header record and multiple detail records. Each record should be per line and a carriage return at the end of record. The start of a record should not include a pipe; however the end of the record can contain a pipe.

File Layout

File will be laid out with a header row and can have multiple detail rows.

Record Details

This section describes the record details.

Record Position

The number of this record element. The first is 1, the second 2 and so on.

Name

The name of the field

Required Field

Whether or not the field is required

Y – Yes

N – No

C – Conditional (See notes for details)

Field Format

The expected format of the record and its expected maximum length. Formats are noted as follows:

N – Numeric

A/N – Alphanumeric

Unless otherwise noted, spaces are implicitly valid whitespace.

The expected maximum length of the field is noted parenthetically after the format. Thus a field labeled A/N (20) is alphanumeric, and expected to be up to 20 characters.

Description

Description of the field

Example

An example of a valid record

Notes

Any notes regarding the field, including additional format or content limitations

File Details for PDSL Service Requests

This section describes the data element requirements for uploading bulk PDSL Requests.

Record Position	Field Name	Required Field	Format (Size)	Description	Example	Content Rules and limitations
1	MID	Y	A/N(9)	This is the MID which will be used to generate an extract report.	103221	
2	BUSINESS NAME	Y	A/N(64)		USPS Business Office	Business Name must match with the Existing Return Location Name, this only applicable for SBP Merchant
3	CUSTOMER FIRST NAME	Y	A/N(48)		Venu	

4	CUSTOMER LAST NAME	Y	A/N(48)		Darapuneni	
5	CUSTOMER ADDRESS1	Y	A/N(48)		517 Florida Ave	
6	CUSTOMER ADDRESS2	N	A/N(48)		Apt#201	Field used for the second line of address information
7	CUSTOMER CITY	Y	A/N(64)		Herndon	
8	CUSTOMER STATE CODE	Y	A(2)		VA	
9	CUSTOMER ZIP	Y	N(5)		20170	
10	CUSTOMER URBANIZATION	N	A/N(28)			This field is used for Puerto Rico address only
11	CUSTOMER EMAIL	N	A/N(64)		darapuneni@t.com	
12	CUSTOMER RECEIVE UPDATES	N	A(1)		Y	
13	CUSTOMER PHONE	N	A/N(16)		1234567890	
14	MERCHANT EMAIL	N	A/N(64)		jon.doe@store.com	
15	MERCHANT RECEIVE UPDATES	N	A(1)		Y	
16	MERCHANT PHONE	N	A/N(16)		9087654321	
17	RETURN SERVICE TYPE CODE	Y	A/N(3)	This field is used to determine the mail return service type; for example use 022 for Ground Return Service.	019	019 -Priority Mail Return Service 020 -First-Class Package Return Service 022 -Ground Return Service 044 -Parcel Return Service
18	RETURN LOCATION TYPE ID	Y	N(1)	This field is used to determine the Return Location Type is a Distribution Center or Retail Store	2	1-Distribution Center 2-Retail Store
19	DELIVERY OPTION ID	Y	N(1)	This field is used to determine; how the return label to be delivered to customer	1	1-Delivered 2-Pickup at Post Office 3-Print at Self Service Kiosk

File Details for Return Locations

This section describes the data element requirements for uploading.

Record Position	Field Name	Required Field	Format (Size)	Description	Example	Content Rules and Limitations
1	LOCATION NAME	Y	A/N(64)		Store-Chantilly	
2	LOCATION TYPE	Y	N(1)	This field is used to determine if the Return Location Type is a Distribution Center or Retail Store.	2	1-Distribution Center 2-Retail Store
3	ADDRESS1	Y	A/N(48)		4368 Chantilly Shopping Center	
4	ADDRESS2	N	A/N(48)			Field used for the second line of address information
5	CITY	Y	A/N(64)		Chantilly	
6	STATE	Y	A(2)		VA	
7	ZIP	Y	N(5)		20151	
8	URBANIZATION	N	A/N(28)			
9	PHONE	N	A/N(16)		571393081	

Questions or comments please send to:
[Returns@usps.gov](mailto>Returns@usps.gov)