

## USPS Report on PRC Rate and Service Inquiries for December 2013

The Postal Regulatory Commission referred **39** inquiries to the Postal Service in December. Customers received responses on average within **12** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (**25**) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (**13**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**1**) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **Are Click-N-Ship® Labels Eligible for a Refund?**

Click-N-Ship® labels are eligible for refunds within 30 days of the date of mailing (the label transaction date). Postage refunds are requested online directly through your Click-N-Ship Shipping History following these steps.

1. Login to your USPS.com account (<http://cns.usps.com>)
2. Go to the Click-N-Ship landing page
3. Select Shipping History link
4. Select Refunds from the Actions drop-down menu

Labels are eligible for refunds only when the following requirements are met

- Our systems do not indicate any barcode scan events for the label.
- Our systems do not indicate that a refund has been previously requested or processed for the label.

#### **Please note:**

- Information on the status of your refund (e.g., pending, approved, or declined) is available within your Click-N-Ship Shipping History.
- If your refund is approved, the refund will be credited back to the payment method used for the original label purchase.
- Refunds are processed for labels individually and may include refunds for any special services purchased with the label, as applicable.
- Except as follows, postage refunds made for Click-N-Ship labels are requested and processed only online at USPS.com.
  - Refund requests made beyond the 30-day eligibility period, but within 60 days of the transaction date, may be initiated by submitting an email request to the Click-N-Ship Help Desk at [uspsstechsupport@esecurecare.net](mailto:uspsstechsupport@esecurecare.net). Please include the following information (located in your confirmation email and Shipping History): User Name, Click-N-Ship Account Number, Label Number, Transaction Number, and Transaction Date.
  - Refunds for Priority Mail Express™ service guarantee failures and Signature Confirmation™ service failures can only be requested and processed at your local Post Office™.
- Customers who ship items using previously refunded labels will receive a Postage Due alert in their account Shipping History and will be required to pay the postage due amount before they can print another Click-N-Ship label.
- Click-N-Ship labels must not be altered after printing. Any shipment which has a manually altered label will be returned to sender. If you find an error in your label, request a refund through your Shipping History for that label and then create a new label with the corrections.
- Mail your item on the date that you selected for your shipping label; this is known as the ship date (or date of mailing). An electronic record is generated on that date indicating that your package has been shipped. Labels with “stale” ship dates (i.e., mailed after the date printed on the label) should not be used.
- If you are unable to use the label, you must request a refund within 30 days of the printed label and create another label with the correct ship date.

**For more information regarding Click-N-Ship® please visit frequently asked questions located at <http://faq.usps.com>**