

Guide to USPS Ship

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USPS Ship Overview

USPS Ship significantly improves manifest processing, package pricing, verification, and payment for commercial manifest shippers. USPS Ship features several benefits:

- Support for Connect Local and Connect Local Mail
- Advanced pricing logic – automatically corrects rate ingredients within the manifest
- Performing the same validations across channels (Online, APIs, PC Postage and Manifest)
- Providing refunds for overpayment
- Limiting sampling to delivery unit entered packages
- Customizable data feeds

USPS Ship offers streamlined enrollment using a Customer Registration ID (CRID), Mailer ID (MID), and Enterprise Payment Account (EPA). Manifest files are submitted by shippers and validated/auto-corrected by the USPS Ship program. The advanced pricing logic allows the system to automatically correct and price packages. The packages included in the manifest are priced using the submitted rate ingredients (weight, dimensions, entry, packaging) and Negotiation Service Agreements (NSAs) for eligible shippers.

USPS Ship uses manifest data, scan data, and package attributes to validate accurate postage payment. The captured attributes are compared to the manifested attributes to determine if there are discrepancies in postage. Additional postage may be charged or refunded based on this data.

Individual package level details, transaction details, and adjustment details are available for review and download through customizable Informed Visibility® Mail Tracking & Reporting (IV®-MTR) data feeds and USPS Ship online reports in CSV and Excel formats.

USPS Ship Enrollment

All shippers that wish to participate in the USPS Ship program must enroll via the Customer Onboarding Portal (COP). The following steps must be completed to enroll in USPS Ship:

Create a USPS Business Account

1. Shippers must navigate to the [Customer Onboarding Portal](#) to register for a USPS Business Account to begin enrolling in USPS Ship. Create a username, password, enter security information, and enter contact information.

Create Your USPS.com Business Account

With a business account, you have access to tools and benefits that offer cost-effective shipping solutions tailored to your business needs.

To get started, please enter your business email address.

Email Address

Privacy Act Statement.
Your information will be used to verify your identity using enhanced remote identity proofing when registering for a Business account, to improve the security of the registration process, and to identify and mitigate potential fraud. Collection is authorized by 39 U.S.C. 401, 403, 404, and 411. Providing your information is voluntary, but if not provided, we may not be able to verify your identity.

2. In the Business Customer Onboarding Portal, you will need to enter your company's payment information to enroll in USPS Ship.

Business Customer Onboarding Portal

You've successfully registered your USPS Business Account.

Your Company Information

Address	Name	Email
	CATest ShippingUser	
	Phone Number	

Your business account has been connected with the existing Customer Registration ID (CRID) and its Mailer IDs (MID).

Customer Registration ID (CRID):	Outbound Mailer ID (MID):	Return Mailer ID (MID):

After you've completed onboarding, you can edit your business account information in the Business Customer Gateway

Business Locations FAQs

What is a CRID?
The Customer Registration ID (CRID) is a number that identifies your physical business address across all USPS systems and applications.

What is a MID?
The Mailer Identification (MID) is a number that identifies a specific mail center, mailing account, or other service provider.

What is an EPS Account Number?
The Enterprise Payment System (EPS) Account Number is a number that identifies your payment account and is used for electronic funds transfers.

Add Your Payment Account to Get Started

To ship with USPS using this business account, you must add a payment account. You can add additional payment methods (and change your primary method) once your primary payment method is established.

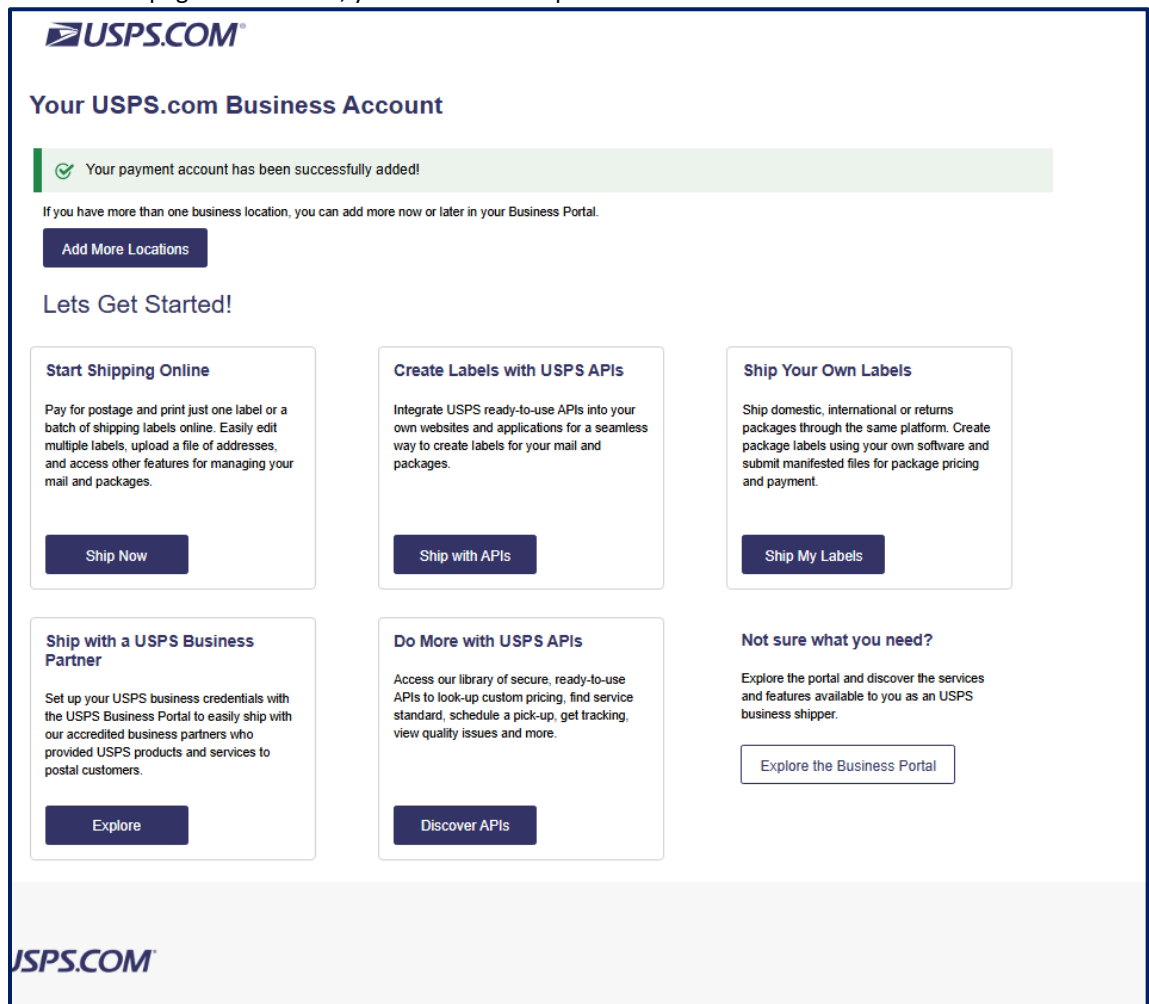
☒ I have read, understand, and agree to the [Payment Account Terms and Conditions](#).

What type of payment account would you like to add?

☐ Credit Card

☐ ACH Debit

- Once a payment method is set up and you are enrolled in USPS Ship, you will be navigated to the “Lets Get Started” page. At this time, you will select “Ship Now”.



Subscribe to IV-MTR Data Feeds

Once shippers are enrolled in USPS Ship, they should set up any desired data feeds through the USPS Informed Visibility® Mail Tracking & Reporting (IV®-MTR) application. Instructions for signing up can be found further down in the *IV-MTR Data Feeds* section of this document.

USPS Ship Online Reports Access

Once shippers are enrolled in USPS Ship, they can request access to *USPS Ship Reports* before they begin shipping with USPS. To do so, shippers should login to the BCG and request access to *USPS Ship Reports* under the *Shipping Services* section. Instructions for signing up can be found further down in the *USPS Ship Reports* section of this document.

Manifest Preparation and Submission

USPS Ship customers have several options for generating package labels: using their own or commercial off-the-shelf software, connecting to [Click N' Ship](#), or connecting to [USPS APIs](#).

Customers may create and submit a manifest file (SSF version 1.6, 1.7, or 2.0) including rate ingredients (weight, dimensions, packaging, entry) postage, and payment method for each package to USPS via PDX, SFTP, or AS2. USPS Ship validates the weight, dimensions, entry, and packaging provided in the manifest for each package so that they can be priced appropriately. If the individual packages cannot be priced, then advanced processing logic is used to update the incorrect pricing elements. Details on updated pricing elements can be found in the IV-MTR data feeds.

USPS Ship supports Commercial and Negotiated Service Agreements (NSAs), as well as supporting Sunday/Holiday Delivery. Shippers should work with USPS sales to be approved for either Commercial or NSA pricing.

USPS Ship transactions are applied to the customer's Enterprise Payment Account (ACH Debit or Pre-funded account) on the day the manifest is processed. Enterprise Payment Accounts can be set up during the onboarding process through the Customer Onboarding Portal.

Details for manifest creation can be found in [USPS Publication 199](#). The complete list of valid rate ingredient combinations can be found in [USPS Publication 205](#).

Validations

USPS Ship performs validations for all enrolled shippers. These are performed at the manifest, sampling, and scan levels to confirm entry, weight, dimensions, and other elements of postage payment. Captured attributes are compared to claimed attributes to determine if there are postage differences between the manifest and physical package. If differences are identified, a postage adjustment is generated, and the shipper is charged or refunded for the difference in postage. All adjustments are applied to the shipper's EPA. Shippers can view all adjustments through data extracts and online reports.

Package Quality Noncompliance

Shippers are assessed noncompliance fees when manifests are submitted that have noncompliant pieces that exceed the allowable thresholds. There are three Package Quality validation metrics: Address Quality, Manifest Quality and Barcode Quality. Further information on Package Quality Noncompliance thresholds is in [Publication 199](#), Section 1.2.1 Package Quality Compliance Rules.

Postage for Package Quality Noncompliance will be collected on the 15th of the following month.

Census

Shippers are required to pay the correct postage based on weight and physical dimensions. USPS Ship will break down the physical attribute validation into two separate validations dependent on claimed destination entry type.

Postage for Census, including Census Attribute and Mis-shipped Verification, is aggregated upon package delivery and charged to the EPA.

Census Attribute

Origin, Network Distribution Center (NDC), and Sectional Center Facility (SCF) entered packages will be validated through census verifications based on attributes captured on Mail Processing Equipment (MPE). Some Destination Delivery Unit (DDU) entered packages will also be validated through census verifications. Captured weight and dimensions will be compared to manifested values to check for accuracy; if weights or dimension values fall outside a configurable tolerance, captured values will be used in repricing. Packages will be assessed individually upon receiving a delivery scan and shortpaid/overpaid will be identified based on captured attributes. Charges are aggregated and charged to the EPA.

MisShipped Verification

Shippers must deposit packages at the correct Entry Facility based upon the entry price claimed in the manifest for NDC, SCF or DDU entered packages. USPS Ship validates the location at which a package is first scanned on any USPS equipment is correct based on the entry discount and entry location claimed in the manifest for any destination entry prices claimed. Shippers are required to deposit packages at the correct entry location stated in the manifest. USPS Ships performs the following for the MisShipped verification:

- The first physical scan of the package is compared to the destination entry facility in the manifest
- Destination ZIP Code and Destination Rate Indicator are compared to the Facility Access and Shipment Tracking (FAST), Mail Direction File (MDF), Address, and Parcel files to determine the correct Dropship location
- The ZIP Code of the first physical scan event is compared to the expected Dropship Location
- If the ZIP Code of the first physical scan event does not match the expected Dropship Location, then a MisShipped error is logged
- MisShipped errors are included in the Census Verification

Due to emergency closures or unforeseen circumstances, alternate centers may be identified where shippers may drop mail if the facility identified in the MDF is closed. In these instances, redirection will be published in the form

of Mail Direction Errata files. USPS Ship will ingest these files, identify impacted packages, and remove erroneous errors.

Shippers currently have a 30-day grace period between the Effective Date of the MDF and the Mandatory Usage Date.

To address potential false positives from co-located facilities, if an SCF scan occurs in the same 5-digit ZIP of the DDU at which it should have been scanned, an error will not be logged.

To address concerns over rerouted packages, if a package's first physical scan is downstream from the claimed entry facility, no error will be logged. For example: If the claimed entry in the manifest file is an NDC and the first physical scan occurs at an SCF within that NDC, then no error will be logged.

Postage for MisShipped errors will be collected upon package delivery, and the aggregated charges will be applied to the EPA.

Statistical Quality Assessment (SQA)

Packages entered at DDU sites (excluding ADUS sites) will be randomly sampled for validation and may be assessed additional postage if they exceed the Statistical Quality Assessment (SQA) of 1.5%.

The DDU sampling approach will combine a risk-based sampling model and statistical best practices, including a random sample generator based on manifest volume and a sample audit process to identify system generated samples. Additional samples conducted at the discretion of the USPS employees will be assessed through census verifications.

Extrapolated postage will be applied by using an SQA. The SQA threshold is 1.5%.

The formula used to calculate the SQA is below.

$$\frac{\text{Sampled Postage} - \text{Manifest Postage}}{\text{Manifest Postage}}$$

Postage for SQA will be collected on the 15th of the following month.

Duplicates

Shippers are required to include unique IMPbs on individual packages within a 120-day period. Duplicate packages are priced using the shipper's monthly average for the Mail Class and Program. USPS Ship implemented a supplemental augmented Machine Learning (ML) model to evaluate additional characteristics of possible duplicate packages in addition to scan type counts to eliminate false positives. Postage for duplicate packages is assessed on the 15th of the following month.

USPS Ship will identify duplicate packages as follows:

- Packages with two or more sets of Arrival at Unit scans (07), En Route (10), and multiple Delivery (01) scans within 120 days without a second associated manifest will be flagged.
- Packages will receive a second level review process that verifies the pieces are truly duplicates. Potential duplicates will be removed under the following conditions:
 - Returned pieces
 - 09 – Return to Sender
 - 21 – Returned to Sender – No Such Number
 - 22 – Returned to Sender – Insufficient Address
 - 23 – Returned to Sender – Moved, Left No Address
 - 24 – Returned to Sender – Forward Expired

- 25 – Returned to Sender – Address Unknown
 - 26 – Returned to Sender – Vacant
 - 27 – Returned to Sender – Unclaimed
 - 28 – Returned to Sender – Deceased
 - 29 – Returned to Sender - Other
- Forwarded pieces
 - 06 – NA Forwarded
- Pieces that have multiple manifest payment records
- Pieces with the following scan events
 - 04 – Refused
 - 05 – Undeliverable as Addressed
 - 08 – Missent
 - 14 – Available for Agent Pickup
 - 30 – No Access to Delivery Location
 - 31 – Return to Sender / Not picked up
 - 32 – Disposed by Post Office
 - 33 – Sent to Mailer Recovery Center
 - 51 – Notice left business closed
- Additional events are excluded from duplicates:
 - Delivery (01) scans sourced from Firmsheet
 - A second (or third, fourth, etc.) manifest is received that matches the second (or third, fourth, etc.) package
 - Two (or more) AAU (07) scans that happen within 5 minutes of each-other
 - Two (or more) packages with Delivery (01) scans that meet all the criteria below
 - the exact same event date and time (hh:mm:ss),
 - the same event zip code

Unmanifested Errors

Shippers must submit manifests for all packages that are tendered by USPS. USPS Ship compares package scans to manifests to determine if a manifest exists for the package. If a manifest is not found, an unmanifested warning is triggered. If a manifest is submitted and fails validations, the packages submitted in the manifest will be considered unmanifested until a corrections file addressing the errors is processed.

- USPS Ship will associate every package scan from Mail Processing Equipment (MPE) to a package manifest up to 120 days in the past. If no match is found the package will be flagged as an unmanifested warning.
- USPS Ship will attempt to match manifest records to unmanifested warnings until the 7th of the following month. If no match is found, the unmanifested warning will be upgraded to an unmanifested error and postage will be collected.
 - Unmanifested packages will be priced based on captured package attributes. In the event attributes are not available, averages will be used.
 - Unmanifested packages will be charged at NSA rates if the shipper's percentage of unmanifested packages are within the configurable threshold. If the percentage is outside of the threshold, then the packages will be charged at Commercial Rates.
 - Unmanifested packages will be assigned to a customer based on the Mailer ID embedded in the IMpb.

Shippers have until the 7th of the following month to submit a manifest for the package to prevent unmanifested errors. If the manifest is not submitted, shippers are charged for the unmanifested packages.

Postage for unmanifested packages will be collected on the 15th of the following month.

Unmanifested Fees

USPS Ship calculates the percentage of unmanifested packages (unmanifested ratio) for the combination of CRID, Program (Outbound), Mail Class, Month and Year for each shipper to determine if the shipper's unmanifested packages are above the threshold (initially set to 4%). If the Unmanifested Ratio is above the threshold, then an Unmanifested fee will be applied to all unmanifested packages.

Shippers with NSAs must maintain a 0.25% unmanifested ratio to maintain their NSA pricing for the unmanifested packages.

The unmanifested fee will be collected on the 15th of the following month.

USPS Ship Reports

USPS Ship data is available to shippers through external online reports. Shippers must enroll in the USPS Ship Reports service through the BCG to access the reports. They must have access to an EPS Account and must be assigned to a role in EPS to view the online reports in USPS Ship.

BUSINESS CUSTOMER GATEWAY


Mailing Services **Shipping Services** Additional Services

Home Hello User! Alerts Pending Requests Manage Account USPS.com Help

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
Click-N-Ship Business Pro™ more info >	Go to Service
Dashboard (PostalOne!) more info >	Go to Service
Electronic Data Exchange (PostalOne!) more info >	Go to Service
Electronic Verification System (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 APIs more info >	Get Access
Manage Permits (PostalOne!) more info >	Go to Service
Official Mail Shipping Labels more info >	Get Access
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
Parcel Return Service (PRS) Authorization Letter more info >	Go to Service
Postal Wizard (PostalOne!) more info >	Go to Service
Premium Forwarding Service Commercial™ more info >	Go to Service
Premium Forwarding Service Local™ more info >	Go to Service
PS Form 3801 more info >	Get Access
Scan Based Payment (SBP) more info >	Go to Service
USPS Package Intercept more info >	Go to Service
USPS Ship Account Management more info >	Get Access
USPS Ship Disputes and Refund Requests more info >	Get Access
USPS Ship Reports more info >	Go to Service

LEGAL: Privacy Policy, Terms of Use, FOIA, No PRA/Act EEO Data, Accessibility Statement

ON USPS.COM: Government Services, Buy Stamps & Shop, Print a Label with Postage, Customer Service, Site Index

ON ABOUT.USPS.COM: About USPS Home, Navigation, Mail Service Updates, Forms & Publications, Careers

OTHER USPS SITES: Business Customer Gateway, Postal Inspectors, Inspector General, Postal Explorer

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Upon selecting the “Go to Service” button the shippers will be navigated to the USPS Ship Home page.

USPS.COM

Home

Reports

Disputes and Refunds

Account Management

Help

Logout

USPS Shipper Carbon Summary

Carbon Summary Dashboard

CRID: Census Verification

Master Mailer ID: Duplicates

EPA: Letters and Flats Details

Letters and Flats Summary

Monthly Adjustment Summary

Manifest Search

Manifest Summary

Monthly Adjustment Summary

Month: October

Year: 2025

Search

Total Pieces

1. Manifest Variance

a. Manifest Variance

b. Package Errors and Warnings

c. Package Quality Noncompliance

d. SQA Sampling Summary

2. Additional

a. Third-Party-Billing Details

b. Third-Party-Billing Summary

c. Transaction Details

d. Unmanifested

e. Unused Labels

3. Total Pieces

Pieces

0

0

0

0

0

0

0

0

0

0

0

0

0

0

0

0

0

Postage

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

\$0.00

Shippers can search for data based on the date range and sort/filter by Mailer Name, Permit #, EPA, MID, CRID, Status, and Type. All reports are exportable in CSV and Excel format. Reports are generated in near real-time as data is processed. The monthly adjustment reports are generated when the adjustment is charged to the shipper's EPA. Shippers will be able to view information for their manifests and adjustments in the reports:


- Manifest Information
 - Manifest Search
 - Manifest Summary
 - Manifest Variance
 - Transaction Details
 - Unused Labels
- Adjustment Information
 - Census Verification
 - Duplicates
 - Package Errors and Warnings
 - Package Quality Noncompliance
 - SQA Sampling Summary
 - Unmanifested

Additional information for these online reports is included below.

Account Information

Account Information Report: displays the shippers Monthly Account Summary, Monthly Sampling Summary, and Monthly Adjustment Summary to provide shippers with their current monthly outlook in near real-time.

Monthly Account Summary



[Home](#) [Reports](#) [Disputes and Refunds](#) [Account Management](#) [Help](#) [Logout](#)

[USPS Ship | Reports | Account Information](#)

CRID:
Master Mailer ID:
EPA:

Month
October

Year
2025

Search

Monthly Account Summary

Monthly Sampling Summary

Monthly Adjustment Summary

Total Postage Calculation		
1. Manifest Postage	Pieces	Postage
a. Manifest postage from mailer's files	0	\$0.00
b. Manifest variance postage from USPS recalculation of mailer's data	0	\$0.00
c. Total manifest postage	0	\$0.00
d. Manifest postage paid	0	\$0.00
2. Additional Postage Due:		
a. Postage adjustment from Census	0	\$0.00
b. Postage adjustment from Unmanifested	0	\$0.00
c. Postage adjustment from Duplicates	0	\$0.00
d. Package Quality Noncompliance Adjustment	0	\$0.00
e. SQA Adjustment	0	\$0.00
f. Total additional postage due	0	\$0.00
3. Total Postage	0	\$0.00
Records		
a. Census Pieces	0	
b. Manifested Pieces	0	
c. Unmanifested Pieces	0	
d. Duplicates	0	
e. Package Quality Noncompliance	0	
f. SQA	0	
g. Total Pieces	0	

Monthly Sampling Summary

USPS.COM[®]

HomeReportsDisputes and RefundsAccount ManagementHelpLogout

USPS Ship | Reports | Account Information

CRID:
Master Mailer ID:
EPA:

Month: OctoberYear: 2025Search

Monthly Account SummaryMonthly Sampling SummaryMonthly Adjustment Summary

Total Parcel Records Processed:

Total Pieces Sampled:

* Actual postage of pieces sampled contains postage for all sampled packages.
** SQA is calculated as $((\text{SamplePostage} - \text{ManifestPostage}) / \text{ManifestPostage})$

Computation of Statistical Quality Assessment (SQA)	Manifest Weight	Sample Weight	Manifest Postage	Sample Postage	Manifest Pieces	SQA	
Computation of the Package Quality Noncompliance Assessment	Total Volume Requiring Package Quality Noncompliance	Package Quality Noncompliance Metrics	Non-Compliant Volume	Score	Threshold	Pieces under Threshold	Assessment

Monthly Adjustment Summary

USPS.COM[®]

HomeReportsDisputes and RefundsAccount ManagementHelpLogout

USPS Ship | Reports | Account Information

CRID:
Master Mailer ID:
EPA:

Month: OctoberYear: 2025Search

Monthly Account SummaryMonthly Sampling SummaryMonthly Adjustment Summary

Live Adjustments	Pieces	Proposed Adjustment	Actual Adjustment
Census Adjustment	0	\$0.00	\$0.00
Unmanifested Adjustment	0	\$0.00	\$0.00
Duplicates Adjustment	0	\$0.00	\$0.00
Package Quality Noncompliance Adjustment	0	\$0.00	\$0.00
SQA Adjustment	0	\$0.00	
Total Adjustments	0	\$0.00	

Carbon Summary Report

Carbon Summary: displays the carbon dioxide impact (in metric tons) that the USPS incurs for a shipper's parcels.

USPS.COM

Home Reports

BCG Disputes and Refunds Account Management Help Logout

Carbon Summary Report

Select Company Name

Select Mail Class

Month

Year

Start Date

End Date

Search

CRID:

Master MID:

EPA:

This report displays the carbon dioxide equivalent (CO2-e) in metric tons (MT) the Postal Service incurs for your organization's parcels and/or mail pieces. [Click here for more information](#)

Download Results: CSV Excel

Month/Year	Mail Product	Company Name	Pieces Included	Pieces Excluded	Emissions (MT)	CRID
August 2025	FC		4	0	0.00154	95178499
August 2025	BB		2	0	0.00211	95178499
August 2025	PS		3	0	0.00167	95178499
August 2025	BL		2	0	0.00573	95178499
August 2025	EX		4	0	0.02656	95178499
August 2025	BS		2	0	0.03415	95178499
August 2025	PM		3	0	0.0033	95178499

Showing 1 to 7 of 7 entries

Census Verification Report

Census Verification Report: displays a list of packages that include census errors due to incorrect packaging, weight, dimensions, entry/zone discrepancies.

USPS.COM

Home Reports

BCG Disputes and Refunds Account Management Help Logout

Census Verification Report

Select Company Name

Select Mail Class

Month

Year

Start Date

End Date

Search

CRID:

Master MID:

EPA:

Census Verification Report Disputed Adjustments

Census Verification Report

Download Results: CSV Excel

Search by PIC

Company Name	MID	Package Identification Code (PIC)	EFN	Manifest Mail Class	Manifest Weight (lbs)	Manifest Length	Manifest Width	Manifest Height	Manifest Class	Assessed Mail Class	Assessed Weight (lbs)	Assessed Length	Assessed Width	Assessed Height	Assessed Entry ZIP	Assessed Zone	Weight Scan Source	Dimensions Scan Source	Man Nonstandard Len Feet1	Man Nonstandard Len Feet2	Man Nonstandard Vol Feet
				FC	0.56	20.00	2.00	2.00	FC	0.94	20.00	2.00	2.00	2.00	20066	09	PASS	Passive Adaptive Scanning System	\$0.00	\$0.00	\$0.00
				EX	15.00	22.00	5.00	4.00	EX	20.00	22.00	5.00	4.00	20066	08	PASS	Passive Adaptive Scanning System	\$0.00	\$0.00	\$0.00	
				PM	20.00	31.00	5.00	4.00	PM	25.00	31.00	5.00	4.00	20066	01	PASS	Passive Adaptive Scanning System	\$0.00	\$0.00	\$0.00	
				FC	0.01	22.00	2.00	2.00	FC	0.94	22.00	2.00	2.00	20066	05	PASS	Passive Adaptive Scanning System	\$0.00	\$0.00	\$0.00	
				EX	5.00	6.00	5.00	4.00	EX	5.00	6.00	5.00	4.00	20066	08	ZEBRA	ZEBRA	\$0.00	\$0.00	\$0.00	
				PM	15.00	6.00	5.00	4.00	PM	15.00	36.00	5.00	4.00	20066	06	PASS	Passive Adaptive Scanning System	\$0.00	\$0.00	\$0.00	
				PM	15.00	6.00	5.00	4.00	PM	33.00	26.00	15.00	14.00	20066	07	PASS	Passive Adaptive Scanning System	\$0.00	\$0.00	\$0.00	
				PM	15.00	6.00	5.00	4.00	PM	15.00	26.00	5.00	4.00	20066	04	PASS	Passive Adaptive Scanning System	\$0.00	\$0.00	\$0.00	
				PM	15.00	6.00	5.00	4.00	PM	16.00	16.00	15.00	14.00	20066	05	PASS	Passive Adaptive Scanning System	\$0.00	\$0.00	\$0.00	

Showing 1 to 9 of 9 entries

Man Nonstandard Char Fee	Assessed Nonstandard Len Feet1	Assessed Nonstandard Len Feet2	Assessed Nonstandard Vol Feet	Assessed Nonstandard Char Fee	Noncompliance Fee	Manifest Destination ZIP Code	Manifest Entry Facility Type	First Scan Date	Destination Country Code	Reason	Details	Paid Postage	Assessed Postage	Transaction Amount	Transaction Date	Transaction Type	EPS Transaction ID	EPS Account #	Cust Ref
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	96960	None	2025-07-24		POSTAGEDELTA AGGREGATED	Weight	\$15.19	\$16.30	\$1.11	2025-07-30	ADJUSTMENT			
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	59666	None	2025-07-24		POSTAGEDELTA AGGREGATED	Weight	\$158.10	\$184.65	\$26.55	2025-07-30	ADJUSTMENT			
\$4.00	\$0.00	\$0.00	\$0.00	\$4.00	\$0.00	22301	None	2025-07-24		POSTAGEDELTA AGGREGATED	Weight	\$31.99	\$38.51	\$6.52	2025-07-30	ADJUSTMENT			
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	61001	None	2025-07-24		POSTAGEDELTA AGGREGATED	Weight	\$13.40	\$15.67	\$2.27	2025-07-30	ADJUSTMENT			
\$0.00	\$0.00	\$0.00	\$0.00	\$4.00	\$1.50	59666	None	2025-07-13		POSTAGEDELTA AGGREGATED	Dimensional	\$77.25	\$82.75	\$5.50	2025-07-07	ADJUSTMENT			
\$0.00	\$0.00	\$18.00	\$0.00	\$0.00	\$1.50	51035	None	2025-07-13		POSTAGEDELTA AGGREGATED	Dimensional	\$36.55	\$56.05	\$19.50	2025-07-01	ADJUSTMENT			
\$0.00	\$4.00	\$0.00	\$30.00	\$0.00	\$1.50	87501	None	2025-07-13		POSTAGEDELTA AGGREGATED	Dimensional/Weight	\$43.09	\$138.47	\$95.38	2025-07-01	ADJUSTMENT			
\$0.00	\$4.00	\$0.00	\$0.00	\$0.00	\$1.50	01355	None	2025-07-13		POSTAGEDELTA AGGREGATED	Dimensional	\$22.14	\$27.64	\$5.50	2025-07-01	ADJUSTMENT			
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.50	61001	None	2025-07-13		POSTAGEDELTA AGGREGATED	Dimensional/Weight	\$30.51	\$33.68	\$3.17	2025-07-01	ADJUSTMENT			

Duplicates Report

Duplicates Report: displays a list of packages that were identified as duplicates. A duplicate package is flagged when multiple packages have the same Tracking Number within a 120-day window, and they are not paid for.

USPS.COM

HomeReportsBCGDisputes and RefundsAccount ManagementHelpLogout

Duplicates Report

Select Company Name

Select Mail Class

Month

Year

CRID:

Master MID:

EPA:

August

2025

Start Date

End Date

YYYY-MM-DD

YYYY-MM-DD

Search

Download Results:CSVExcel

Search by PIC

Earliest Scan Date	USPS Ship Scan Event	Destination ZIP Code	Package Identification Code (PIC)	Projected Assessment Date	Origin ZIP Code	Package MID	Company Name	Mail Class	USPS Calculated Postage
2025-08-01		61001		2025-09-15	20066			EX	
2025-08-01		96960		2025-09-15	20066			FC	
2025-08-01		61001		2025-09-15	20066			FC	
2025-08-01		59866		2025-09-15	20066			EX	
2025-08-01		61001		2025-09-15	20066			EX	
2025-08-01		22301		2025-09-15	20066			PM	
2025-08-01		22301		2025-09-15	20066			PM	

Showing 1 to 7 of 7 entries

* USPS Calculated Postage is available after the joint review period for the month.

Manifest Search Report

Manifest Search Report displays PIC(s) or EFN(s) files to view packages that have been manifested.

Domestic/International: Package Search

USPS.COM

HomeReportsBCGDisputes and RefundsAccount ManagementHelpLogout

Manifest Search Report

Domestic/International

Universal

Package Search

EFN Search

From Month

From Year

February

2025

To Month

To Year

August

2025

PIC(s)

9207390111762383256306

Search

Clear

Download Results:CSVExcel

Total Results: 1

Package MID	Mailing Date	Manifest Date	Package Identification Code (PIC)	Entry ZIP Code	Destination ZIP Code	Zone	Mail Class	Rate Ind	Manifest Wt (lbs.)	Permit Number	EPS Account #	USPS Recalculated Postage (\$)	EPS Transaction ID	Month	Year	Source Report(s)	File Name
	07-24-2025	07-30-2025		20066	96960	09	FC	SP	0.56			15.19		July	2025	Manifest	

Universal:

USPS.COM

HomeReportsBCGDisputes and RefundsAccount ManagementHelpLogout

Manifest Search Report

DomesticInternationalUniversal

From MonthFrom YearFebruary2025

To MonthTo YearAugust2025

PIC(s)

920739011762383256306

SearchClear

Download Results:CSVExcel

Total Results: 2

Package MID	Mailing Date	Manifest Date	EFN	Package Identification Code (PIC)	Entry ZIP Code	Destination ZIP Code	Zone	Mail Class	Rate Ind	Manifest Wt (lbs.)	Permit Number	EPS Account #	USPS Recalculated Postage (\$)	EPS Transaction ID	Month	Year	Source Report(s)	File Name
	07-24-2025	07-30-2025			20066	96960	09	FC	SP	0.56			1.11		July	2025	Census	
	07-24-2025	07-30-2025			20066	96960	09	FC	SP	0.56			15.19		July	2025	Manifest	

Manifest Summary Report

Manifest Summary Report: displays the total number of packages, total postage, and postage variance for all packages submitted for a specific EFN, Date, File Type.

USPS.COM

HomeReportsBCGDisputes and RefundsAccount ManagementHelpLogout

Manifest Summary Report

Select Company Name

CRID:Master MID:EPA:

Month:YearAugust2025

Start Date:End Date:YYYY-MM-DDYYYY-MM-DD

Search

Download Results:CSVExcel

Details Toggle:Date LevelEFNFile

File Name	File Type	EFN	Processing Date	Mailing Date	Manifested Packages	Packages Accepted	Manifested Postage	USPS Calculated Postage	Postage Variance	Total Packages - Rejected
20250807141519560_V_2_0_rckq0_atmcs_smoke_3_080725.manifest_1754594119	1	927509011762383260112	2025-08-07	2025-08-07	18	14	\$33.92	\$201.04	-\$167.12	4
20250810081018153_V_2_0_rckq0_esc882_081125.manifest_1754917818	1	927509011762383260785	2025-08-11	2025-08-11	6	6	\$13.42	\$159.48	-\$146.06	0

Showing 1 to 2 of 2 entries

Manifest Variance Report

Manifest Variance Report: displays a list of packages and the difference between manifested postage and USPS calculated postage.

USPS.COM

Home Reports - BCG Disputes and Refunds Account Management Help - Logout

Manifest Variance Report

Select Company Name: Select Mail Class: All

Month: August Year: 2025

Start Date: YYYY-MM-DD End Date: YYYY-MM-DD Search

Download Results: CSV | Excel Search by PIC

Mailing Date	Transaction Date	EFN	Package Identification Code (PIC)	Destination ZIP Code	Entry ZIP Code	Manifest Zone	USPS Zone	Manifest Mail Class	USPS Mail Class	Manifest Processing Category	Manifest Destination Rate Indicator	USPS Destination Rate Indicator	Manifest Rate Indicator	USPS Rate Indicator	Manifest Weight (lbs)	Manifest Length	Manifest Width	Manifest Height	Manifest Dim Weight (lbs)	USPS Dim Weight (lbs)	USPS NTL Fee1	USPS NTL Fee2	USPS NSV Fee	Manifest Nonstandard Fee
2025-08-11	2025-08-11	9275090111762383260785	9205590111762383260798	22301	20066	01	01	PM	PM	3	N	N	SP	SP	3.00	31.00	5.00	4.00	0.00	0.00	\$0.00	\$18.00	\$0.00	\$0.00
2025-08-11	2025-08-11	9275090111762383260785	9205590111762383260846	22301	20066	01	00	PS	PS	3	D	D	DN	DN	5.00	31.00	5.00	4.00	0.00	5.00	\$0.00	\$6.00	\$0.00	\$0.00
2025-08-11	2025-08-11	9275090111762383260785	9200190111762383260832	22301	20066	01	01	FC	FC	3	N	N	SP	SP	0.06	31.00	5.00	4.00	0.00	0.00	\$0.00	\$8.40	\$0.00	\$0.00
2025-08-11	2025-08-11	9275090111762383260785	9200190111762383260825	22301	20066	01	01	FC	FC	3	N	N	SP	SP	0.63	31.00	5.00	4.00	0.00	0.00	\$0.00	\$8.40	\$0.00	\$0.00
2025-08-11	2025-08-11	9275090111762383260785	9272890111762383260807	22301	20066	01	01	EX	EX	1	N	N	PA	PA	5.00	31.00	5.00	4.00	0.00	0.00	\$0.00	\$18.00	\$0.00	\$0.00
2025-08-11	2025-08-11	9275090111762383260785	9272890111762383260814	22301	20066	01	01	EX	EX	3	N	N	DR	DR	5.00	31.00	5.00	4.00	0.00	5.00	\$0.00	\$18.00	\$0.00	\$0.00
2025-08-07	2025-08-07	9275090111762383260112	9272890111762383260395	22301	20066	01	01	EX	EX	3	N	N	DR	DR	5.00	6.00	5.00	4.00	0.00	5.00	\$0.00	\$0.00	\$0.00	\$0.00
2025-08-07	2025-08-07	9275090111762383260112	9200190111762383260405	22301	20066	01	01	FC	FC	3	N	N	SP	SP	0.63	6.00	5.00	4.00	0.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00
2025-08-07	2025-08-07	9275090111762383260112	9205590111762383260309	20260	20066	00	00	PM	PM	2	N	N	FE	FE	1.00	26.00	5.00	4.00	0.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00
2025-08-07	2025-08-07	9275090111762383260112	9249090111762383260360	20260	20066	00	00	BS	BS	4	N	N	BA	SP	65.00	6.00	5.00	4.00	0.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00
2025-08-07	2025-08-07	9275090111762383260112	9205590111762383260433	20260	20066	00	00	PS	PS	5	D	D	SD	SP	25.00	6.00	5.00	4.00	0.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00
2025-08-07	2025-08-07	9275090111762383260112	9255190111762383260344	22301	20066	00	00	BL	BL	3	N	N	SD	SP	1.00	18.00	15.00	14.00	0.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00

Showing 1 to 20 of 20 entries

Manifest Surcharge	Manifest Extra Serv	Manifest Total Postage	USPS Extra Serv	USPS Total Postage	Total Variance
\$0.00	\$0.00	\$8.42	\$18.00	\$26.43	\$18.01
\$0.00	\$0.00	\$1.00	\$6.00	\$12.17	\$11.17
\$0.00	\$0.00	\$1.00	\$8.40	\$12.60	\$11.60
\$0.00	\$0.00	\$1.00	\$8.40	\$13.78	\$12.78
\$0.00	\$0.00	\$1.00	\$18.00	\$47.25	\$46.25
\$0.00	\$0.00	\$1.00	\$18.00	\$47.25	\$46.25
\$0.00	\$0.00	\$1.00	\$0.00	\$29.25	\$28.25
\$0.00	\$0.00	\$1.00	\$0.00	\$5.38	\$4.38
\$0.00	\$0.00	\$8.05	\$0.00	\$9.70	\$1.65
\$0.00	\$0.00	\$1.00	\$0.00	\$52.47	\$51.47
\$0.00	\$0.00	\$1.00	\$0.00	\$18.34	\$17.34
\$0.00	\$0.00	\$1.00	\$0.00	\$4.25	\$3.25

Package Errors and Warnings Report

Package Errors and Warnings Report: displays all packages that were accepted and rejected by EFN. For packages with errors, there will be additional details on errors and warnings.

USPS.COM

Home Reports - BCG Disputes and Refunds Account Management Help - Logout

Package Errors and Warnings Report

Select Company Name: Select Error/Warning Type: Errors

Start Date: 2025-08-08 End Date: 2025-08-09 Search

Download Results: CSV | Excel Search by PIC

Mailer ID	Sequence Number	Receipt Date	Receipt Time	Entry Facility ZIP Code	Mailing Date	Records Read	Records Rejected	Records Accepted	D1 Records Accepted	D2 Records Accepted	Summary Message	Error/Warning Type Code	Line Number	Package Identification Code (PIC)
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	13	9200190106131883260619
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	2	9205590106131883260506
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	3	9205590106131883260913
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	5	9205590106131883260637
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	6	9205590106131883260544
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	7	9205590106131883260551
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	8	9249090106131883260567
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	9	9249090106131883260574
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	14	9205190106131883260623
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	10	9272890106131883260585
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	11	9272890106131883260592
8326049	20250808	142021	20066	20250808	000000028	000000012	000000015	000000015	000000000			E	12	9200190106131883260602

Showing 1 to 12 of 12 entries

Field in Error	Error/Warning Message
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients
Rate Ingredients	Invalid Rate Ingredients

Package Quality Noncompliance Report

Package Quality Noncompliance Report: displays a list of packages that were flagged IMpb Compliance Types.

Package Quality Noncompliance Report

USPS.COM

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Package Quality Noncompliance Report

Select Company Name

CRID:

Master MID:

EPA:

Month

Year

Start Date

End Date

Search

Package Quality Noncompliance Report

Package Quality Noncompliance Warnings Report

Package Quality Noncompliance Returns Report

Package Quality Noncompliance PRS Report

Package Quality Noncompliance Monthly Assesment Report

Blended

Total Volume Required Package Quality Noncompliance

Package Quality Noncompliance Metrics

Non-Compliance Volume

Score

Threshold

Pieces Under Threshold

Assessment

Showing 0 to 0 of 0 entries

No matching records found

Package Quality Noncompliance Report

Download Results: CSV | Excel

Search by PIC

Mailing Date	Error Type	Error Code	Package Identification Code (PIC)	MID	Mail Class	EFN	Address	EPS Account #	DTS Receipt Time	AAU Scan Time	Entry ZIP Code	AAU ZIP Code	Package Quality Noncompliance Error ID
2025-08-11	AQ	DZ	9265190111762383260848		PS	9275090111762383260785			2025-08-11		20066		590934
2025-08-11	AQ	DZ	9200190111762383260825		FC	9275090111762383260785			2025-08-11		20066		590933
2025-08-11	AQ	DZ	9200190111762383260832		FC	9275090111762383260785			2025-08-11		20066		590930
2025-08-07	AQ	DZ	9265190111762383260428		PS	9275090111762383260112			2025-08-07		20066		590714
2025-08-07	AQ	DZ	9200190111762383260405		FC	9275090111762383260112			2025-08-07		20066		590700
2025-08-07	AQ	DZ	9200190111762383260412		FC	9275090111762383260112			2025-08-07		20066		590699
2025-08-07	AQ	DZ	9265190111762383260433		PS	9275090111762383260112			2025-08-07		20066		590698

Showing 1 to 7 of 7 entries

Package Quality Noncompliance Warnings Report

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Package Quality Noncompliance Report

Select Company Name

CRID:

Master MID:

EPA:

Month

Year

Start Date

End Date

Search

Package Quality Noncompliance Report

Package Quality Noncompliance Warnings Report

Package Quality Noncompliance Returns Report

Package Quality Noncompliance Warnings Report

Download Results: CSV | Excel

Search by PIC

Mailing Date	Error Type	Error Code	Package Identification Code (PIC)	MID	Mail Class	EFN	Address	EPS Account #	DTS Receipt Time	AAU Scan Time	Entry ZIP Code	AAU ZIP Code	Package Quality Noncompliance Error ID
2025-04-24	MQ	1535	9272890106131683222613		EX	9275090106131683222522			2025-04-24		20066		434488
2025-04-24	AQ	DZ	9272890106131683222613		EX	9275090106131683222522			2025-04-24		20066		434488
2025-04-24	MQ	1535	9272890106131683222620		EX	9275090106131683222522			2025-04-24		20066		434485
2025-04-24	AQ	DZ	9272890106131683222620		EX	9275090106131683222522			2025-04-24		20066		434485
2025-04-24	MQ	1535	9205590106131683222542		PM	9275090106131683222522			2025-04-24		20066		434484
2025-04-24	AQ	DZ	9205590106131683222542		PM	9275090106131683222522			2025-04-24		20066		434484
2025-04-24	AQ	DZ	9205590106131683222536		PM	9275090106131683222522			2025-04-24		20066		434482
2025-04-24	MQ	1535	9205590106131683222535		PM	9275090106131683222522			2025-04-24		20066		434482
2025-04-14	MQ	1535	9205590106131683212758		PM	9275090106131683212714			2025-04-16		20066		434195

Showing 1 to 50 of 164 entries

Previous

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Package Quality Noncompliance Returns Report

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Package Quality Noncompliance Report

Select Company Name

CRID:
Master MID:
EPA:

Month: AprilYear: 2025Start Date: YYYY-MM-DDEnd Date: YYYY-MM-DDSearch

Package Quality Noncompliance Report

Package Quality Noncompliance Warnings Report

Package Quality Noncompliance Returns Report

Package Quality Noncompliance Returns Report

Download Results: CSVExcel

Mailing DateError TypeError CodePackage Identification Code (PIC)MIDMail ClassEFNAddressEPS Account #DTS Receipt TimeAAU Scan TimeEntry ZIP CodeAAU ZIP CodePackage Quality Noncompliance Error ID

No matching records found

Showing 0 to 0 of 0 entries

SQA Sampling Summary Report

SQA Sampling Summary Report: displays a comparison of the manifested weight, dimensions, mail class and the sampled weight, dimensions, mail class along with the postage variance as a result of sampling.

USPSCOM

Home Reports - BCG Disputes and Refunds Account Management Help Logout

SQA Sampling Summary Report

Select Company Name

CRID:
Master MID:
EPA:

Month: AprilYear: 2025Start Date: YYYY-MM-DDEnd Date: YYYY-MM-DDSearch

Download Results: CSVExcel

Search by PIC

Sample Date	Manifest Transmission Date	Package Identification Code (PIC)	Mailer ID	Sampling Facility Type	Sampling Facility ZIP Code	Destination ZIP Code	Mail Class	Sample Weight	Manifest Weight	Sample Height	Manifest Height	Sample Length	Manifest Length	Sample Width	Manifest Width	Sample Postage	USPS Recalc Manifest Postage	Postage Difference
2025-04-18	2025-04-18	9242790111762383219173	D	93501	93501	BB	15.00	0.06	4.00	4.00	22.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-18	2025-04-18	9242790111762383219197	D	93501	93501	BB	15.00	0.06	4.00	4.00	10.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221237	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221268	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221251	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221060	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221206	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221152	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221114	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221183	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221220	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221190	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221176	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	
2025-04-21	2025-04-21	9242790111762383221077	D	93501	93501	BB	15.00	0.06	4.00	4.00	6.00	6.00	5.00	5.00	\$2.09	\$1.09	\$1.00	

Showing 1 to 14 of 14 entries

Third Party Billing Details Report: displays billing and transaction details for the Third Party Billing payer and shipper.

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Third-Party-Billing Details Report [↓](#)

Select Company Name

CRD

Master-MD

EPA

🏠

Month

May

Year

2025

End Date

YYYY-MM-DD

YYYY-MM-DD

Search

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Transaction Date	Billing Date	Electronic File Number	Ship	PK	Package MD	Mail Class	Processing Category	Weight (lb)	Length	Width	Height	Entry ZIP Code	Destination ZIP Code	Zone	DM	Rate Indicator	Base Postage	Nonstandard Fee - Low Threshold 1	Nonstandard Fee - Low Threshold 2	Nonstandard Fee - Vol Threshold	Extra Service
2025-05-19	2025-05-19 13:10:05	627906H1020503227052	050000H1020503227052	050000H1020503227052		PM 1	1	1.00	25.00	5.00	4.00	20000	20000	000	N	FE	\$6.75	\$0.00	\$0.00	\$0.00	600
2025-05-19	2025-05-19 13:10:05	627906H1020503228226	050000H1020503228226	050000H1020503228226		PM 2	1	1.00	25.00	5.00	4.00	20000	20000	000	N	FE	\$6.75	\$0.00	\$0.00	\$0.00	600
2025-05-19	2025-05-19 13:10:05	627906H1020503228227	050000H1020503228227	050000H1020503228227		PM 2	1	1.00	25.00	5.00	4.00	20000	20000	000	N	FE	\$6.75	\$0.00	\$0.00	\$0.00	600
2025-05-19	2025-05-19 13:10:05	627906H1020503227017	050000H1020503227017	050000H1020503227017		PM 2	1	1.00	25.00	5.00	4.00	20000	20000	000	N	FE	\$6.75	\$0.00	\$0.00	\$0.00	600
2025-05-19	2025-05-19 13:10:05	627906H1020503229003	050000H1020503229003	050000H1020503229003		PM 2	1	1.00	25.00	5.00	4.00	20000	20000	000	N	FE	\$6.75	\$0.00	\$0.00	\$0.00	600
2025-05-19	2025-05-19 13:10:05	627906H1020503228229	050000H1020503228229	050000H1020503228229		PM 2	1	1.00	25.00	5.00	4.00	20000	20000	000	N	FE	\$6.75	\$0.00	\$0.00	\$0.00	600
2025-05-19	2025-05-19 13:10:05	627906H1020503227024	050000H1020503227024	050000H1020503227024		PM 2	1	1.00	25.00	5.00	4.00	20000	20000	000	N	FE	\$6.75	\$0.00	\$0.00	\$0.00	600
2025-05-19	2025-05-19 13:10:05	627906H1020503227096	050000H1020503227096	050000H1020503227096		PM 2	1	1.00	25.00	5.00	4.00	20000	20000	000	N	FE	\$6.75	\$0.00	\$0.00	\$0.00	600
2025-05-19	2025-05-19 13:10:05	627906H1020503226073	050000H1020503226073	050000H1020503226073		PM 2	1	1.00	25.00	5.00	4.00	20000	20000	000	N	FE	\$6.75	\$0.00	\$0.00	\$0.00	600

Showing 1 to 8 of 8 entries

EPS Account Number	EPS Transaction Date/Time	EPS Transaction ID	ACH Withdrawal ID	ACH Withdrawal Amount
	2025-05-19 13:55:54	4234615		\$0.00
	2025-05-19 09:25:32	4234580		\$0.00
	2025-05-13 17:35:35	4233264		\$0.00
	2025-05-19 13:46:10	4234600		\$0.00
	2025-05-13 17:35:35	4233263		\$0.00
	2025-05-19 09:25:32	4234580		\$0.00
	2025-05-19 13:55:53	4234613		\$0.00
	2025-05-19 13:46:10	4234601		\$0.00

[Home](#)
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[Disputes and Refunds](#)
[Account Management](#)
[Help](#)

Third-Party-Billing Details Report

Select Company Name

CRD

Master MID:

EPA

Month

May

Start Date

YYYY-MM-DD

Year

2020

End Date

YYYY-MM-DD

Search

Download Results: [CSV](#) [Excel](#)

Transmission Date	Mailing Date	Electronic File Number	Web	PG	Package MID	Mail Class	Processing Category	Weight (lbs)	Length	Width	Height	Entry Zip Code	Destination Zip Code	Zone	DBI	Rate Indicator	Base Postage	Nonstandard Fee - Low Threshold 1	Nonstandard Fee - Low Threshold 2	Nonstandard Fee - Vol Threshold
2020-05-19	2020-05-16 11:11:05	62709061102083227082	62089661102083227108	62089661102083227108		PM	2	1.00	20.00	5.00	4.00	20090	20200	00	N	FE				
2020-05-19	2020-05-16 11:11:05	62709061102083228218	62089661102083228218	62089661102083228218		PM	2	1.00	20.00	5.00	4.00	20090	20200	00	N	FE				
2020-05-19	2020-05-16 11:11:05	62709061102083228027	62089661102083228027	62089661102083228027		PM	2	1.00	20.00	5.00	4.00	20090	20200	00	N	FE				
2020-05-19	2020-05-16 11:11:05	62709061102083227071	62089661102083227071	62089661102083227071		PM	2	1.00	20.00	5.00	4.00	20090	20200	00	N	FE				
2020-05-19	2020-05-16 11:11:05	62709061102083228005	62089661102083228005	62089661102083228005		PM	2	1.00	20.00	5.00	4.00	20090	20200	00	N	FE				
2020-05-19	2020-05-16 11:11:05	62709061102083228218	62089661102083228218	62089661102083228218		PM	2	1.00	20.00	5.00	4.00	20090	20200	00	N	FE				
2020-05-19	2020-05-16 11:11:05	62709061102083227024	62089661102083227024	62089661102083227024		PM	2	1.00	20.00	5.00	4.00	20090	20200	00	N	FE				
2020-05-19	2020-05-16 11:11:05	62709061102083228218	62089661102083228218	62089661102083228218		PM	2	1.00	20.00	5.00	4.00	20090	20200	00	N	FE				

Showing 1 to 8 of 8 entries

EPS Account Number	EPS Transaction Date/Time	EPS Transaction ID	ACH Withdrawal ID	ACH Withdrawal Amount
	2025-05-19 13:55:54	4234615		
	2025-05-19 09:25:32	4234580		
	2025-05-13 17:35:35	4233264		
	2025-05-19 13:46:10	4234600		
	2025-05-13 17:35:35	4233263		
	2025-05-19 09:25:32	4234580		
	2025-05-19 13:55:53	4234613		
	2025-05-19 13:46:10	4234601		

Third Party Billing Summary Report

Third Party Billing Summary Report: displays summarized information for the Third Party Billing payer and shipper.

Third Party Billing Summary: Payer

USPS.COM

Home Reports

BCG Disputes and Refunds Account Management Help Logout

Third-Party-Billing Summary Report

Select Company Name

CRID: Master MID: EPA:

Month: July Year: 2025 Search

Download Results: CSV Excel

TPB Shipper	TPB CRID	TPB Company Name	Last Manifest Date	Manifest Volume	Manifest Postage	Census Volume	Census Postage
			2025-07-10	4	\$38.00	0	\$0.00

Showing 1 to 1 of 1 entries

Third Party Billing Summary: Shipper

USPS.COM

Home Reports

BCG Disputes and Refunds Account Management Help Logout

Third-Party-Billing Summary Report

Select Company Name

CRID: Master MID: EPA:

Month: May Year: 2025 Search

Download Results: CSV Excel

TPB Payer	TPB CRID	TPB Company Name	Last Manifest Date	Manifest Volume	Manifest Postage	Census Volume	Census Postage
			2025-05-10	0		0	

Showing 1 to 1 of 1 entries

Transaction Details Report

Transaction Details Report: provides the ability to search for transactions associated to a debit transaction ID or for a company over a given period.

ACH Withdrawal ID	ACH Withdrawal Amount	EPS Account #	EPS Transaction ID	Transaction Amount	Transaction Date/Time	Transaction Type	EFN	Package Identification Code (PIC)	Postage	CRID	Master MID	Permit Number	Permit Type	Permit Finance Number	Reason
			4275151	\$18.34	2025-08-07 15:25:31	PURCHASE	9275090111762383260112	9265190111762383260433	\$18.34						
			4275152	\$59.94	2025-08-07 15:25:31	PURCHASE	9275090111762383260112	9246090111762383260360	\$52.47						
			4275152	\$59.94	2025-08-07 15:25:31	PURCHASE	9275090111762383260112	9246090111762383260377	\$7.47						
			4275153	\$18.11	2025-08-07 15:25:31	PURCHASE	9275090111762383260112	9200190111762383260412	\$4.20						
			4275153	\$18.11	2025-08-07 15:25:31	PURCHASE	9275090111762383260112	9200190111762383260405	\$5.38						
			4275153	\$18.11	2025-08-07 15:25:31	PURCHASE	9275090111762383260112	9265190111762383260426	\$8.53						
			4275154	\$14.91	2025-08-07 15:25:32	PURCHASE	9275090111762383260112	9255190111762383260351	\$10.68						
			4275154	\$14.91	2025-08-07 15:25:32	PURCHASE	9275090111762383260112	9255190111762383260344	\$4.25						
			4275155	\$58.50	2025-08-07 15:25:32	PURCHASE	9275090111762383260112	9272890111762383260395	\$29.25						
			4275155	\$58.50	2025-08-07 15:25:32	PURCHASE	9275090111762383260112	9272890111762383260388	\$29.25						
			4275156	\$9.11	2025-08-07 15:25:32	PURCHASE	9275090111762383260112	9213990111762383260327	\$5.27						
			4275156	\$9.11	2025-08-07 15:25:32	PURCHASE	9275090111762383260112	9213990111762383260320	\$3.84						

Unmanifested Report

Unmanifested Report: displays a list of packages that have scans with no manifest. If/when a manifest is received, the package is removed from the report.

Company Name	MID	MID User CRID	MID User Company Name	Package Identification Code (PIC)	First Scan Date	Projected Assessment Date	Mail Class	First Scan ZIP Code	Delivery ZIP Code	Reason Code	USPS Calculated Postage
				9202190111762383259316	2025-08-01	2025-08-15	EX	20066	96960	Unmanifested	
				9207390111762383259345	2025-08-01	2025-08-15	FC	20066	96960	Unmanifested	
				9206190111762383259373	2025-08-01	2025-08-15	PM	20066	22301	Unmanifested	
				9207390111762383259352	2025-08-01	2025-08-15	FC	20066	61001	Unmanifested	
				9206190111762383259366	2025-08-01	2025-08-15	PM	20066	22301	Unmanifested	
				9202190111762383259332	2025-08-01	2025-08-15	EX	20066	61001	Unmanifested	
				9202190111762383259325	2025-08-01	2025-08-15	EX	20066	61001	Unmanifested	

Showing 1 to 7 of 7 entries

* A reason code of Manifest Rejected indicates that package was included in a manifest but was rejected due to manifest errors that could not be auto-corrected.

* USPS Calculated Postage is available after the joint review period for the month.

Unused Labels Report

Unused Labels Report: provides a list of packages that were submitted for an unused label refund request.

USPS.COM

HomeReportsBCGDisputes and RefundsAccount ManagementHelpLogout

Unused Labels Report

Select Company Name

Dispute ID

MonthYear

June2025

Start DateEnd Date

YYYY-MM-DDYYYY-MM-DD

Search

Download Results: CSV | Excel AD: Access Denied NM: No Manifested Postage in Last 60 Days PR: PIC Previously Refunded SE: Scan Event Found

Package Identification Code (PIC)

First Scan Date

Submission Date

EFN

Package MID

Original Mailing Date

Customer Reference ID

Destination ZIP Code

Mail Class

Rate Indicator

Destination Rate Indicator

Zone

Weight

Postage

Calculated Refunded Postage

Processing Fee

EPS Transaction ID

Reason Code

Dispute ID

9234690106145701287726

2025-06-23

0.00

\$0.00

\$0.00

\$0.00

NM

107076

Showing 1 to 1 of 1 entries

IV-MTR Data Feeds

USPS Ship data is available to shippers through Informed Visibility® Mail Tracking & Reporting (IV-MTR). IV-MTR enables shippers to customize data feeds, provides multiple data file formats and delivery methods, enables roles and permissions to determine a shipper's data visibility, and offers flexible data delegation to receive and provide data visibility.

Shippers must enroll in IV-MTR for a CRID through Business Customer Gateway (BCG). The first user to request access to the IV-MTR service will become the Business Service Administrator (BSA). BSAs can grant access to other users, control data visibility, manage data delegation, and manage user roles and permissions. Shippers have the option to subscribe to various feeds, select data elements for each feed, select the frequency of each feed, select file format, and delivery destinations. Detailed Instructions for accessing IV-MTR can be found at [Applying for Access to Informed Visibility Mail Tracking & Reporting](#) on PostalPro. Detailed instructions for customizing data feeds can be found at [Orientation Training for Informed Visibility Mail Tracking & Reporting](#) on PostalPro.

The following data feeds are available via IV-MTR. **Detailed data field descriptions for each data feed can be found in the [USPS Ship Data Dictionary](#).**

Census Attributes

Includes a list of packages charged additional postage due to a mismatch between the pricing elements from the manifest and from processing for packaging, weight, dimensions, or entry/zone.

Duplicate Packages

Includes a list of packages that were identified as duplicates and were not initially paid for and have been assessed postage. Includes warnings, warning removals, and error confirmations in the duplicate IMpb data feeds.

Package Quality Noncompliance Daily Assessment

Includes the summary of the daily threshold for Package Quality Noncompliance/IMpb (% of packages in error).

Package Quality Noncompliance Error Details

Includes packages that have an error for Barcode Quality, Address Quality, or Manifest Quality.

Package Quality Noncompliance Monthly Assessment

Includes assessment details on Barcode Quality, Address Quality, or Manifest Quality for the month.

Package Quality Noncompliance Monthly Transaction

Includes packages that exceed threshold for Barcode Quality, Address Quality, or Manifest Quality.

Outbound Transaction Payment Details

Displays a list of individual package charges that were aggregated into a single EPS transaction; updating to include ACH withdrawal amount; include Third Party Billing (TPB) Indicator, TPB CRID, TPB Company Name.

Package Errors and Warnings (PEW)

Includes a breakdown of package level rate ingredients (i.e. extra service) used to calculate total postage charged. The extract includes Enterprise Payment System (EPS) transaction information and, where applicable, the ACH Debit Transaction ID.

Package Transaction Details

Includes a breakdown of package level rate ingredients (i.e. extra service) used to calculate total postage charged. The extract includes Enterprise Payment System (EPS) transaction information and, where applicable, the ACH Debit Transaction ID.

Platform Commission Report

Details on Connect eCommerce commission payments for participating platforms.

Pricing Notification

Includes the IMpb and rate elements that were used to price the package.

SQA Monthly Assessment

Includes the Statistical Quality Adjustment (SQA) for DDU entry that will be charged for the month.

SQA Monthly Transaction

Includes the Statistical Quality Analysis (SQA) for DDU entry that was charged for the month.

SQA Package Level Details

Includes the manifested pricing elements and sample pricing elements that were used for the Statistical Quality Analysis (SQA) for DDU entry.

Transaction Details Report

Displays a list of individual package charges that were aggregated into a single EPS transaction.

Unmanifested Packages

Includes a list of packages that were not initially paid for and have been assessed postage. A package is identified as unmanifested when a scan is received without a corresponding manifest. Include warnings, warning removals, and error confirmations in the pieces without a manifest data feed.

Unused Label Refund Request

Includes the unused labels that were submitted for a refund and the rejection reason (if applicable).

Variance

Displays the packages with postage discrepancies calculated between manifested pricing elements and manifest postage provided in the manifest.

Disputes and Refund Requests

Shippers can initiate disputes for adjustments that were applied and charged through USPS Ship by accessing the USPS Ship Disputes and Refund Requests service on the BCG.

BUSINESS CUSTOMER GATEWAY

Home Hello Liam!

Mailing Services **Shipping Services** Additional Services Alerts Pending Requests Manage Account USPS.com Help

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
Click-N-Ship Business Pro™ more info >	Go to Service
Dashboard (PostalOne!) more info >	Go to Service
Electronic Data Exchange (PostalOne!) more info >	Go to Service
Electronic Verification System (eVS) more info >	Go to Service
Incentive Programs more info >	Go to Service
Mailer ID more info >	Go to Service
USPS Package Intercept more info >	Go to Service
USPS Ship Account Management (formerly PPC) more info >	Get Access
USPS Ship Disputes and Refund Requests more info >	Get Access
USPS Ship Reports (formerly PPC) more info >	Go to Service

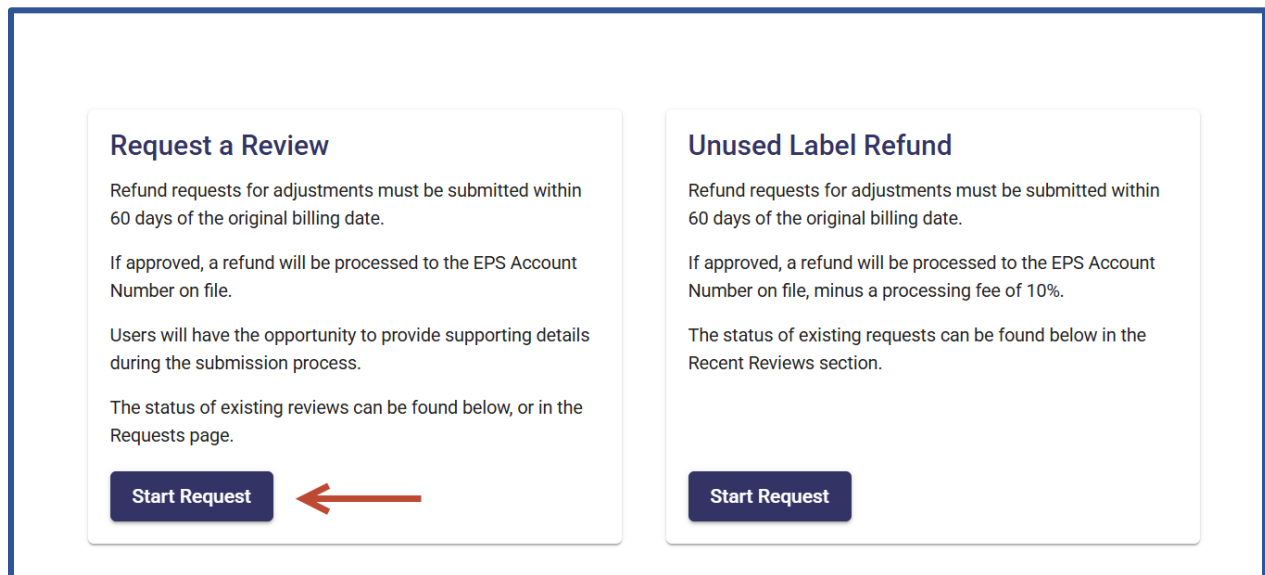
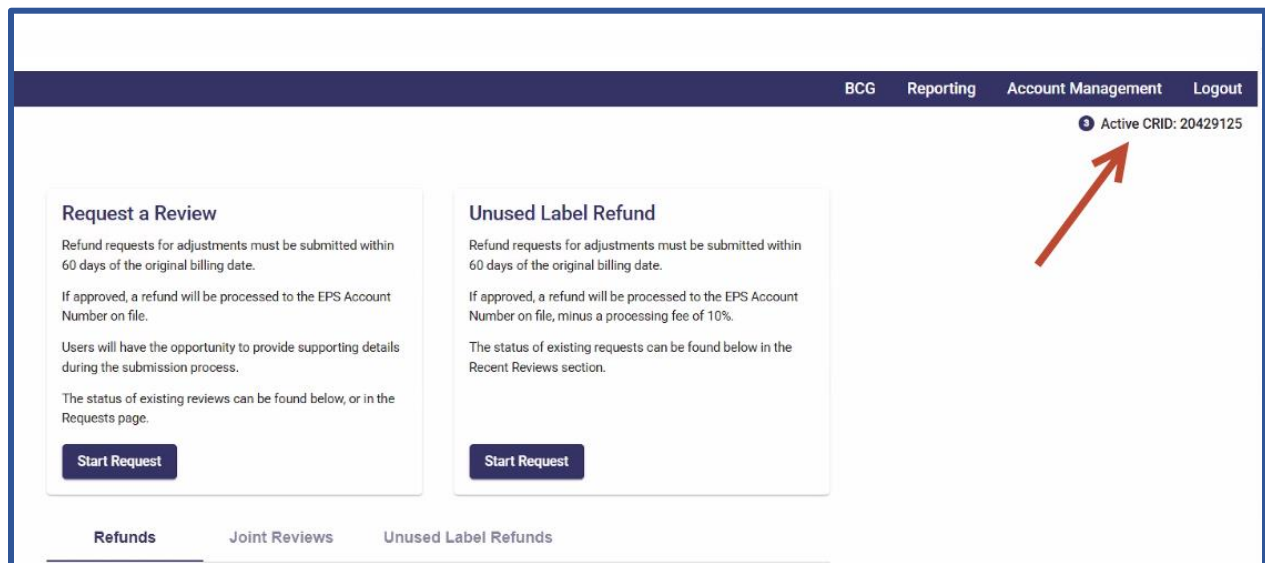
Other Links

[Centralized Account Processing System \(CAPS\)](#) - Electronic postage payment.

To start a dispute, a shipper must prepare a text file that consists of one or more EPS transactions and PIC(s)/Tracking Number(s) to be included in the dispute. This information can be found in the Commercial Mailing and Shipping Details report in EPS. Once the list of transactions and Tracking Number that are going to be disputed has been prepared, the shipper may initiate a dispute. Shippers must upload a text file that includes a list of packages to be reviewed. USPS Ship performs validations to ensure that the list is formatted correctly, and a transaction exists for the Tracking Numbers in question. Shippers will have the opportunity to provide supporting details during the submission process. A USPS Analyst reviews the dispute to determine if it is valid and should be approved. If the dispute is approved, then the shipper's EPS Account will be refunded. The status of each dispute is available in the application for shippers to review within the application.

Refund requests for adjustments must be submitted within 60 days of the original billing.

Step 1 – USPS Ship Disputes and Refunds Homepage – Click ‘Active CRID’ and select the correct CRID for the dispute. Shippers have the option to submit a Single or Bulk Dispute request via the Disputes and Refunds Homepage by selecting ‘Start Request’ under the Request a Review menu.



Step 2 – Select Request Type - Select Refund from the request type drop down and provide a Request Reason, Amount (\$), and a brief Description of the reason for a refund. Select Next to proceed to the next page when the correct Information is entered.

The screenshot shows the USPS 'Let's get started' form for a refund request. The form is titled 'Let's get started' and includes instructions: 'Tell us about what you are looking to have reviewed.' and 'Please be sure to check the contact information below and verify it is correct.' The form fields are: Company (empty), Email (lokesh.aggarwal@usps.gov), Contact Name * (pone Delta), Contact Phone * (7035393040), Request Type * (Refund), Request Reason * (Incorrect Assessed Weight), and Description * (Test). There are 'Cancel' and 'Next' buttons at the bottom.

The screenshot shows the USPS 'Let's get started' form for a refund request, with a dropdown menu open for the 'Request Reason *' field. The form fields are: Company (empty), Email (lokesh.aggarwal@usps.gov), Contact Name * (pone Delta), Contact Phone * (7035393040), Request Type * (Refund), Amount * (\$25.00), and Description * (Test). The dropdown menu for 'Request Reason *' lists the following options: Incorrect Assessed Weight, Incorrect Assessed Zone, Incorrect Assessed Class, Incorrect Assessed Average, Incorrect Assessed Duplicate, and Not My Package. There is a 'Cancel' button at the bottom.

Step 3 – Upload File Page – Shippers have the option to upload multiple file(s) one at a time to support the Refund request. There is a 1GB total upload limit.

Do you have any files to attach?

You can provide additional info about your review with supplemental documents.
Upload one or more files to include in the review below.

Total upload can be no more than 1GB in size and must be of an acceptable file type (.pdf, .xls/.xlsx, .doc/.docx, or .txt).

Drag and Drop files here to upload

(or)

Select file(s) to upload

CancelBackCreate Dispute

USPS

BCG Logout

Home Requests

Active CRID: 20429125

Disputes


Joint Reviews

Open Disputes

Create Date	Request Number	Request Status	Review Amount	Resolution Date	Refund Amount	
07-09-2024	103758	Dispute has been submitted successfully.				Details
05-16-2024	103269					Details
05-16-2024	103257					Details
05-09-2024	103182					Details
05-09-2024	103176	Processing	\$23.00	N/A	N/A	Details
05-02-2024	103140	Under Review	\$99.00	N/A	N/A	Details
04-26-2024	103031	Under Review	\$67.00	N/A	N/A	Details
04-19-2024	102979	Under Review	\$6.00	N/A	N/A	Details
04-09-2024	102938	Under Review	\$3.00	N/A	N/A	Details
04-09-2024	102938	Under Review	\$3.00	N/A	N/A	Details

After the files are uploaded and the Refund request is submitted, a USPS employee will begin reviewing the request.

Step 5 – Review Request Page – Shippers can review the status of their requests in the Open Refunds table.



BCGLogout

HomeRequests

Active CRID: 94821564

RefundsJoint ReviewsUnused Label Refunds

Open Refunds

Create Date	Dispute ID	Request Status	Review Amount	Resolution Date	Refund Amount	
04-23-2025	106947	Under Review	\$600.78	N/A	N/A	Details
04-23-2025	106946	Under Review	\$45.67	N/A	N/A	Details
03-26-2025	106889	Under Review	\$80.00	N/A	N/A	Details
03-26-2025	106888	Under Review	\$79.00	N/A	N/A	Details
03-26-2025	106887	Under Review	\$78.00	N/A	N/A	Details
03-26-2025	106886	Under Review	\$77.00	N/A	N/A	Details
03-26-2025	106885	Under Review	\$76.00	N/A	N/A	Details
03-26-2025	106884	Under Review	\$75.00	N/A	N/A	Details
03-26-2025	106883	Under Review	\$74.00	N/A	N/A	Details
03-26-2025	106882	Under Review	\$73.00	N/A	N/A	Details

Items per page: 101 – 10 of 49|<>>|

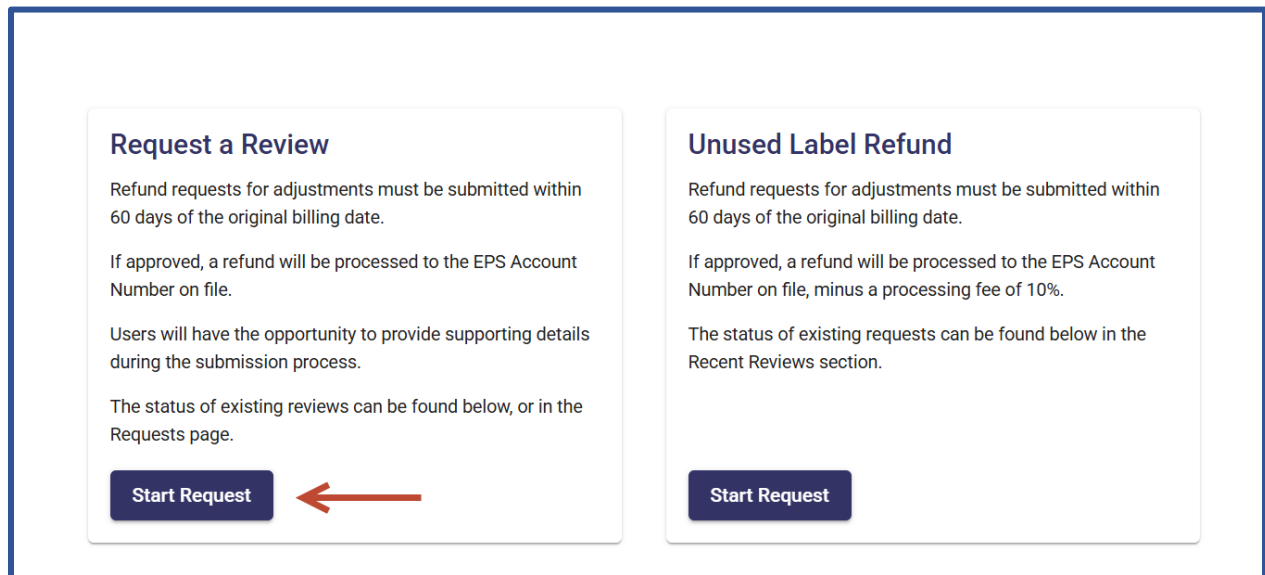
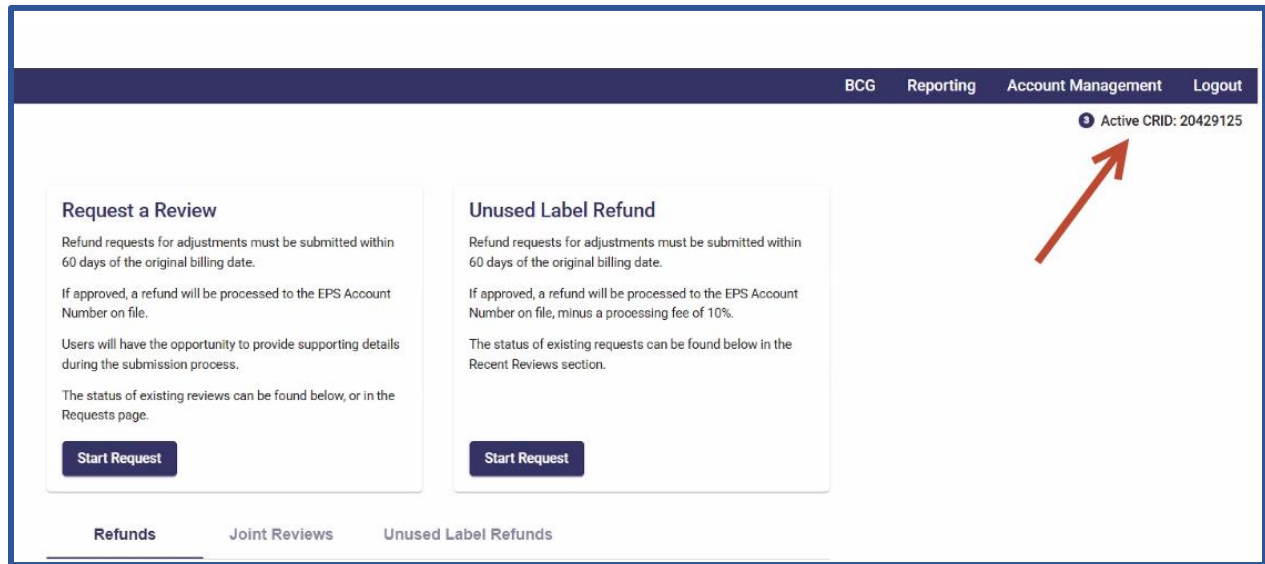
Closed Refunds

Create Date	Dispute ID	Request Status	Review Amount	Resolution Date	Refund Amount	
01-08-2025	106604	Approved	\$77.00	01-08-2025	N/A	Details
01-08-2025	106603	Approved	\$21.00	01-08-2025	N/A	Details
01-08-2025	106600	Rejected	\$12.00	01-08-2025	N/A	Details
11-05-2024	106348	Approved	\$50.00	11-13-2024	N/A	Details
05-22-2024	105987	Approved	\$10,745.97	12-23-2024	N/A	Details

Joint Reviews

Shippers can initiate a Joint Review for a pending assessment by accessing the USPS Ship Disputes and Refund Requests service on the BCG.

Step 1 – USPS Ship Disputes and Refunds Homepage – Click ‘Active CRID’ and select the correct CRID for the dispute. Shippers have the option to submit a Joint Review request via the Disputes and Refunds Homepage by selecting ‘Start Request’ under the Request a Review menu.



Step 2 – Request Joint Review - Select Joint Review from the Request Type dropdown, enter a reason for the Joint Review, and select the pending assessments for the previous month that they would like to have reviewed. Shippers will only be allowed to initiate a Joint Review if there is a pending assessment available on the screen.

Let's get started

Tell us about what you are looking to have reviewed.

Please be sure to check the contact information below and verify it is correct.

Company
PPCTEST

Email
oluwatosin.f.ashonibare@usps.gov

Contact Name *
Tosin Ash

Contact Phone *
3144482771

Request Type *
Refund
Joint Review

Request Reason *

Description *

Cancel

Next

Let's get started

Tell us about what you are looking to have reviewed.

Please be sure to check the contact information below and verify it is correct.

Company
PPCTEST

Email
oluwatosin.f.ashonibare@usps.gov

Contact Name *
Tosin Ash

Contact Phone *
3144482771

Request Type *
Joint Review

Month
May 2025

Assessment Type	Mail Class
<input type="checkbox"/> Duplicates	USPS Ground Ac
<input type="checkbox"/> Unmanifested	Parcel Select

Request Reason *
Incorrect Assessed Class
Incorrect Assessed Average
Incorrect Assessed Duplicate
Not My Package
Multiple
Other

Description *

Cancel

Next

Step 3 – Upload File Page – Shippers have the option to upload multiple file(s) one at a time to support the Refund request. There is a 1GB total upload limit.

Do you have any files to attach?

You can provide additional info about your review with supplemental documents.
Upload one or more files to include in the review below.

Total upload can be no more than 1GB in size and must be of an acceptable file type (.pdf, .xls/.xlsx, .doc/.docx, or .txt).

Drag and Drop files here to upload

(or)

Select file(s) to upload

Cancel

Back

Create Dispute

After the files are uploaded and the Joint Review request is submitted, a USPS employee will begin reviewing the request.

Step 4 – Review Request Page – Shippers can review the status of their requests in the Open Joint Reviews table.

Refunds

Joint Reviews

Unused Label Refunds

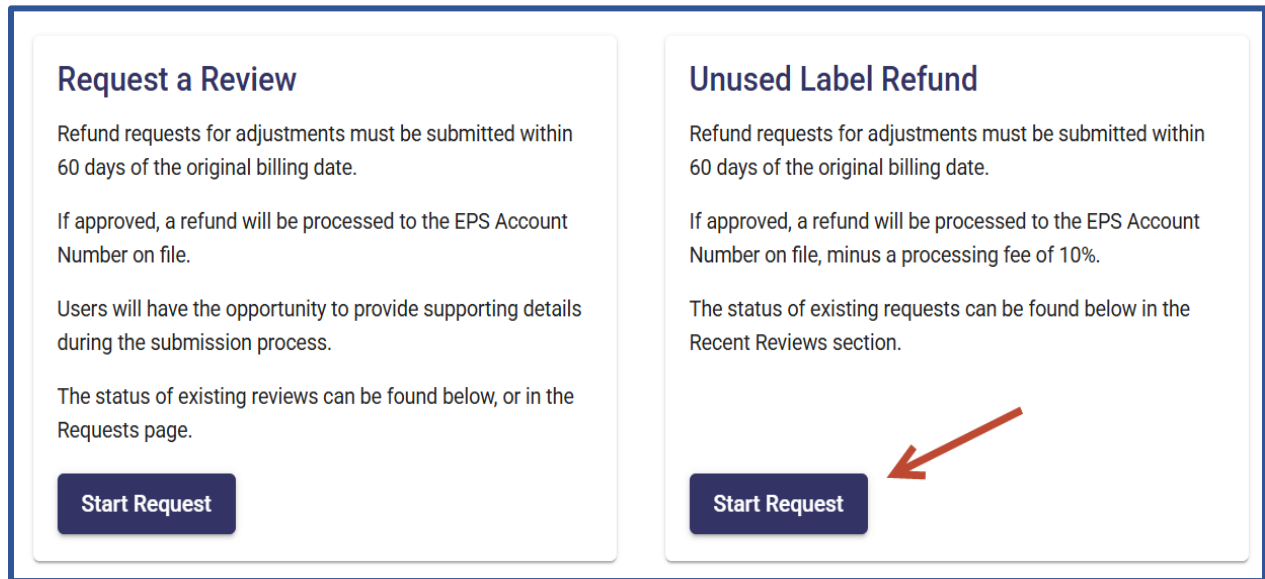
Open Joint Reviews

Create Date	Dispute ID	Request Status	Review Amount	Resolution Date	Refund Amount	
05-14-2025	107193	Under Review	\$2,450.75	N/A	N/A	Details
05-14-2025	107192	Under Review	\$458.99	N/A	N/A	Details
04-14-2025	107115	Under Review	\$876.12	N/A	N/A	Details

Unused Labels

Shippers can submit an Unused Label Refund Request through the USPS Ship Disputes and Refunds application for labels that were included in a Shipping Services File and charged to the EPA but not actually shipped.

Step 1 – USPS Ship Disputes and Refund Requests Homepage – Shippers have the option to submit an Unused Label Refund request via the USPS Ship Disputes and Refunds Request Homepage



Request a Review

Refund requests for adjustments must be submitted within 60 days of the original billing date.

If approved, a refund will be processed to the EPS Account Number on file.

Users will have the opportunity to provide supporting details during the submission process.

The status of existing reviews can be found below, or in the Requests page.

Start Request

Unused Label Refund

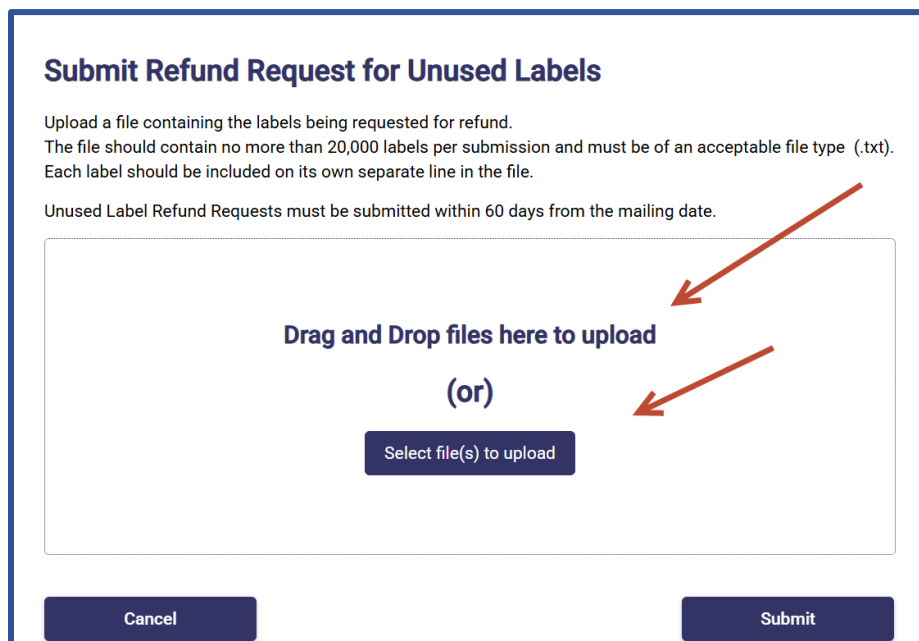
Refund requests for adjustments must be submitted within 60 days of the original billing date.

If approved, a refund will be processed to the EPS Account Number on file, minus a processing fee of 10%.

The status of existing requests can be found below in the Recent Reviews section.

Start Request

Step 2 - Upload File Page – Shippers must upload a file containing the labels being requested for a refund. Note: Only .txt files are accepted.



Submit Refund Request for Unused Labels

Upload a file containing the labels being requested for refund.
The file should contain no more than 20,000 labels per submission and must be of an acceptable file type (.txt).
Each label should be included on its own separate line in the file.

Unused Label Refund Requests must be submitted within 60 days from the mailing date.

Drag and Drop files here to upload

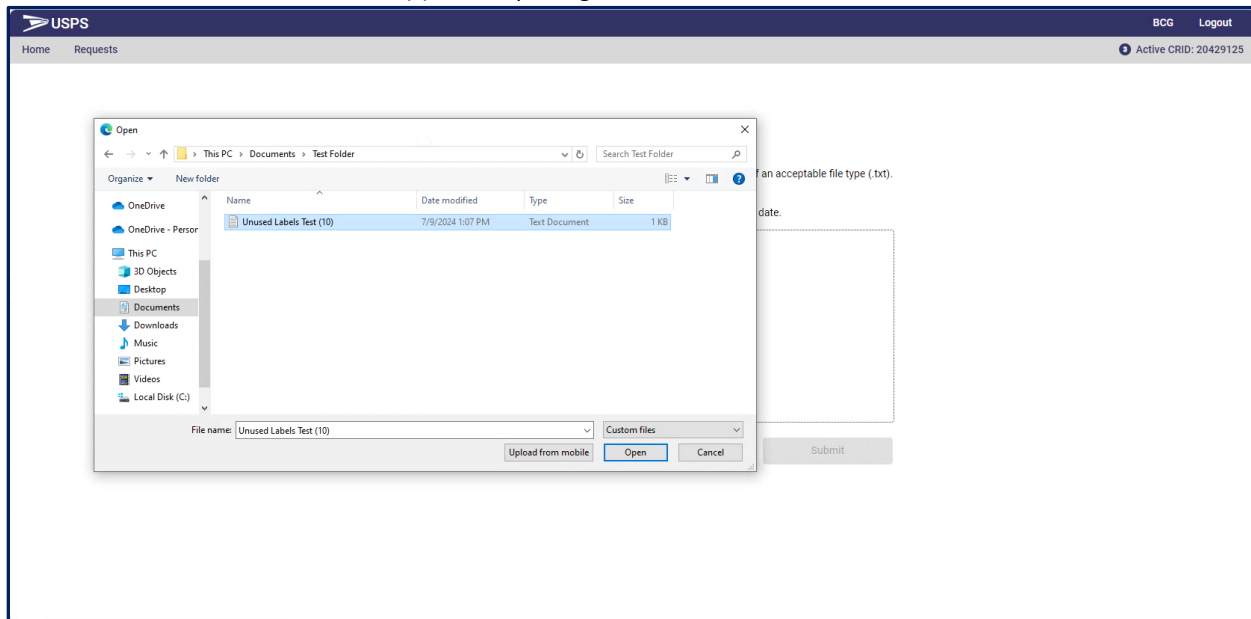
(or)

Select file(s) to upload

Cancel

Submit

Step 3 - File Explorer Pop Up Page – Shippers can upload a text file by selecting the file from file explorer. The text file must include valid Transaction ID(s) for the packages to be reviewed.



Step 4 – Submit Uploaded Files – When shippers select the 'Submit' button, the successful submission page is displayed.

Submit Refund Request for Unused Labels

Upload a file containing the labels being requested for refund.
The file should contain no more than 20,000 labels per submission and must be of an acceptable file type (.txt).
Each label should be included on its own separate line in the file.

Unused Label Refund Requests must be submitted within 60 days from the mailing date.

Drag and Drop files here to upload

(or)

Select file(s) to upload

Filename	File Size	
New 1.txt	12 Bytes	Remove

Cancel

Submit

Step 5 – Review Request Page – Shippers can review the status of their requests in the Unused Labels Refunds table.

Request a Review

Refund requests for adjustments must be submitted within 60 days of the original billing date.

If approved, a refund will be processed to the EPS Account Number on file.

Users will have the opportunity to provide supporting details during the submission process.

The status of existing reviews can be found below, or in the Requests page.

[Start Request](#)

Unused Label Refund

Refund requests for adjustments must be submitted within 60 days of the original billing date.

If approved, a refund will be processed to the EPS Account Number on file, minus a processing fee of 10%.

The status of existing requests can be found below in the Recent Reviews section.

[Start Request](#)

Refunds

Joint Reviews

Unused Label Refunds

Unused Label Refunds

Create Date	Dispute ID	Accepted	Rejected	Source	File Size	
04-09-2025	106920	3	0	New 1_04-09-2025_18-...	106 Bytes	Download