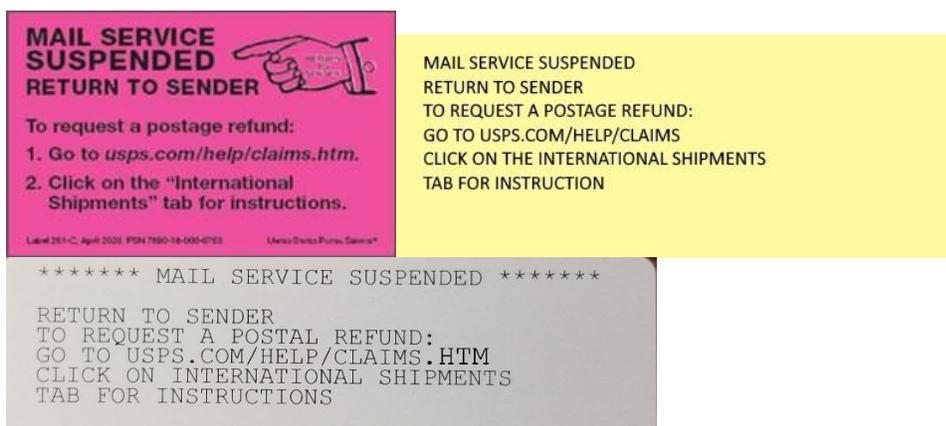


Refunds for Items to International Countries where Service has been suspended

Due to COVID-19, international shipping has been suspended to many countries. The list of countries with mail service interruption is updated frequently; for the most current list please visit the USPS [international service-alerts page](#). According to DMM 604.9.2.3, customers are entitled to a full refund of their postage costs when service to the country of destination is suspended. Single piece mail will be returned to sender with instructions to go online for a refund. Examples of the message attached to the items are below:



Bulk mail will be returned in containers to the mailer.

This document lays out the process for obtaining refunds for Retail Postage, PostalOne!, eVS, and PC Postage.

Retail Postage

For items without tracking, customers should visit a Post Office to obtain a refund. For items with a tracking ID, customers should go to <https://www.usps.com/help/claims.htm> to submit a refund claim.

PostalOne! And eVS

PostalOne! And eVS are pursuing a two-pronged approach to accommodate the DMM 604.9.2.3 provision. First, the system will be modified to prevent label charges to the countries in the suspended list. Second, there is a refund process that will manage the labels that were not handled systematically.

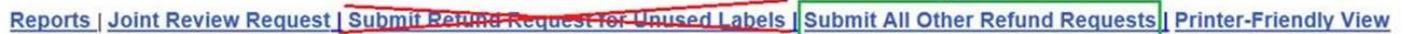
Preventing label charges for suspended countries

1. PostalOne! IT will implement an as-needed data repair (DR) whenever there is a disruption to a particular country.
 - a. The DR will be implemented on the Sunday after service has been suspended to a particular country. This will cause some mailpieces to be charged before DR goes into effect on a Sunday (see the refund section for how the Postal Service will automatically refund those pieces).
 - b. As a result of these DRs, all mailpieces mailed after the date of the DR going into these countries will go into manifest errors, and mailers will not be charged.

2. On eVS side, the Postal Service will clear out those mailpieces that go into errors.

Providing a refund for instances when the piece was charged

1. Packages (items with a tracking ID)
 - a. The Postal Service will automatically refund all mailers based on data criteria below. This will go through our normal manual refund process. The Postal Service will implement this option for the following 2 scenarios:
 - i. The mailpieces that were sent after service was suspended but before the DR was implemented will automatically be refunded
 - ii. The Postal Service will monitor scan events for pieces destined to suspended countries that entered the mailstream before the service was suspended. If a Return to Sender (RTS) scan event is found, the Postal Service will automatically issue a refund.
 - b. In the event that the item was not automatically refunded, the mailer can submit a manual refund request.
 - i. Mailers can submit a manual refund via links in BCG if they believe the Postal Service missed their refund for mailpieces destined to a country with suspended service. They must submit a regular refund and should not use the unused labels link (see figure 1).



[Reports](#) | [Joint Review Request](#) | ~~[Submit Refund Request for Unused Labels](#)~~ | [Submit All Other Refund Requests](#) | [Printer-Friendly View](#)

Figure 1

2. Letters and flats (items without a tracking id)
 - a. Mailer should request a refund through the Special Postage Payment System (SPPS)

PC Postage

Similar to eVS, PC Postage will use a two-pronged approach to prevent and then refund these mailpieces.

Preventing the creation of labels to these countries

1. EasyPost, eBay, Endicia, and Stamps.com will restrict the ability to create labels destinating in these countries after the date the suspension starts
2. Pitney Bowes will not be able to block label prints but will communicate aggressively with their customers to let them know when service is suspended.

Providing a refund for instances when the piece was charged

1. Packages (items with a tracking ID)
 - a. The customers should use the electronic refund request process for unused labels facilitated by their PC Postage provider to request a refund on the label. The customer may request the refund through that process, even though the piece has entered the mailstream. The Postal Service will validate that the label was destined to a country where service was suspended, and then grant the refund. The regular refund process will return the funds to the customer's account whether or not scans are found, and the customer should destroy the label.
 - i. Exception: eBay and PayPal providers should use the refund exception process to request these refunds. Otherwise the request will be denied, and the customer must use the appeal process below.
 - b. If a customer believes they are entitled to a refund, but the refund was denied, they may appeal the decision. The customer should mail the original physical label to the

director, Commercial Payment, at the address below, along with an explanation that this label was returned due to the international service suspension. If the exact numerical value of postage paid is not displayed in the indicia, the customer must submit the corresponding transaction log.

Commercial Payment
US Postal Service
475 L'Enfant Plaza SW Rm 3436
Washington DC 20260-4110

2. Letters/flats (items without a tracking ID) – customers must take these to a retail office for a refund. Further instructions will be provided on usps.com/help/claims.htm. The time period for requesting these refunds will be extended due to COVID-19.

BMEU Entered Mail

For returned mail with a tracking ID, refunds request must be submitted in writing to:

1. SPPSRefunds@usps.gov
2. The request must clearly state the reason, the number of packages that are returned with total postage, and the following supporting documents:
 - a) A copy of the original Postage Statement and Manifest Report
 - b) PS Form 8125, Plant-Verified Drop Shipment, if applicable
 - c) Manifest Summary for each listed receptacle showing the number of pieces and pounds contained and postage amount paid
 - d) Any supporting documentation/worksheet for the refund request
 - e) PS Form 3533, Application for Refund of Fees, Products and Withdrawal of Customer Accounts

For returned mail a without tracking ID such as letters/flats, refunds request must be initiated at the origin BMEU:

- a) The request letter must clearly state the number of pieces and total postage for the refund
- b) Mailer must present these returned pieces along with a copy of the original postage statement and manifest report
- c) Any supporting documentation/worksheet for the refund request
- d) PS Form 3533, Application for Refund of Fees, Products and Withdrawal of Customer Accounts
- e) The refund will be issued only to the permit holder as stated on the postage statement.

Mailer will be in contact in the event that additional supporting documents are needed for the review. All refunds are to be reviewed and processed within 30 days.