

User's Guide Premium Forwarding Service Commercial[®]

September 2015

Version 8.0

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Overview of Premium Forwarding Service Commercial® (PFSC)

Description of Service

The USPS Premium Forwarding Service Commercial® (PFSC) allows business customers to consolidate and forward their mail in bulk. PFSC is supported through Priority Mail Express and Priority Mail, and comes with the insurance coverage and other features of those services. Priority Mail Express and Priority Mail labels, full tray and half tray containers are available through eBuy2 and can be ordered by your local Post Office.

The benefits of using PFSC online include the ability to schedule, modify, cancel, make payments, and receive notifications via email or text messaging for shipments. PFSC customers can also customize the frequency of shipments to better manage their forwarded mail flow. This service can be accessed through the Business Customer Gateway (BCG).

Three (3) Premium Forwarding Service Commercial reports are available from the Enterprise Data Warehouse> Application System Reporting> eCommerce Reports> Shared Reports> Postal Store> Operational Reports.

Purpose

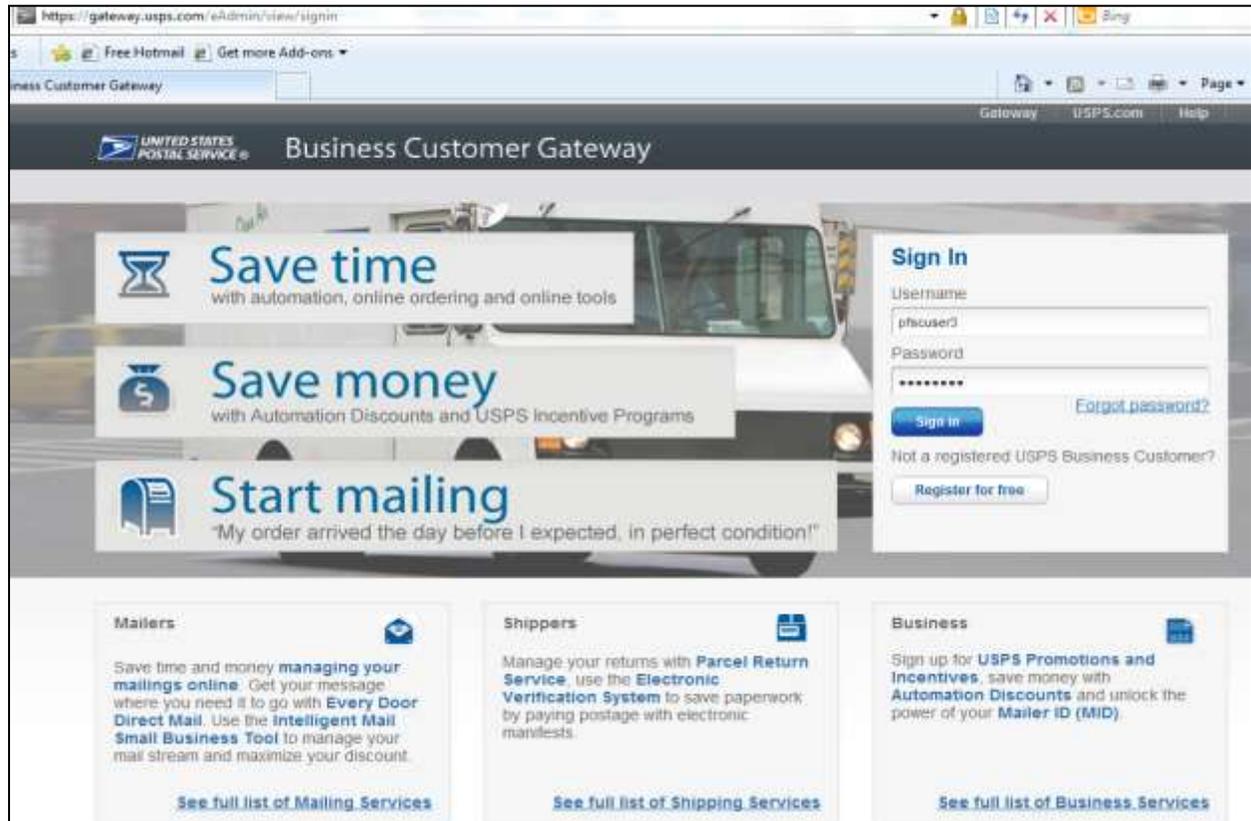
The purpose of this user guide is to assist customers in enrolling in and maximizing the benefits of the PFSC.

Getting Started

Using the Premium Forwarding Service Commercial® Application

Accessing the Application

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



https://gateway.usps.com/Admin/view/signin

Business Customer Gateway

Gateway USPS.com Help

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Save time
with automation, online ordering and online tools

Save money
with Automation Discounts and USPS Incentive Programs

Start mailing
"My order arrived the day before I expected, in perfect condition!"

Sign In

Username
phouser3

Password

Sign in [Forgot password?](#)

Not a registered USPS Business Customer?
[Register for free](#)

Mailers

Save time and money **managing your mailings online**. Get your message where you need it to go with **Every Door Direct Mail**. Use the **Intelligent Mail Small Business Tool** to manage your mail stream and maximize your discount.

[See full list of Mailing Services](#)

Shippers

Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.

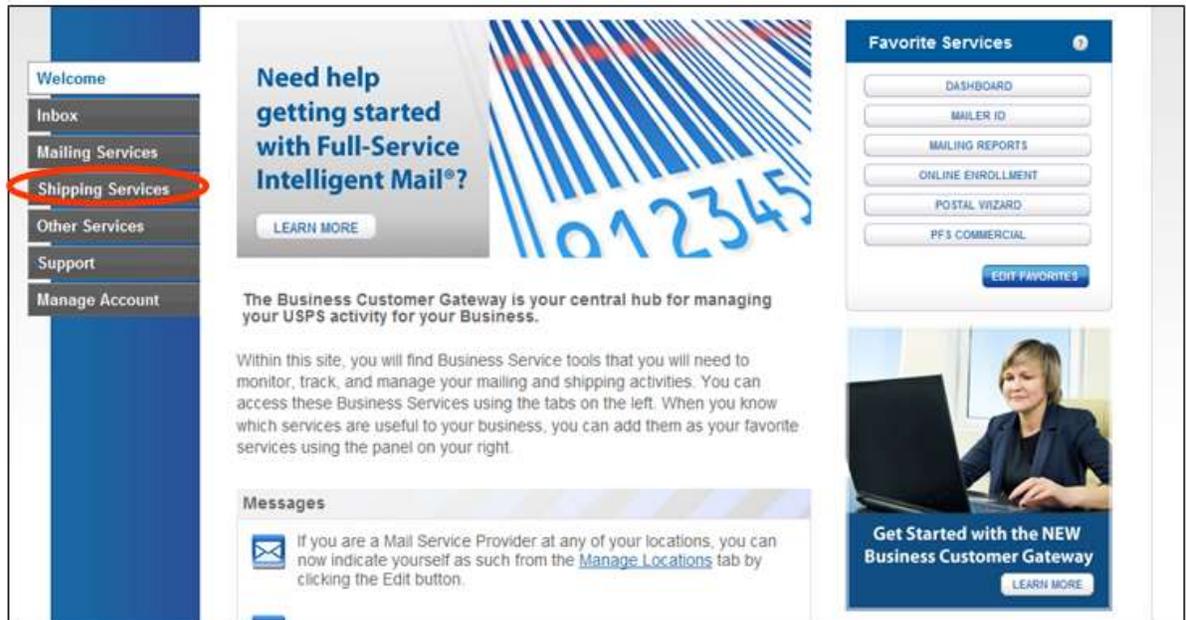
[See full list of Shipping Services](#)

Business

Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.

[See full list of Business Services](#)

2. Click on “Shipping Services”.



Welcome

Inbox

Mailing Services

Shipping Services

Other Services

Support

Manage Account

Need help getting started with Full-Service Intelligent Mail®?

[LEARN MORE](#)

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.

Messages

 If you are a Mail Service Provider at any of your locations, you can now indicate yourself as such from the [Manage Locations](#) tab by clicking the Edit button.

Favorite Services

[DASHBOARD](#)

[MAILER ID](#)

[MAILING REPORTS](#)

[ONLINE ENROLLMENT](#)

[POSTAL WIZARD](#)

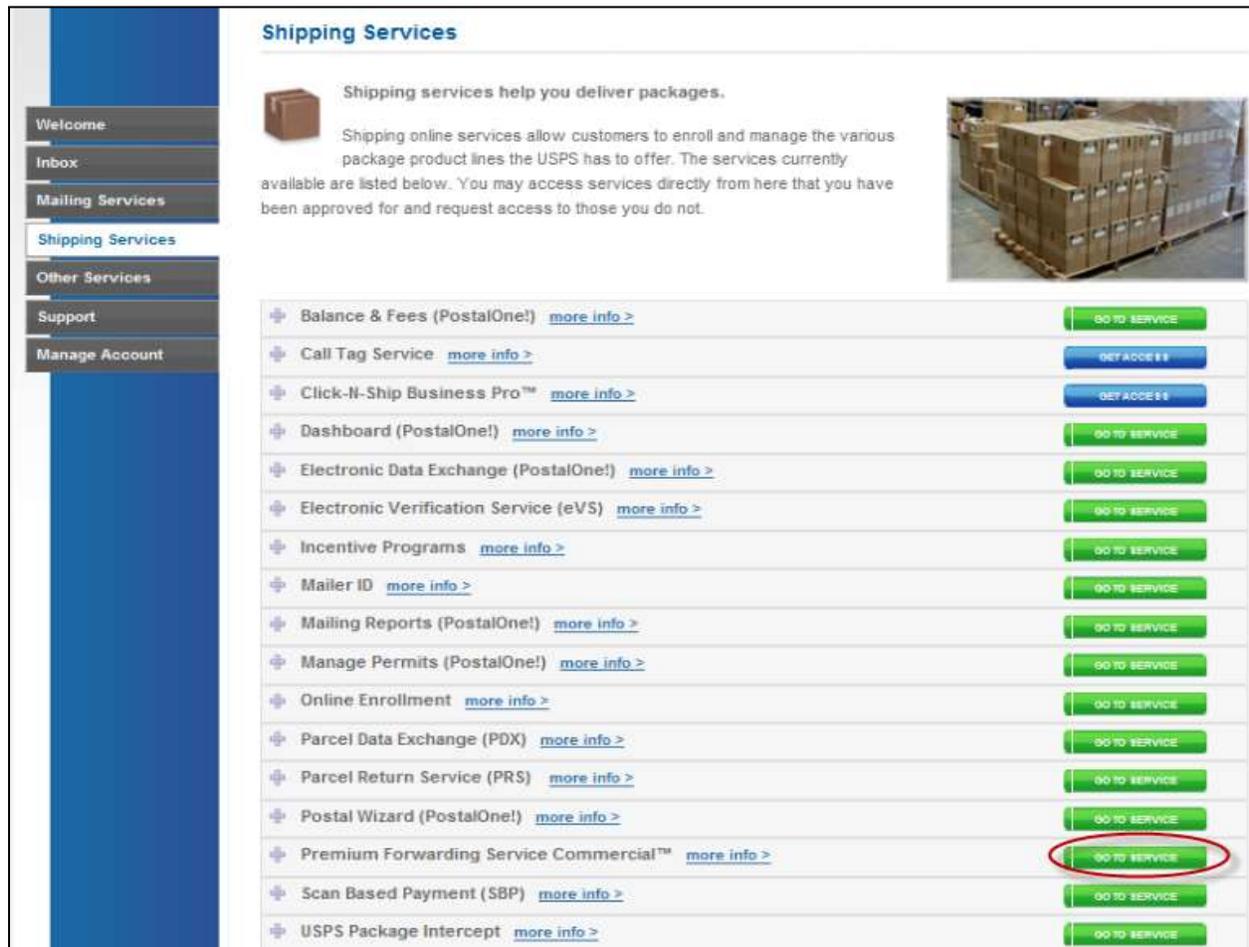
[PFS COMMERCIAL](#)

[EDIT FAVORITES](#)

Get Started with the NEW Business Customer Gateway

[LEARN MORE](#)

3. Then locate “Premium Forwarding Service Commercial[®]” and click “Go to Service”.



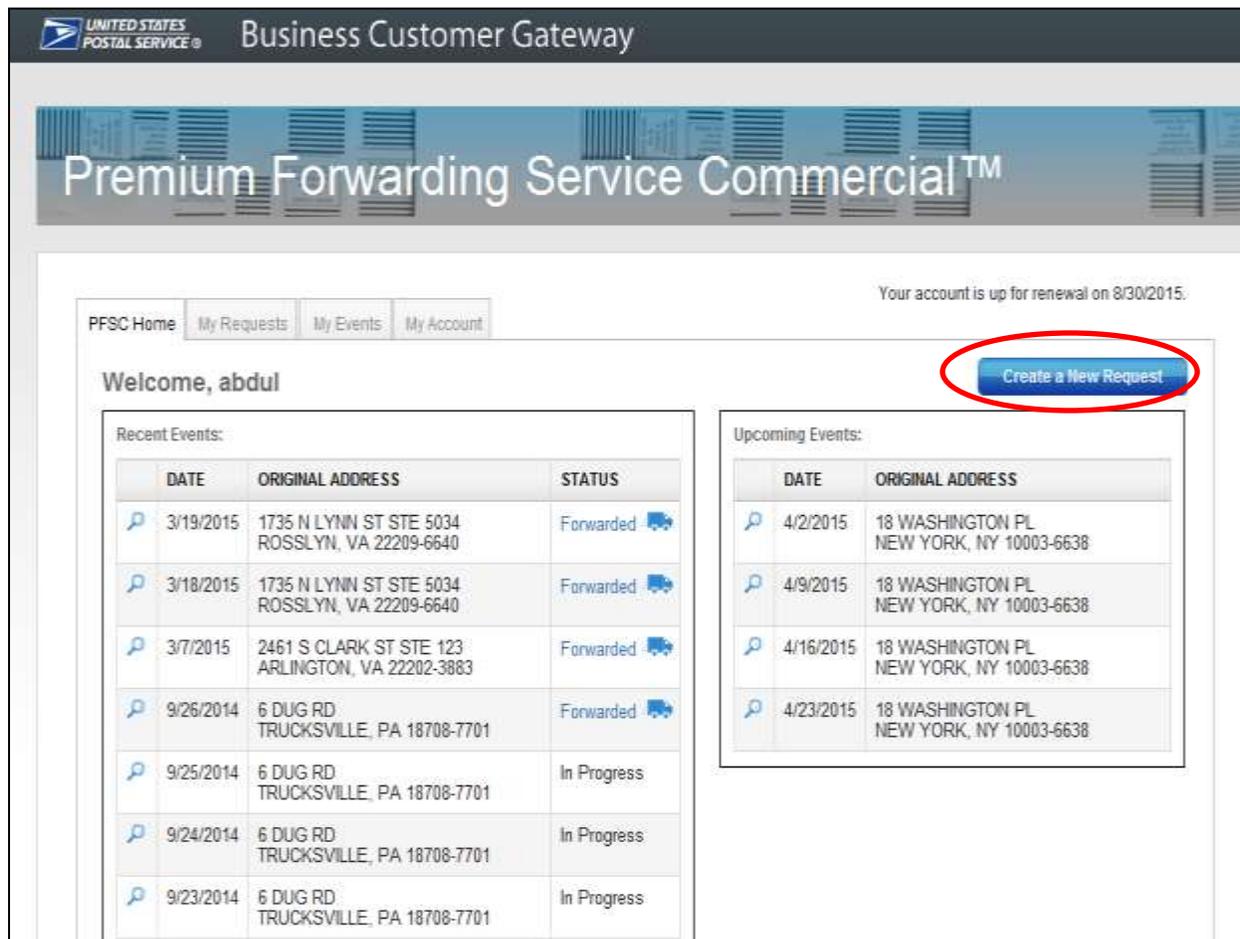
Shipping Services

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
Call Tag Service more info >	GET ACCESS
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
Scan Based Payment (SBP) more info >	GO TO SERVICE
USPS Package Intercept more info >	GO TO SERVICE

4. Create a New Request.



UNITED STATES
POSTAL SERVICE® Business Customer Gateway

Premium Forwarding Service Commercial™

Your account is up for renewal on 8/30/2015.

PFSC Home My Requests My Events My Account

Welcome, abdul

[Create a New Request](#)

Recent Events:

DATE	ORIGINAL ADDRESS	STATUS
3/19/2015	1735 N LYNN ST STE 5034 ROSSLYN, VA 22209-6640	Forwarded
3/18/2015	1735 N LYNN ST STE 5034 ROSSLYN, VA 22209-6640	Forwarded
3/7/2015	2461 S CLARK ST STE 123 ARLINGTON, VA 22202-3883	Forwarded
9/26/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	Forwarded
9/25/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	In Progress
9/24/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	In Progress
9/23/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	In Progress

Upcoming Events:

DATE	ORIGINAL ADDRESS
4/2/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638
4/9/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638
4/16/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638
4/23/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638

5. To create a request:
 - a. Click on the drop down arrow and select the appropriate Customer Registration Identification (CRID),
 - b. Permit,
 - c. Master Mailer Identification (MID),
 - d. Partner MID from the drop down lists.
 - e. Click on “Start Date” and “End Date” from the calendar to begin your PFSC, click on the appropriate button for frequency, and click on the interval within that frequency. **Please Note: Any request after 2:00 AM CST will not begin until the following calendar day.**
 - f. Select the Frequency of Delivery.
 - g. In the case that a delivery date falls on a non-delivery day, such as a federal holiday, select which alternate delivery method works best.
 - h. Click Continue.

Create Your Request

* indicates a required field

To start, first select your desired Customer Registration ID (CRID).
Once the CRID is chosen you can select your desired Permit Number and Master Mailer ID (MID).
Once the Master MID is chosen you can select your desired Partner MID.

*CRID: [What if I don't see the CRID that I want to use?](#)

*Permit:

*Master MID:

*Partner MID:

Select the time to forward your mail and how often you wish to have it forwarded.

* Start Date: * End Date:

* Frequency

Daily Forward mail every delivery day. (Monday-Saturday).

Weekly

Monthly

In case a forwarding event falls on a non-delivery day, such as a Sunday or a federal holiday, when would you like to forward?

* Non-Delivery Day Option

Previous Delivery Day

Next Delivery Day

Next Scheduled Day

Confirm your shipping method for *this* request.
Note: Your selection here will not impact your default shipping method.

* Shipping method options:

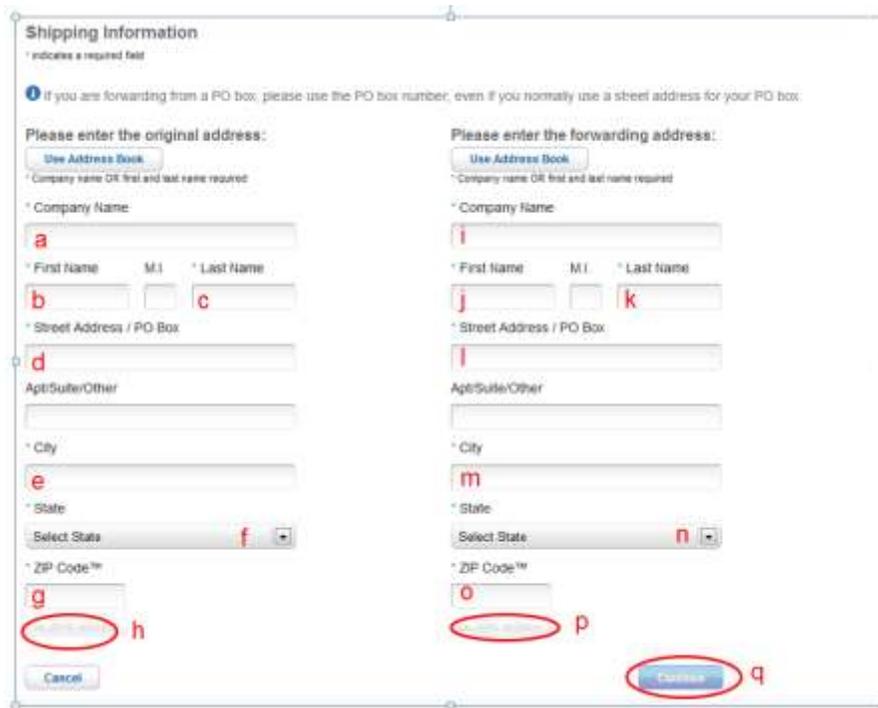
Priority Mail Express
Would be the lowest Priority Mail Express for *this* request only.

Priority Mail
Priority Mail is the default shipping method for my account.

User has the option of selecting Priority Mail Express for this request only.

Priority Mail is the default shipping method for the account.

6. Enter the appropriate shipping information:
 - a. Provide Company Name for business originating address.
 - b. Provide First Name of mail being forwarded.
 - c. Provide Last Name of mail being forwarded.
 - d. Provide P.O. Box Number or Street Address for business originating address.
 - e. Provide City for business originating address.
 - f. State for business originating address.
 - g. ZIP Code for business originating address.
 - h. Click "Validate Address".
 - i. Provide the Company Name for business address that will be receiving PFSC mail.
 - j. Provide First Name of recipient of forwarded mail.
 - k. Provide Last Name of recipient of forwarded mail.
 - l. Provide street address or P.O. Box of address for business that will be receiving mail.
 - m. Provide City for recipient of forwarded mail.
 - n. Select State for recipient of forwarded mail.
 - o. Provide ZIP Code for recipient of forwarded mail.
 - p. Click "Validate Address".
 - q. Click "Continue".



The screenshot shows a "Shipping Information" form with two columns: "Please enter the original address:" and "Please enter the forwarding address:". Red letters a-q are placed over the form fields to indicate where to enter information or click buttons. Red circles highlight the "Validate Address" buttons for both columns, and a red circle highlights the "Continue" button at the bottom right.

Original Address Fields:

- a: Company Name
- b: First Name, c: Last Name
- d: Street Address / PO Box
- e: City
- f: State (dropdown menu)
- g: ZIP Code™
- h: Validate Address button

Forwarding Address Fields:

- i: Company Name
- j: First Name, k: Last Name
- l: Street Address / PO Box
- m: City
- n: State (dropdown menu)
- o: ZIP Code™
- p: Validate Address button
- q: Continue button

7. Review request for accuracy, then click the “Submit Request” button.

Review Request

CRID: 94553033

Permit: 920

Master MID: 901018504

Partner MID: 901018504

Start Date: 3/30/2015

End Date: 4/30/2015

Frequency: Every week on Thursday

Non-Delivery Day Option: Next Delivery Day

Shipping Method: Priority Mail

[Edit request details](#)

Original Address:

TOOTH FAIRY DENTAL SERVICE
TOOTH FAIRY
18 WASHINGTON PL
NEW YORK, NY 10003-6638

Forwarding Address:

SALLY MAINE
5155 PARKSTONE DR
CHANTILLY, VA 20151-3812

[Edit shipping information](#)

Based on your selections, there will be 4 event dates.

They will be:

1. Thursday, April 2, 2015
2. Thursday, April 9, 2015
3. Thursday, April 16, 2015
4. Thursday, April 23, 2015

Cancel

Submit Request

8. The following confirmation information will be sent to the email associated with the account.

**Hello TOOTH FAIRY,
Thank you for using USPS.com.**

You have successfully scheduled Premium Forwarding Service Commercial™ from 03/30/2015 through 04/30/2015. Details of your shipment are below.

Premium Forwarding Service Commercial™ Details
We are shipping the mail for TOOTH FAIRY DENTAL SERVICE business
Confirmation Number: 100000001101

Shipping Mail From:
TOOTH FAIRY DENTAL SERVICE
TOOTH FAIRY
18 WASHINGTON PL
NEW YORK, NY 10003-6638

Delivering To:
SALLY MAINE
5155 PARKSTONE DR
CHANTILLY, VA 20151-3812

Email: evonne.e.thomas@usps.gov
Start Date: 03/30/2015
End Date: 04/30/2015
Frequency: Weekly
Holiday Preference: Next Delivery Day

When signing up for Premium Forwarding Service Commercial™ online you are agreeing to pay the postage on the dates specified for the service. Postage will be calculated based on weight and zone of the shipment.

Making changes to your Premium Forwarding Service Commercial™ Online Service

Premium Forwarding Service Commercial™ Online orders ship on the dates specified. If you need to change your Premium Forwarding Service Commercial™ Online order please note these important deadlines:

- ◆ Cancel or change the start date no later than 11:59 pm (CST) 48 hours before the start date.
- ◆ Extend or stop Premium Forwarding Service Commercial™ by 11:59 pm (CST) 48 hours before the start date.
- ◆ Edit Premium Forwarding Service Commercial™ by 11:59 pm (CST) 48 hours before the ship date.

[USPS.com](#) | [Privacy Policy](#) | [Customer Service](#) | [FAQS](#)

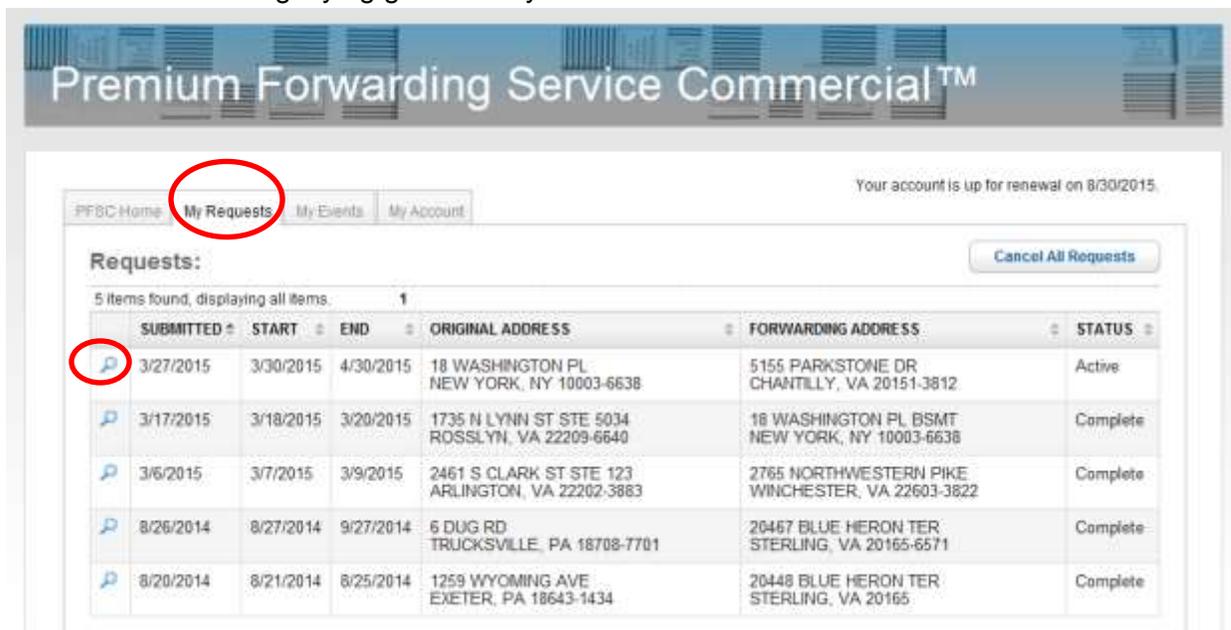
   

This is an automated email. Please do not reply to this message. This message is for designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please delete it. Any other use of this email by you is prohibited.

Canceling a request

1. From the PFSC home page, click on the “My Requests” Tab.
 - a. Then click on the magnifying glass of the appropriate request. This view is also useful for viewing details on completed requests.

2. Then click on the magnifying glass of any event to view more details.



Premium Forwarding Service Commercial™

Your account is up for renewal on 8/30/2015.

PFSC Home **My Requests** My Events My Account

Requests: Cancel All Requests

5 items found, displaying all items. 1

	SUBMITTED	START	END	ORIGINAL ADDRESS	FORWARDING ADDRESS	STATUS
	3/27/2015	3/30/2015	4/30/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638	5155 PARKSTONE DR CHANTILLY, VA 20151-3812	Active
	3/17/2015	3/18/2015	3/20/2015	1735 N LYNN ST STE 5034 ROSSLYN, VA 22209-6640	18 WASHINGTON PL BSMT NEW YORK, NY 10003-6638	Complete
	3/6/2015	3/7/2015	3/9/2015	2461 S CLARK ST STE 123 ARLINGTON, VA 22202-3883	2765 NORTHWESTERN PIKE WINCHESTER, VA 22603-3822	Complete
	8/26/2014	8/27/2014	9/27/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	20467 BLUE HERON TER STERLING, VA 20165-6571	Complete
	8/20/2014	8/21/2014	8/25/2014	1259 WYOMING AVE EXETER, PA 18643-1434	20448 BLUE HERON TER STERLING, VA 20165	Complete

3. Then click on the “Cancel Request”.

Premium Forwarding Service Commercial™

Request Details

Request ID: 100000001101
Status: Active

CRID: 94553033
Permit: 920
Master MID: 901018504
Partner MID: 901018504

Submitted Date: 3/27/2015
Start Date: 3/30/2015
End Date: 4/30/2015
Frequency: Every week on Thursday
Non-Delivery Day Option: Next Delivery Day

Original Address:
TOOTH FAIRY DENTAL SERVICE
TOOTH FAIRY
18 WASHINGTON PL
NEW YORK, NY 10003-6638

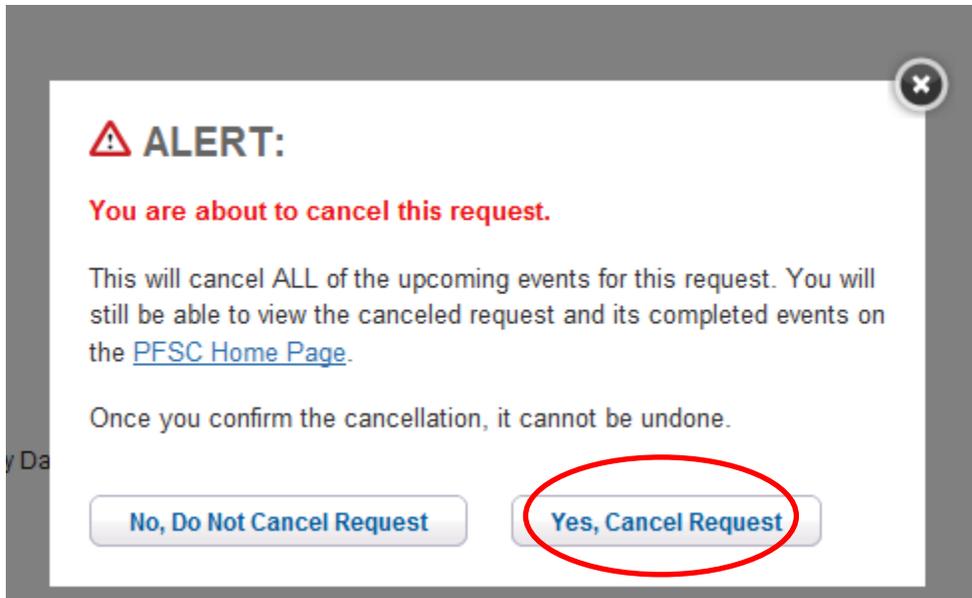
Forwarding Address:
SALLY MAINE
5155 PARKSTONE DR
CHANTILLY, VA 20151-3812

Shipping Method: Priority Mail

[Back](#) [Cancel Request](#)

- i** Canceling a request will cancel all of its upcoming events.
- i** You cannot edit a request. If you wish to make a change you must cancel the request and create a new one.

4. Click on the “Yes, Cancel Request” button.



5. Review the details, then when finished, Click on the “Return to My Requests Page” to review the list of current requests.

Request Details

 **Request cancellation was successful.**

Request ID: 100000001101

Status: Canceled

Cancellation Date: 4/6/2015

CRID: 94553033

Permit: 920

Master MID: 901018504

Partner MID: 901018504

Submitted Date: 3/27/2015

Start Date: 3/30/2015

End Date: 4/30/2015

Frequency: Every week on Thursday

Non-Delivery Day Option: Next Delivery Day

Original Address:

TOOTH FAIRY DENTAL SERVICE

TOOTH FAIRY

18 WASHINGTON PL

NEW YORK, NY 10003-6638

Forwarding Address:

SALLY MAINE

5155 PARKSTONE DR

CHANTILLY, VA 20151-3812

Shipping Method: Priority Mail

[Return to My Requests Page](#)

View Upcoming Deliveries

Since a business may have several ongoing PFSC requests coming and going to several locations on a regular basis, it can get complicated, really fast. The “My Events” tab is a way to see everything in a single view. These activities are known in the system as “events”.

1. From the homepage, click on the “My Events” Page

Premium Forwarding Service Commercial™

Your account is up for renewal on 8/30/2015.

PFSC Home
My Requests
My Events
My Account

Requests:

5 items found, displaying all items. 1

	SUBMITTED	START	END	ORIGINAL ADDRESS	FORWARDING ADDRESS	STATUS
	3/27/2015	3/30/2015	4/30/2015	18 WASHINGTON PL NEW YORK, NY 10003-6638	5155 PARKSTONE DR CHANTILLY, VA 20151-3812	Canceled
	3/17/2015	3/18/2015	3/20/2015	1735 N LYNN ST STE 5034 ROSSLYN, VA 22209-6640	18 WASHINGTON PL BSMT NEW YORK, NY 10003-6638	Complete
	3/6/2015	3/7/2015	3/9/2015	2461 S CLARK ST STE 123 ARLINGTON, VA 22202-3883	2765 NORTHWESTERN PIKE WINCHESTER, VA 22603-3822	Complete
	8/26/2014	8/27/2014	9/27/2014	6 DUG RD TRUCKSVILLE, PA 18708-7701	20467 BLUE HERON TER STERLING, VA 20165-6571	Complete
	8/20/2014	8/21/2014	8/25/2014	1259 WYOMING AVE EXETER, PA 18643-1434	20448 BLUE HERON TER STERLING, VA 20165	Complete

2. Then click on the magnifying glass of any event to view more details.

Request Details

Request ID: 100000001080

Status: Complete

Completion Date:

CRID: 94553033

Permit: 612

Master MID: 901018504

Partner MID: 901018504

Submitted Date: 3/17/2015

Start Date: 3/18/2015

End Date: 3/20/2015

Frequency: Daily (Monday-Saturday)

Non-Delivery Day Option: Next Delivery Day

Original Address:

SALES SUPPORT

TEN TOMORROWS

1735 N LYNN ST STE 5034

ROSSLYN, VA 22209-6640

Forwarding Address:

BOOK SELLERS

TERRA FLU

18 WASHINGTON PL BSMT

NEW YORK, NY 10003-6638

Shipping Method: Priority Mail Express

[Back](#)

Troubleshooting

eVS Login

If you receive this error, it means that the business has not been verified through the USPS. Please call the helpdesk and provide your Username, CRID, and permit number in order to move forward.



The screenshot shows an error message titled "eVS/PRS Participant Error Message". The message is a "User account notification" and states: "You have attempted to access the Manage Electronic Verification Activity (eVS) or Manage Electronic Return Activity (PRS) service from Business Customer Gateway. Before you can use this functionality, your business location(s) must be enabled as an eVS or PRS Participant." It provides contact information for the Help Desk: "(877)264-9893 or at evs@usps.gov to have this completed." It also includes a link to return to the Business Customer Gateway: "You may use the Home link to return to Business Customer Gateway."

Failed Confirmation

If the payment fails, there may be a problem with the payment information. Please check the values for these 10 bullet items:

- Customer Registration Identification (CRID)
- Master Mailer Identification (MID)
- Partner MID
- Partner ID
- Start Date
- End Date
- Method of Shipment
- Frequency
- Origin
- Destination

If all of these values appear to be correct, click on the “Go to USPS Support Help Desk” button to research what might be causing the problem.

Create Your Request Enter Shipping Information Review

Review Request Details

CRID: *****
Master MID: *****
Partner MID: *****
Permit: *****
Start Date: MM/DD/YYYY
End Date: MM/DD/YYYY
Method of Shipment: Priority Express Mail
Frequency: Weekly, Tuesday, Friday
[edit request details](#)

Origin: Anywhere, WA 12345-1234
Destination: Anywhere, WA 12345-1234
[edit addresses](#)

 Your request submission was unsuccessful. Please check back or consult with the USPS Help Desk.

[Go to USPS Support Help Desk](#)

PFSC is not available for the address listed

Addresses must be complete business addresses, identified as businesses in the Address Management System (AMS). Enter a complete business address and click “Validate Address”.

Shipping Information

* indicates a required field

i If you are forwarding from a PO box, please use

Please enter the original address:
* Company name OR first and last name required

PFSC not available for this address
* Company Name

* First Name M.I. * Last Name

* Street Address / PO Box

Apt/Suite/Other

* City

* State

* ZIP Code™

Note; APO/FPO Addresses are not eligible for Premium Forwarding Service Commercial.

Payment Unsuccessful

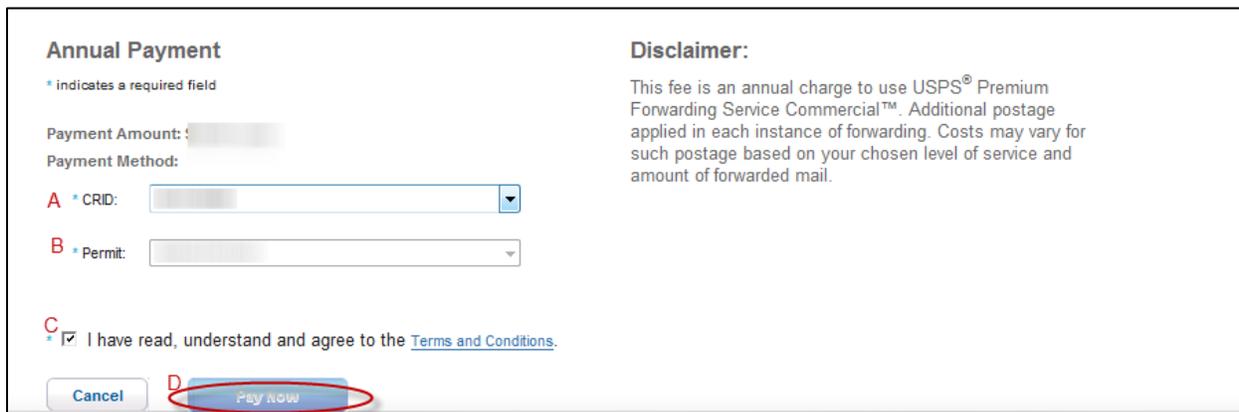
If the form of payment provided could not be processed, please check the Customer Registration Identification, Mailer Identification, and Permit number. If all of these values appear to be correct please contact ShippingServices@usps.gov for assistance.

Renewal

1. If your account is up for renewal, click on the “Renew Now” button and go through steps 7 and 8 of “Using the Premium Forwarding Service Application” to renew the account.



2. Select payment method
 - a. Select CRID from the drop down menu of CRIDs linked to the account
 - b. Select Permit from the drop down menu of Permit's linked to the account
 - c. Check the checkbox once you have read
 - d. Click Pay now

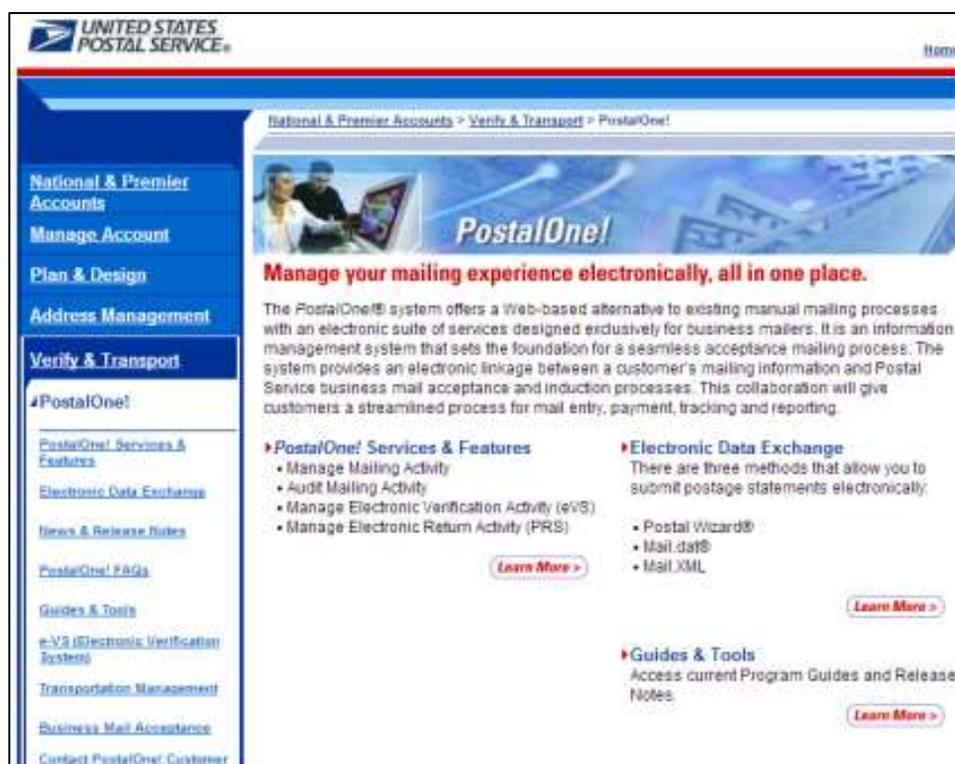


Reporting and Payment

The reporting and billing for the Premium Forwarding Service Commercial service is available through the PostalOne! System. This service allows the following:

- Manage Electronic Verification Activity (eVS)
- Manage permits
- View balances and fees
- View mailing reports

For more information on this system, please navigate to <https://www.usps.com/postalone/welcome.htm>.



The screenshot shows the PostalOne! website interface. At the top left is the United States Postal Service logo. The main navigation menu on the left includes: National & Premier Accounts, Manage Account, Plan & Design, Address Management, and Verify & Transport. Under Verify & Transport, there is a sub-menu for PostalOne! with links to PostalOne! Services & Features, Electronic Data Exchange, News & Release Notes, PostalOne! FAQs, Guides & Tools, e-VS (Electronic Verification System), Transportation Management, Business Mail Acceptance, and Contact PostalOne! Customer. The main content area features a banner with the text "PostalOne! Manage your mailing experience electronically, all in one place." Below the banner, there is a paragraph describing the system as a Web-based alternative to existing manual mailing processes. To the right of this paragraph are three sections: "PostalOne! Services & Features" with a list of activities (Manage Mailing Activity, Audit Mailing Activity, Manage Electronic Verification Activity (eVS), and Manage Electronic Return Activity (PRS)), "Electronic Data Exchange" with three methods (Postal Wizard®, Mail.dat®, and Mail.XML), and "Guides & Tools" with a link to access current Program Guides and Release Notes. Each of these three sections has a "Learn More >" button.

Frequently Asked Questions

Q: What is Premium Forwarding Service Commercial?

A: Premium Forwarding Service Commercial (PFSC) is a service that allows approved businesses to consolidate their company mail received from multiple business P.O. Boxes and/or business street addresses into a single shipment for delivery to an alternate, domestic business address as either Priority Mail Express or Priority Mail.

Q: Is there a fee for Premium Forwarding Service Commercial?

A: In addition to postage costs for shipping to another location, there is an annual enrollment fee for PFSC which can be found in Notice 123.

Q: What are the mailer requirements for using Premium Forwarding Services Commercial?

A: Register as a Business Customer Gateway (BCG) User. Obtain access to the Premium Forwarding Service Commercial (PFSC), Electronic Verification System (eVS), Online Enrollment, Mailer ID (MID), and Manage Mailing Activity business services in BCG. PFSC requires an eVS Permit. The Permit is acquired during the eVS enrollment process. The Permit must be linked to an existing CAPS Debit account or linked to a new CAPS Debit account during the eVS enrollment process. To create a new CAPS debit account during the enrollment process, you will need your bank routing and account numbers.

Q: What PFSC shipping supplies are available?

A: PFSC shipping supplies and containers for Priority Mail Express and Priority Mail can be ordered by the local Post Office through **eBuy2** at <https://www.usps.com/ship/priority-mail-express.htm>

Q: Is the origin post office required to use PFSC shipping supplies when sending mail to a destination post office?

A: While PFSC shipping supplies provide visibility in dispatch and transportation, they are not required. Items that will not fit in the USPS supplied PFSC container can be shipped in a Priority Mail Express or Priority Mail Sack or Priority Mail Flat Rate Envelope.

Q: Are there frequency limits to scheduling PFSC?

A: PFSC shipments are based on customer need and may be scheduled (as noted in the USPS agreement) daily, weekly, or monthly. Daily PFSC shipments are limited to one per day, Monday through Saturday service.

Q: Is there a minimum piece requirement for shipping PFSC?

A: There is no PFSC minimum piece requirement.

Q: Which mail classes are used to ship PFSC?

A: PFSC is shipped using Priority Mail Express or Priority Mail service.

Q: Where can the PFSC origin post office order Priority Mail Express and Priority Mail labels?

A: Custom labels are no longer required. Shipping labels will be generated and printed in the post office upon completion of Premium Forward Commercial tasks in My Post Office.

Q: Can PFSC be shipped internationally?

A: No, PFSC is a domestic only service.

Q: Which USPS payment options can be used to pay PFSC postage?

A: Customers must use an eVS Permit linked to a CAPS debit account.

Q: How are Business Reply Mail (BRM) and Merchandise Return Service (MRS) prepared for PFSC dispatch?

A: Return mail is weighed and rated for each piece. The BRM & MRS accounts are debited the appropriate postage prior to dispatch and forwarding to the PFSC destination address.

Q: Can Accountable mail be shipped PFSC?

A: Accountable items (except Registered Mail) are shipped separately to the Postmaster of the destination post office for proper handling, scanning, sign-off, and delivery.

Q: How is Registered Mail handled under PFSC?

A: Registered Mail items do not qualify for PFSC and therefore cannot be included in the PFSC shipment. Registered Mail must be signed for and delivered as addressed to the recipient at the origin PFSC post office.

Q: How are PFSC shipments processed at the destination post office?

A: Upon arrival at the destination post office the PFSC container, box, tray, or Flat Rate Envelope is scanned as "Arrival at Unit." Scanned PFSC containers are then provided to the appropriate carrier/route or Box Section clerk for processing and subsequently scanned as "Delivered" when delivered to the customer.

Q: Is the Premium Forwarding Service Commercial Enrollment fee refundable?

A: The Premium Forwarding Service Commercial enrollment fee is not refundable. The service maybe cancelled, but the enrollment fee is non-refundable.

Q: How do I submit a refund for postage for mail not forwarded?

A: If a customer feels they are due a refund for postage charged to their CAPs account for mail not forwarded, they log can login to the PostalOne! system and submit a request for a refund through the link displayed below.

eVS Monthly Account and Sampling Summary

E-VS TEST

Month 10 of Fiscal Year 2015 (07/01/2015 - 07/31/2015)

[Reports](#) | [Submit Refund Request](#) | [Joint Review Request](#) | [Printer-Friendly View](#)

Additional Information

Need More Information?

Contact us at: ShippingServices@usps.gov