SHIPPING SERVICES USPS PACKAGE INTERCEPT MAY 2015

United States Postal Service

USPS CONFIDENTIAL & RESTRICTED INFORMATION



Disclaimer

Information conveyed in this document is preliminary. The information in this document is intended to give vendors and service providers preliminary information on upcoming technical changes for USPS Package Intercept service. The U.S. Postal Service reserves the right to change the information conveyed in this document without prior notice.

Information in this document is derived from official U.S. Postal Service publications, including the Domestic Mail Manual. Where there is conflict, the official publications take precedence over this document.

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1 Introduction

USPS Package Intercept is a fee-based service offered for:

- All domestic mail classes except Standard Mail and Periodicals.
- Letters, flats or parcels with a unique Intelligent Mail package barcode (IMpb), legacy Confirmation Services barcode (such as USPS Tracking or Signature Confirmation), or an Extra Services barcode (such as Certified Mail, or Registered Mail) tracking number. See examples below:



Exhibit A: Examples of Label (or receipt) numbers

USPS Package Intercept replaced the "Recall of Mail" service previously offered to customers. USPS Package Intercept service is currently available to commercial and retail customers by completing the redesigned PS Form 1509, *Sender's Request for USPS Package Intercept Service* (previously *Sender's Application for Recall of Mail*).

A label (or receipt) number is a prerequisite of the program to enable customers to request USPS Package intercepts.

At the mailer's request, mailpieces are intercepted at the initial destination delivery unit and redirected back to the mailer.

2 Commercial USPS Package Intercept

Commercial customers can register for USPS Package Intercept service online through the Business Customer Gateway (BCG). This service has the following features:

• Available online for registered business/commercial customers through BCG.

- USPS Package Intercept service will support individual requests as well as in bulk, using a file upload.
- Payment of the USPS Package Intercept fee must be made using a Permit Imprint account that must be linked to a Centralized Account Payment System (CAPS) Debit account.
- Available for mailpieces with a unique USPS Tracking number and dimensions of 108 inches (length + girth) and under.
- Customers have the following options:
 - Return back to the mailer.
 - o Redirect to a new domestic delivery address.
 - Redirect as Hold For Pickup to a valid Hold For Pickup Post Office. .
- Intercepted mailpieces will be redirected as requested by the mailer using Priority Mail, except when an intercepted mailpiece is returned to the mailer, and was originally mailed as Priority Mail Express or First-Class Mail. For example, for a mailpiece that was mailed as Priority Mail Express, and a USPS Package Intercept service is requested for the mailpiece with the Return to Sender option, then the mailpiece would be returned using Priority Mail Express service.
- The customer pays for the USPS Package Intercept fee per mailpiece, but does not pay additional postage if the intercepted mailpiece is being returned to the mailer and was originally mailed as Priority Mail Express, Priority Mail or First-Class Mail.
- Mailpieces originally mailed as Registered Mail may only be returned to the mailer, and must be returned as a Registered Mail mailpiece. The returning mailpiece will be charged a new Registered Mail fee. This fee maintains the required Registered Mail service until the mailpiece is at its final disposition.
- Priority Mail Commercial Base pricing is used to determine postage of the intercepted mailpiece, and is based on Flat Rate packaging or weight and zone price from the intercepted location to the new delivery destination.

This fee is charged to the customers CAPS DEBIT account at the point of interception.

- Customers can purchase the following additional Extra Services for the redirected Priority Mail mailpiece;
 - Adult Signature Required.
 - Adult Signature Restricted Delivery.
 - Insurance (customer cannot purchase more insurance than what was purchased on the original mailing).
 - Signature Confirmation.

Note: If a mailpiece originally was mailed as Registered Mail, the intercepted mailpiece must be returned as Registered Mail, and the customer must pay the required Registered Mail fee.

- The customers CAPS DEBIT account is charged the USPS Package Intercept fee upon successful intercept of the mailpiece.
- Priority Mail postage and any applicable Extra Services are charged to the customer's CAPS DEBIT account after the mailpiece has been intercepted.
- Post Office will be automatically notified of USPS Package Intercept requests.
- A new label with a new tracking number is included with the redirected Priority Mail mailpiece.
- The Postal Service will support the production of Priority Mail 4 x 6
 Intelligent Mail package barcode (IMpb) USPS Package labels. One of
 these labels can be used to redirect the mailpiece as requested by the
 mailer if the mailpiece is intercepted.
- Automated customer notification on the status of the service request will be available through email, through the USPS Package Intercept history report within the USPS Package Intercept application.
- Scan data on mailpieces is available through the customer extract file from the Product Tracking & Reporting system (PTR).

3 Scope

The scope of this document applies to high-level service requirements as they relate to the USPS Package Intercept service, documented in updated DMM 507.5. Additional information on changes to DMM 507.5 is available at http://pe/FederalRegisterNotices.asp or

http://www.gpo.gov/fdsys/pkg/FR-2012-03-28/html/2012-7356.htm

The Commercial USPS Package Intercept user guide is also accessible on the USPS Package Intercept application website

3.1 Online request through the BCG

Access to the USPS Package Intercept application is through the Business Customer Gateway (BCG), which can be accessed from the lower right hand section of the footer on USPS.com or directly at https://gateway.usps.com. The following criteria must be met to use the USPS Package Intercept application:

- 1. Customer must be a registered BCG user.
- 2. A permit imprint linked to a valid CAPS debit account must be associated to the Customer Registration ID (CRID) for the business location.
- The Customer must have access to the Manage Mailing Activity and Mailer ID services on BCG.
- 4. Customer must request access to the USPS Package Intercept service via BCG.
- Each business location, identified by a CRID, is required to have a USPS Package Intercept Business Service Administrator (BSA).
- 6. The USPS Package Intercept BSA will manage and grant access to the USPS Package Intercept service to other users of the same CRID.

Additional information on requesting access to services on BCG can be found at: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm

4 Method

Upon successful login to the USPS Package Intercept application, customers will have the ability to a place multiple requests by uploading a single file through a bulk request process or by placing individual requests through the USPS Package Intercept application website.

4.1 Extract Files

Mailers who wish to receive tracking information about their mailpieces may receive Extract Files which contain the scan events for their mailpieces. To receive Extract Files from the USPS Product Tracking & Reporting system (PTR) mailers need a Mailer ID and an SFTP or FTP account set up to receive Extract Files. The information below provides the steps needed for establishing an SFTP or FTP account to receive Extract Files.

4.1.1 Mailers with a Mailer ID (MID) and an SFTP or FTP Account

Mailers who currently have a Mailer ID (MID) and an SFTP or FTP account where tracking data is received need to do nothing further to receive Extract Files from the Product Tracking System. This Mailer ID will be used by USPS WebTools to populate the Mailer Owner ID field in the Shipping Services File transmitted by WebTools when the item is found and redirected as requested.

4.1.2 Mailers without a Mailer ID or FTP Account

Mailers who don't have a Mailer ID should request one through the USPS Business Customer Gateway. Additionally they should request a Shipping Services profile with "Labels with Extract File". Once this is completed, they will be provided a Logon ID and password to receive Extract Files.

4.2 Bulk USPS Package Intercept Request

Customers using the Bulk USPS Package Intercept request process will be required to upload a file to the USPS Package Intercept application. The required file format for the file upload is indicated in section 4.1.1. The USPS Package Intercept application will process the uploaded file and

provide error validation on the content of the file. Customers are provided with information on system-accepted USPS Package Intercept requests and additional feedback on requests that were not accepted.

Note: Payment will be charged for all successfully intercepted USPS Package Intercept requests to the applicable CAPS debit account, and only one permit number can be used per file upload.

4.2.1 File Format for Commercial USPS Package Intercept

This is the file format for uploading multiple requests to the Commercial Package intercept system. Users can create the file at their own discretion and upload it via the CPI interface.

4.2.1.1 File Naming

The name of the file should be unique. The naming convention for the file should be 'MAILERID_YYYYMMDDHHMM.txt' MailerID is the 9 or 6 digit Mailer ID of the customer YYYY = year MM = numeric representation of the month DD = day of the month HHMM = the hour and minute of the file generated.

Eg: '959375937_201305061642.txt'

4.2.1.2 File Format

The Intercept file is a pipe-delimited text file, containing one header record and multiple detail records. Each record should be per line and a carriage return at the end of record. The start of a record should not include a pipe; however the end of the record can contain a pipe.

4.2.1.3 File Layout

File will be laid out with a header row and can have multiple detail rows.

At present, the file can have 50 detail records

4.2.1.4 Record Details

4.2.1.4.1 Position (Pos)

The number of this record element. The first is 1, the second 2 and so on.

4.2.1.4.2 Field Name List

The name of the field.

4.2.1.4.3 Required (Req) List first.

Whether or not the field(s) is required.

Y – Yes

N – No

C – Conditional (See notes for details)

4.2.1.4.4 Format (size)

The expected format of the record and its expected maximum length. Formats are noted as follows:

N – Numeric

A/N – Alphanumeric

Unless otherwise noted, spaces are implicitly valid whitespace.

The expected maximum length of the field is noted parenthetically after the format. Thus a field labeled A/N (20) is alphanumeric, and expected to be up to 20 characters. Content may be shorter if content rules allow fewer characters. Where specified by content rules, the field must be the exact length. Fields longer than the maximum will be treated as malformed data and rejected.

4.2.1.4.5 Description

Description of the field.

4.2.1.4.6 Example

An example of a valid record.

4.2.1.4.7 Content Rules and Limitations

Any notes regarding the field, including additional format or content limitations.

4.2.1.5 File Details

1. FILE DETAILS – HEADER RECORD

Record Position	Field Name	Required Field	Format (Size)	Description	Example	Content Rules and limitations
	_		-	-	-	
1	Header Field	Y	(A/N)2	A two-character constant that identifies a header record.	H1	
2	Version Number	Y	(A/N)4	This field determines the version of the file format	0036	
3	Company CRID	Y	N (15)	CRID for the Permit account to be charged for this intercept request.	21456034	CRID.
4	Mailer MID	Y	A/N (9)	This is the MID which will be used to generate an extract report.	959375937 (9 digit MID) or 256893 (6 digit MID)	MID To receive extract file from PTS. MID must match MID for extract file process When appropriate this should be the parent MID.
5	PermitID	Y	N(10)	Permit ID to be charged for this intercept request.	1855000	

2. FILE DETAILS – DETAIL RECORD

Record Position	Required field	Field Name	Format (Size)	Description	Example	Content Rules and limitations
1	Y	Detail record	(A/N)2	A two- character constant that identifies a detail record.	D1	
2	Y	USPS Package Identification Code	A/N(34)	Tracking Number of the package or mailpiece to be intercepted.	92123912345678 12345670	Tracking Number of the original mailpiece.
3	Y	Intercept Type	A/N(3)	Action to be taken with the package or mailpiece.	A01	A01 – Return to Sender A02 – Redirect to New Address A03 – Redirect to Hold For Pickup
4	C	Extra Service Code: Confirmation	N (3)	Request for signature confirmation for intercept.	921	921 – Signature Confirmation 922 – Adult Signature 923 – Adult Signature Restricted Delivery Only include if
						confirmation is requested. Otherwise, leave blank.
5	C	Extra Service Code: Insurance	N (3)	Request for insurance for an intercept.	931	930 – Insurance <=\$500 931 Insurance >\$500 Only include if intercept is to
						be insured. Otherwise, leave blank.

Record Position	Required field	Field Name	Format (Size)	Description	Example	Content Rules and limitations
6	С	Value of Article	N (12)	Amount of money original mailpiece was insured for.	500.00	Explicit decimal. Required for insured mail
7	C	Insurance Amount	N (12)	Amount of insurance on redirections	500.00	E Explicit decimal. Required for insured mail Note – A redirect may not be insured for a greater value than the original delivery.
8	С	Redirect Recipient Name	A/N(48)	Ship to name of Addressee	John Doe	This field must be used for the new destination address for Redirect and Hold For Pickup. (Post Office name for Hold For Pickup)
9	С	Redirect Address Line 1	A/N(48)	Delivery Address in the destination address	123 Main St.	This field must be used for the new destination address for Redirect and Hold For Pickup. (Post Office address for Hold For Pickup)
10	N	Redirect Address Line 2	A/N(48)	Delivery Address in the destination address	Apartment 3b	Field used for the second line of address information

Record Position	Required field	Field Name	Format (Size)	Description	Example	Content Rules and limitations
11	C	Redirect City Name	A/N(28)	City name of the destination address	Herndon	This field must be used for the new destination address for Redirect and Hold For Pickup. (Post Office for Hold For Pickup)
12	C	Redirect State	A/N(2)	Two- character state code of destination address	VA	This field must be used for the new destination address for Redirect and Hold For Pickup. (Post Office for Hold For Pickup)
13	С	Redirect ZIP Code	N(5)	Destination 5- digit ZIP code	20170	This field must be used for the new destination address for Redirect and Hold For Pickup. (Post Office for Hold For Pickup)
14	N	Redirect ZIP+4 Code	A/N(4)	Destination ZIP+4 add on of Domestic ZIP Code	2563	This field must be used for the new destination address for Redirect and Hold For Pickup. Optional (Post Office for Hold For Pickup)
15	N	Redirect Urbanization Code	A/N(28)	Destination urbanization code	URB LAS GLADIOLAS	This field is used for Puerto Rico address only

Record	Required field	Field Name	Format (Size)	Description	Example	Content Rules and
Position 16	Y	Field Name Original Delivery Recipient	A/N(48)	Ship to name of Addressee	John Doe	limitations Original destination Recipient Name
17	Y	Original Delivery Address	A/N(48)	Delivery Address in the destination address	123 ABC St.	Original destination address
18	N	Original Delivery Address Line 2	A/N(48)	Delivery Address in the destination address	Suite 2A	Field used for the second line of address information
19	Y	Original City Name	A/N(28)	City name of the destination address	Herndon	Original destination City
20	Y	Original State	A/N(2)	Two- character state code of destination address	VA	Original destination State
21	Y	Original Delivery ZIP Code	N(5)	Destination 5- digit ZIP code	20170	Original destination ZIP Code
22	N	Original Delivery ZIP+4 Code	A/N(4)	Destination ZIP+4 add on of Domestic ZIP Code	2563	Original destination ZIP+4 Code
23	N	Original Urbanization Code	A/N(28)	Destination urbanization code	URB LAS GLADIOLAS	This field is used for Puerto Rico address only
24	Y	Sender Email	A/N(64)	Email contact for original sender	Joe@email.com	
25	Y	Sender Name	A/N(48)	Ship to name of Original sender	John Doe	
26	Y	Sender Address	A/N(48)	Delivery Address in the destination address	123 XYZ St.	
27	N	Sender Address Line 2	A/N(48)	Delivery Address in the destination address	Unit 10	

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Record Position	Required field	Field Name	Format (Size)	Description	Example	Content Rules and limitations
28	Y	Sender City	A/N(28)	City name of the destination address	Silver Spring	
29	Y	Sender State	A/N(2)	Two- character state code of destination address	MD	
30	Y	Sender ZIP Code	N(5)	Destination 5- digit ZIP code	20910	
31	N	Sender ZIP+4 Code	A/N(4)	Destination ZIP+4 add on of Domestic ZIP Code	8889	
32	N	Sender Urbanization Code	A/N(28)	Destination urbanization code	URB LAS GLADIOLAS	
33	С	HFPU Recipient Email	A/N(64)	Email of recipient	joe@joe.net	For use with Hold For Pickup
34	С	HFPU Recipient SMS	A/N(64)	SMS of Recipient	2028675309@txt.att.net	For use with Hold For Pickup

Note: Redirect Fields and Hold For Pickup

In the case of a redirect as Hold For Pickup, the redirect address fields should be for information on the Post Office where the mailpiece is being redirected.

4.3 Sample Data

3 records + header row

H1|0036|21456034|000375937|1855000

D1| 9212391234567812345670| A01|921|931|200.00|200.00|John Doe|123 Main Street|Apt 2|New York|NY|11212|1234| |Chris|8245 boone blvd|Apt 640|Vienna|VA|22182|1234| Joe@email.com |Raymond|123 Charles street||Washington|DC|20001|2621|

D1| 910596900872600000002| A02|924|931|200|200|John Doe|123 Main Street|Apt 2|New York|NY|11212|1234| |Robert|8245 david st|Apt 640|Fairfax|VA|22033|1234| <u>|rob@email.com</u> |Jerry|1230 Calle Amapolas|Apt 103|Carolina|PR|00979|1126| URB LAS GLADIOLAS

D1| 000596900872600000002| A02|921|931|200|200|John Doe|4410 brookfield corporate dr||Chantilly|VA|20151|9998| |Robert|8245 david st|Apt 640|Fairfax|VA|22033|1234| <u>lrob@email.com</u> |Jerry|123 Charles street||Washington|DC|20001|2621| |

4.4 Individual USPS Package Intercept Request

Customers will also have the ability to place individual USPS Package Intercept requests by filling out the requested information in the USPS Package Intercept application.

The USPS Package Intercept application will process the request and provide error validation on the data provided by the customer. Customers are provided with information on system-accepted USPS Package Intercept requests and additional feedback on requests that were not accepted.

Note: Payment will be charged to the customer's account for all successfully intercepted and redirected USPS Package Intercept requests.

4.5 USPS Package Intercept "Ineligible" Scan Events

The USPS Package Intercept fee is only charged when a mailpiece is successfully intercepted. The fee is non-refundable.

Customers are advised to check the status of the mailpiece by using the USPS Tracking tool at USPS.com prior to placing a request. If one of the scan events listed below is displayed, the mailpiece cannot be intercepted.

Description / Displayed Text Scan Events 1 01 DELIVERED 2 06 FORWARDED 3 09 **RETURN TO SENDER** 4 11 SENT TO MAIL RECOVERY CENTER 5 13 AUTHORIZED AGENT 6 17 PICKED UP BY SHIPPING AGENT 7 21 NO SUCH NUMBER 8 22 INSUFFICIENT ADDRESS 9 23 MOVED, LEFT NO ADDRESS 10 24 FORWARD EXPIRED 11 25 ADDRESSEE UNKNOWN 12 26 VACANT 13 27 UNCLAIMED 14 28/29 **RETURN TO SENDER** 31 15 **RETURN TO SENDER / NOT PICKED UP** DEAD MAIL / DISPOSED BY POST OFFICE 16 32 17 33 DEAD MAIL / SENT TO RECOVERY CENTER 18 42 USPS HAND OFF TO SHIPPING PARTNER 19 43 PICKED UP 20 44 CUSTOMER RECALL 21 DISPATCHED FROM USPS INTERNATIONAL 45 SERVICE CENTER

The following provides a list of "Ineligible" scan events.

5 Payment Processing

Payments for USPS Package Intercept service fee and any applicable corresponding Postage fees are electronically collected via the customer's CAPS DEBIT account.

- Payment for USPS Package Intercept is posted to the customer's CAPS DEBIT account upon successful intercept of the mailpiece. Payment posted to the customer's account is a total of all requests placed during a single transaction. For example, if a customer places a request to intercept five mailpieces, the total amount debited from the customer's account is five times the USPS Package Intercept fee.
- Payment for Priority Mail postage and Extra Service fees are charged to the customer's CAPS DEBIT account after the mailpiece has been found and redirected. Priority Mail Postage is based on weight and zone or Flat Rate fee, whichever is applicable.

Information on the USPS Package Intercept fee is available at http://pe.usps.com/text/dmm300/Notice123.htm#1179669

6 Customer Notification

Customer notifications are provided online through the USPS Package Intercept application. Request status and service updates are provided by email or file extract from PTR based on the scan events.

7 Reports

Customers will have reports available to track the status of USPS Package Intercept transactions. Information is provided through the USPS Package Intercept application interface and can be accessed through the BCG at https://gateway.usps.com/bcg/login.htm.

7.1 USPS Package Intercept Application Reports

• Summary of recent USPS Package Intercept requests, including current status.

• Detailed view of USPS Package Intercept requests, including new address, services requested, status and, if intercepted, the new tracking number.

7.2 USPS Business Customer Gateway – PostalOne!

New Priority Mail postage generated through the successful completion of a USPS Package Intercept request will be added to the VIEW TRANSACTIONS report on the BCG.