

INDUSTRY ALERT

May 23, 2019

QR Code on Return Label's

On May 3, 2019 the Postal Service has updated the Merchandise Return Application (MRA) and the Web Tools API to provide consumers the ability to print a Quick Response (QR) code on the following return labels:

The MRA labels with a (QR) Code

- Priority Mail Return Service
- First-Class Package Return Service
- Ground Return Service
- Parcel Return Service (PRS)-Full Network (NSA only)

The Web Tools API Return labels with a (QR) Code

- Ground (Parcel Select Ground)
- First-Class Package Service
- Priority Mail Return Service
- 4 x 6 Parcel Return Service generated by Web Tools Application (NSA only)

The key benefits are greater satisfaction for consumers by eliminating the need to visit a Post Office to drop off their return packages and making the Return shipping experience easier and more convenient for our customers.

To use this new feature, customers simply scan the QR code using the camera on their IOS or Android device. The device must have USPS Mobile®, Informed Delivery®, or another QR code scanning application installed on the device.

When customers scan the QR code on the Return label with their iOS or Android device, Schedule a Pickup and Find a Post Office options will be provided for them to select as shown below.



- When the app is selected, it displays a date and time for a USPS Carrier to pickup their Return shipments.
- When **“Find a Post Office”** option is selected, it displays ten closest post offices nearby with distance and the hours of operations, and

This new service is another example of the Postal Service providing more convenience to consumers while also satisfying the needs of merchants who appreciate greater efficiency and cost savings for package deliveries. For more information, go to

<https://tools.usps.com/go/ScheduleAPickupAction!input.action>.

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