Electronic Merchandise Return Service

USPS Web Tools™

Application Programming Interface

User's Guide

Document Version 9.1 (08/15/08)

To Our Customers

In registering for use of the USPS Web Tools™ (Web Tools), you received a user ID that will allow you to begin sending calls to the server when you are ready. Any additional information or contact with you will occur as indicated on the registration form, please return to the Web Tools documentation website for the most recent documentation from any of the Web Tools.

If you require technical support, contact the USPS Internet Customer Care Center (ICCC). This office is manned from 7:00 AM to 11:00 PM EST daily.

E-mail address: icustomercare@usps.com

Telephone: 1-800-344-7779 (7:00 AM to 11:00 PM EST daily)

USPS Customer Commitment

The United States Postal Service fully understands the importance of providing information and service anytime day or night to your Internet and e-commerce customers. For that reason, the USPS is committed to providing 24 x 7 service from our Web Tools servers, 365 days a year.

Trademarks

Express Mail, First-Class Mail, Global Express Mail, GXG, Global Priority Mail, Parcel Post, Parcel Select, Priority Mail, USPS, and ZIP + 4 are registered trademarks of the U.S. Postal Service.

Delivery Confirmation, Global Express Guaranteed, International Parcel Post, Priority Mail Global Guaranteed, Signature Confirmation, USPS Web Tools, and ZIP Code are trademarks of the U.S. Postal Service.

Microsoft and Visual Basic are registered trademarks of Microsoft Corporation.

Adobe Acrobat and Adobe Reader are trademarks of Adobe Systems Incorporated.

DUNS is a registered trademark of Dun & Bradstreet.

©Copyright 2004-2008 United States Postal Service

Table of Contents

1.0 Introduction To Web Tools 1
1.1 Implementation Overview 1
Step 1: Register 3
Step 2: Test Your XML 3
Step 3: Call ICCC for Sample Label Privileges 3
Step 4: Run Transactions to Produce Sample Labels & Print Output 3
Step 5: Obtain a Merchandise Return Service Permit 3
Step 6: Submit Customized Labels for Certification (Customized Labels Only) 4
Step 7: Receive Certification from the ICCC (Customized Labels Only) 4
Step 8: Go Live with Your Web Tool 5
1.2 User ID Restrictions 5
1.3 USPS Corporate Branding Guidelines 5
1.3.1 Preferred Reference 6
1.3.2 Alternative Reference 6
1.3.3 Trademark Ownership and Use 6
1.4 XML Overview 7
1.5 Error Responses 7
1.6 Structure of this Guide 8
2.0 Electronic Merchandise Return Service Overview 9
2.1 Optional Delivery Confirmation 11
2.2 Basic Standards and Classes of Mail 13
2.3 Other EMRS Web Tool Optional Extra Services 13
2.3.1 Insurance 13
2.3.2 Mailing Acknowledgment 14
2.3.3 Return Merchandise Authorization Number 14
2.3.4 RMA Barcode 15
2.3.5 Example with Different Options 15
2.4 Aviation Mail Security & Hazardous Materials 18
3.0 Electronic Merchandise Return Service v4 19
3.1 Electronic Merchandise Return Service Request 19
3.1.1 API Signature 19
3.1.2 Request Diagram 20
3.1.3 Request Parameters 25
3.1.4 Request Example #1 28
3.1.5 Request Example #2 29

3.2 Electronic Merchandise Return Service Response 30
3.2.1 Response Diagram 30
3.2.2 Response Parameters 32
3.2.3 Response Example #1 34
3.2.4 Response Example #2 34
3.2.5 Tagged Label Diagram 35

Appendix A: Delivery Confirmation Product Tracking System Extract File Retrieval 38

Appendix B: Electronic Merchandise Return Service Notification 41

1.0 Introduction To Web Tools

The USPS Web Tools allow developers of web-based and shrink-wrapped applications access to the on-line services of the United States Postal Service (USPS). They provide easy access to shipping information and services for your customers. Your customers can utilize the functions provided by the USPS without ever leaving your web site. Once the Web Tools are integrated, your server communicates through the USPS Web Tools server over HTTP/s using XML (eXtensible Markup Language).

Important: Implementing these Web Tools requires experienced programmers who are familiar with Internet and web site development tools and techniques.

There is a *Web Tools User's Guide* for each Web Tool listed on the Web Tools documentation website. These user guides provide examples of the XML transactions to the USPS Web Tools server and guidance for installation.

1.1 Implementation Overview

As shown below, before you go live with the Electronic Merchandise Return Service Web Tool, you must perform testing, and if you are planning to create your own customized labels, you must get your customized label certified. Following the diagram is a brief description of the steps illustrated.

Register Online

Users only have to register once at www.usps.com to download and install Web Tools.

Test Your XML

All Web Tools must be tested using the test scripts provided in this guide.

Call the ICCC

After successful testing, call the ICCC.

The ICCC Grants Sample Privileges

After the ICCC verifies your test results, it allows you access to the server to produce Sample labels only.

At this point in the process, if you're going to use the label returned by the Web Tool, follow this track.

Produce Sample Labels

Follow the instructions in this guide to run Sample label transactions.

Print Sample Labels Returned by Web Tool

Print Sample labels and check for quality.

Obtain a Merchandise Return Service Permit

Obtain a permit from your local post office.

Call the ICCC

The ICCC will grant access to use Live data. Your Web Tool is now ready for public use.

Go Live With Your Web Tool!

If you're going to create your own label, follow this track.

Produce Sample Labels

Run a Sample transaction. If you are using Delivery Confirmation, use the Delivery Confirmation number and Insurance cost (if applicable) returned on the label when creating your customized label.

Obtain a Merchandise Return Service Permit

Obtain a permit from your local post office.

Mail Your Customized Labels for Certification

Send 10 customized labels with the "Customized Web Tools Label Submission Form" in Appendix B.

Receive Notification of Certification

The ICCC will notify you when your labels are certified. At this time, they will grant access to use Live data.

Go Live With Your Web Tool!

Step 1: Register

To use the USPS Web Tools you must be a registered user. Once registered, you will have received a user ID and test server URL.

If you have not registered, go to http://www.usps.com/webtools/ and follow the instructions to register.

Step 2: Test Your XML

The next step is to test your Web Tool. As a registered user you have been granted access to the test server. See the Developer's Guide to Web Tools APIs for more information on testing.

Step 3: Call ICCC for Sample Label Privileges

Once you have your XML test transactions and have confirmed the XML responses, contact the Internet Customer Care Center (ICCC) (e-mail address: icustomercare@usps.com; telephone: 1-800-344-7779 from 7:00AM to 11:00PM ET) and request Sample label privileges. The ICCC will verify your test results and validate your user ID for producing Sample labels.

Once you have been validated by the ICCC, you will be able to connect to the Web Tools production server. Unlike the test server, the production server will accept live data. Note that once you have access to the production server you may still test against the test server.

Step 4: Run Transactions to Produce Sample Labels & Print Output

At this stage of the process, you are only authorized to send Sample label data ("Certify" version of the requests produce Sample labels which cannot be mailed). If the Sample labels are satisfactory and you intend to use the labels returned by the Web Tool, instead of creating your own, you then must notify the ICCC. After they verify the quality of the Sample label, they then grant you full production access. You are now ready to go live with your Web Tool (After obtaining a Merchandise Return Service Permit, as described in Step 5, skip to Step 8 in this section).

If, however, you plan to create your own customized label or modify the image returned in any way, you still have two more steps before going live.

Step 5: Obtain a Merchandise Return Service Permit

A Merchandise Return Service permit is required for Electronic Merchandise Return Service. Merchandise Return Service may be established at any post office in the United States and its Territories and Possessions, or at any U.S. military post office overseas (APO/FPO). It is not available for any foreign country.

If you do not have a valid Merchandise Return Service permit, you need to submit the following items to the local post office that will be delivering your return merchandise:

1. A completed USPS Form 3615 (available at your local post office or on the USPS website).
2. Payment for the annual permit fee.
3. The sample Electronic Merchandise Return Service Notification label provided in the appendix.

Print the Notification label and submit to your local post office ***as is***. Do not alter the image.

Important: When printing PDF files with barcodes, be sure that the "Fit to Page" option in the print dialogue box of Adobe Acrobat is unchecked.

Step 6: Submit Customized Labels for Certification (Customized Labels Only)

After creating your label (see Developer's Guide to Web Tools APIs), the certification process for your customized or modified labels requires the following:

1. Print ten of your customized (or modified) labels.
2. Complete the National Customer Support Center Customized Web Tools Label Submission form in the appendix of this guide. You can either print the form from this file and fill out with a pen, or copy the form to a Microsoft Word file and fill out electronically before printing and signing.
3. Mail the completed form, along with the ten labels, to the address on the form.

Questions about the label certification process may be directed to USPS National Customer Support Center (NCSC) support staff at 1-800-344-7779. Be sure to mention that you are a Web Tools customer.

Step 7: Receive Certification from the ICCC (Customized Labels Only)

Your labels will be reviewed within two business days. If the labels fail the certification test, you will be contacted. If the labels pass, you will be notified by the ICCC and you will be granted access to send XML transactions using your Live data.

Important:

Image or System Testing—Any remaining needs for testing your system should be carried out against the Sample label on the production server.

Load Testing—If you need to carry out load testing of your system, you must use the test server URL and not the production server address. **Do not attempt to run load testing of our production server.** Contact the ICCC with Web Tools server capacity issues.

Step 8: Go Live with Your Web Tool

At this point, you have completed all testing and are now ready to send Live data. Follow the instructions provided in the *Run Live Data* section for the Web Tool you are installing.

Note: The United States Postal Service expressly prohibits the use of Web Tools "scripting" without prior approval. Web Tools scripting can be defined as a technique to generate large volumes of Web Tools XML request transactions that are database- or batch-driven under program control, instead of being driven by individual user requests from a web site or a client software package. The USPS reserves the right to suspend server access without notification by any offending party that does not have prior approval for Web Tools scripting. Registered Web Tools customers that believe they have a legitimate requirement for Web Tools scripting should contact the ICCC to request approval.

1.2 User ID Restrictions

The user ID that you have received is for you or your company to use in accordance with the Terms and Conditions of Use to which you agreed during the registration process. **This user ID is not to be shared with others outside your organization, nor is it to be packaged, distributed, or sold to any other person or entity**. Please refer to the Terms and Conditions of Use Agreement for additional restrictions on the use of your user ID.

Warning: If the U.S. Postal Service discovers use of the same user ID from more than one web site, all users will be subject to immediate loss of access to the USPS server and termination of the licenses granted under the Terms and Conditions of Use.

The documentation and sample code contained in the *Web Tools User Guide* series may be reused and/or distributed to your customers or affiliates to generate awareness, encourage Web Tool use, or provide ease-of-use. It is your responsibility to ensure that your customers do not use your user ID for any purpose. Direct your customers to http://www.usps.com/webtools/ to register, agree to the Terms and Conditions of Use agreement, and receive their own unique user ID.

Note to Software Distributors*:* The user ID restrictions discussed above are intended for online retailers that use the USPS Web Tools exclusively within their own web sites. If you plan to distribute software with the USPS Web Tools embedded, contact the ICCC for guidelines.

For more information regarding the USPS Web Tools user ID policy, or for questions regarding the distribution of documentation, send an e-mail to icustomercare@usps.com.

1.3 USPS Corporate Branding Guidelines

The U.S. Postal Service requests to be referenced and acknowledged as the source of information for all U.S. Postal Service data that has been acquired through the Internet and/or from other sources. However, this is not mandatory. The following guidelines should be followed for those that want to authenticate and/or validate the data displayed from the U.S. Postal Service.

1.3.1 Preferred Reference

Use one of the following when the USPS is the only referenced source:

- "Information provided by http://www.usps.com/."

  or

- Use the official USPS corporate logo or USPS product-specific logos.

Digital copies of USPS corporate trademarks/logos are available through the U.S. Postal Service, Public Policy and Communications Department, Washington, D.C. You can request the USPS corporate logo and/or product-specific logos by sending an e-mail to ilogo@email.usps.gov. Requests will be responded to by e-mail within 10 days. We will review your web site, and if appropriate, provide the logo for usage in accordance with the guidelines and the license grant contained in the Terms and Conditions of Use for Internet Shipping Application Program Interfaces (Web Tools). If your web page is not available over the Internet, please provide a screen shot of the page where the logo will reside.

When requesting logo(s) you must provide the following information:

- Company name.
- URL and page where logo will reside.
- Type of business.
- How and where the logo will be used.
- Contact name.
- Telephone number.
- E-mail address.
- Desired graphic format, e.g., GIF, TIF, JPEG, etc.
- Logo desired:
  ____USPS Corporate Eagle logo
  ____Express Mail
  ____Priority Mail
  ____Other (describe)

1.3.2 Alternative Reference

Use one of the following when the USPS is listed with other shipping carriers or web sites:

- United States Postal Service.
- U.S. Postal Service.
- U.S.P.S. (use period after each initial).

The above alternatives are listed in the order of United States Postal Service preference.

1.3.3 Trademark Ownership and Use

The USPS trademarks listed in the front of this guide and any logos requested from USPS Public Policy and Communications Department should not be altered or abbreviated.

USPS trademarks are owned solely and exclusively by USPS and may be used only in the form and manner, and with appropriate legends prescribed by USPS. All advertising and other uses of

USPS trademarks must include a legend indicating that USPS trademarks are the property of USPS and that they are being used under license from USPS, together with any other legends or marking that may be required by law. Nothing contained in this document shall be deemed to convey any title or ownership interest to any user except for the nonexclusive rights granted under the Terms and Conditions of Use for Internet Shipping Application Program Interfaces and this document.

1.4 XML Overview

XML uses a hierarchical (tree) element structure. Each element consists of a start tag of the form <Name>, and an end tag of the form </Name>, between which can be data and other elements. <Name/> is shorthand for <Name></Name>, an element with no data. Attributes such as user ID can be included in the start tag. **All data and attribute values in this document are for illustration purposes and are to be replaced by the actual values**. Developers must use the order and case for tag names of the sample code contained in this document. The tabs and carriage returns in the XML structures are for readability only; there is no need for white space in the actual code.

For more information about XML, browse the following web sites:

- W3C web site
- XML.com web site

1.5 Error Responses

Error conditions are handled at the main XML document level. When parsing, it is best to check for an error document first before checking for good data. Error documents have the following format:

```
<Error>
     <Number></Number>
     <Source></Source>
     <Description></Description>
     <HelpFile></HelpFile>
     <HelpContext></HelpContext>
</Error>
```

Where:

- Number = the error number generated by the Web Tools server.
- Source = the component and interface that generated the error on the Web Tools server.
- Description = the error description.
- HelpFile = [reserved for future use].
- HelpContext = [reserved for future use].

Errors that are further down in the hierarchy also follow the above format.

If you need assistance with an error response, contact the ICCC.

1.6 Structure of this Guide

This document provides guidance and step-by-step instructions for using the Electronic Merchandise Return Service Web Tool and fulfilling various administrative requirements. The steps must be followed in the order presented. You must test against our test server and, if you are printing your own customized label, you must have your barcode labels certified by the USPS before use.

2.0 Electronic Merchandise Return Service Overview

The Electronic Merchandise Return Service (EMRS) Web Tool is designed for retail web sites by allowing customers to download and print a Merchandise Return Service label from your web site. When a customer indicates through your web site that they would like to return an item, the Web Tool will return a completed EMRS label that you can e-mail to your customer.

The EMRS service is available to Merchandise Return Service permit holders for mailing to the postage due unit at any post office where authorized by an approved application. Refer to the *Implementation Overview* section for instructions on obtaining a permit.

The standards for payment of postage and fees are:

- The permit holder guarantees payment of the proper postage and fees on all returned Merchandise Return Service articles distributed under the permit holder's permit number. Charges are collected for each article as postage due at the time of delivery or from a centralized advance deposit account using Form 3582-C, Postage Due Invoice.
- When determining rates, postage for all Shipping and Mailing Services will be based on the proper single-piece rate.

Users also have the option of generating their own label. See the *Create Your Own Label* section for instructions and restrictions.

A full-size replica of an EMRS label is shown below:

FROM:
JOHN SMITH
RM 10001
475 LENFANT PLZ SW
WASHINGTON DC 20260-0007

POSTAGE DUE COMPUTED BY POSTAGE DUE UNIT

POSTAGE _____

TOTAL POSTAGE AND FEES DUE $_____

PRIORITY MAIL

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

ZIP - MERCHANDISE RETURN SERVICE

420 90067 9184 1234 5678 9083 8861 01

RMA 10054321

MERCHANDISE RETURN LABEL

PERMIT NO.307 LOS ANGELES CA 90011
XYZ CORPORATION 1234 ETAILER DRIVE

POSTAGE DUE UNIT
US POSTAL SERVICE
PO BOX 9998
LOS ANGELES CA 90067-9998

RMA #:

Cut along line

Online e-Label Record

FROM:
JOHN SMITH
RM 10001
475 LENFANT PLZ SW
WASHINGTON DC 20260-0007

PRIORITY MAIL
PKG ID 420 90067 9184 1234 5678 9083 8861 01

ROUND DATE STAMP _____

MERCHANDISE RETURN MAILING ACKNOWLEDGMENT

PERMIT NO: 307 LOS ANGELES CA 90011
XYZ CORPORATION 1234 ETAILER DRIVE

JOHN SMITH
RM 10001
475 LENFANT PLZ SW
WASHINGTON DC 20260-0007

Mailing Instructions

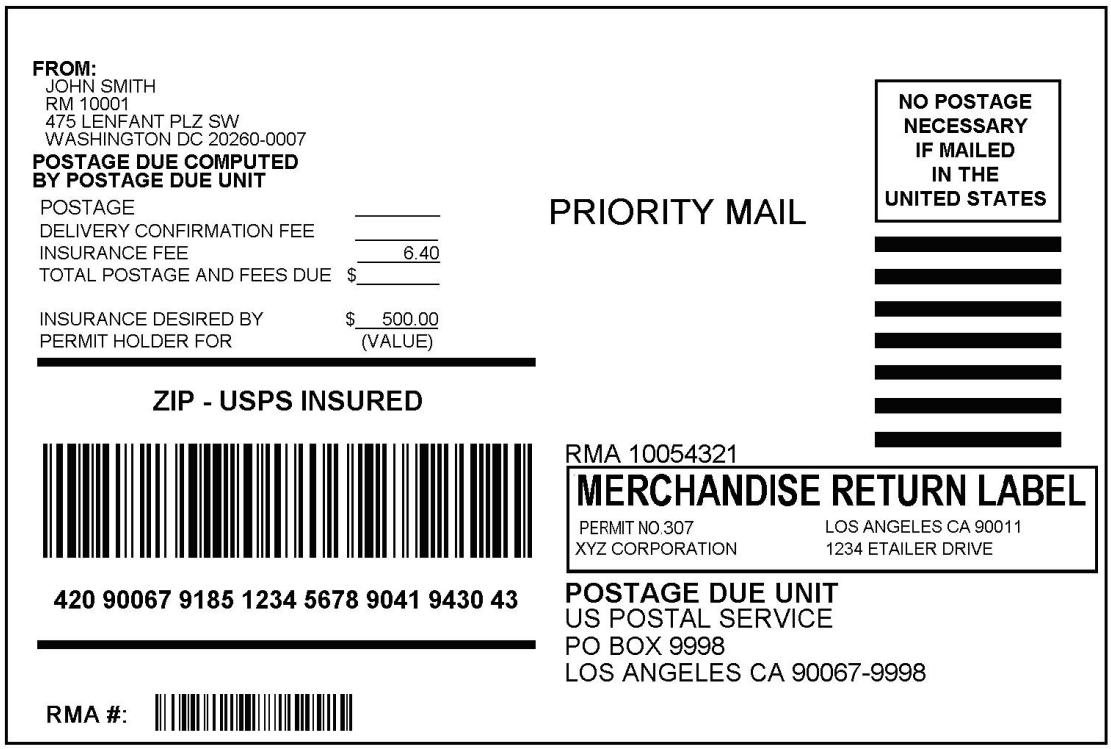
1. Please use a laser or laser-quality printer.
2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended.
3. Place label so that it does not wrap around edge of package.
4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to usps.com.
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY OR FAX. Only the original label can be accepted.
6. If mailing acknowledgement is required, the article and the Online e-Label Record must be presented at a Post Office.

2.1 Optional Delivery Confirmation

As an option, users may elect to use EMRS with Delivery Confirmation. With Delivery Confirmation you (or your customers) can access information on the Internet about the delivery status of a package shipped via USPS. From your website or shipping application (using the Track/Confirm Web Tool), or from http://www.usps.com/, you can check the delivery status of Delivery Confirmation packages shipped via Priority Mail, First-Class Mail parcel, and Package Services (Parcel Post, Bound Printed Matter, Media Mail, and Library Mail). The information returned will include the date, time, and ZIP Code of delivery, as well as attempted deliveries, forwarding, and returns. (Delivery Confirmation service is not available to foreign countries, many APO/FPO addresses, or many U.S. territories.)

Postage is required on these labels, as well as the Confirmation Services charge (known as the "electronic option rate") for Delivery Confirmation. This discounted "electronic option rate" for Confirmation Services must be added into the total postage amount placed onto these labels (by using stamps, meter strips, or other indicia). The Delivery Confirmation fee varies by different service and is significantly discounted (Refer to the Domestic Mail Manual regarding current pricing).

As shown below, EMRS with Delivery Confirmation labels contain a barcode and corresponding Delivery Confirmation number known as the Package Identification Code (PIC):



FROM:
JOHN SMITH
RM 10001
475 LENFANT PLZ SW
WASHINGTON DC 20260-0007

POSTAGE DUE COMPUTED BY POSTAGE DUE UNIT

POSTAGE	_____
DELIVERY CONFIRMATION FEE	_____
INSURANCE FEE	6.40
TOTAL POSTAGE AND FEES DUE	$_____
INSURANCE DESIRED BY PERMIT HOLDER FOR	$ 500.00 (VALUE)

ZIP - USPS INSURED

420 90067 9185 1234 5678 9041 9430 43

RMA #:

PRIORITY MAIL

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

RMA 10054321

MERCHANDISE RETURN LABEL

PERMIT NO.307 LOS ANGELES CA 90011
XYZ CORPORATION 1234 ETAILER DRIVE

POSTAGE DUE UNIT
US POSTAL SERVICE
PO BOX 9998
LOS ANGELES CA 90067-9998

Cut along line

Mailing Instructions

1. Please use a laser or laser-quality printer.
2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended.
3. Place label so that it does not wrap around edge of package.
4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to usps.com.
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY OR FAX. Only the original label can be accepted.
6. If mailing acknowledgement is required, the article and the Online e-Label Record must be presented at a Post Office.

Online e-Label Record

FROM:
JOHN SMITH
RM 10001
475 LENFANT PLZ SW
WASHINGTON DC 20260-0007

PRIORITY MAIL
PKG ID 420 90067 9185 1234 5678 9041 9430 43

ROUND DATE STAMP _____

MERCHANDISE RETURN MAILING ACKNOWLEDGMENT

PERMIT NO: 307 LOS ANGELES CA 90011
XYZ CORPORATION 1234 ETAILER DRIVE

JOHN SMITH
RM 10001
475 LENFANT PLZ SW
WASHINGTON DC 20260-0007

2.2 Basic Standards and Classes of Mail

The Domestic Mail Manual (DMM) describes the use of Merchandise Return Service (referred to as EMRS in this document), including classes of mail permitted for this service, the permit application process and fees, and label preparation and format elements.

2.3 Other EMRS Web Tool Optional Extra Services

Along with Delivery Confirmation, users also have access to other Extra Services with the EMRS Web Tool: purchasing insurance, securing a mailing acknowledgment form, and assigning a user-designated Return Merchandise Authorization number that can appear on the label as a number or a barcode. The table below lists the Extra Services available with the EMRS Web Tool for the six supported Mail Endorsements (First-Class Mail, Priority Mail, Parcel Post, Library Mail, Bound Printed Matter, and Media Mail).

Merchandise Return Service Class of Mail Endorsement	Insurance	Mailing Acknowledgment	Delivery Confirmation	Return Merchandise Authorization
First Class Mail (up to 13 ounces)	not available	•	•	•
Priority Mail	•	•	•	•
Parcel Post	•	•	•	•
Library Mail	•	•	•	•
Bound Printed Matter	•	•	•	•
Media Mail	•	•	•	•

Descriptions of the Extra Services appear below.

2.3.1 Insurance

Insurance for packages that contain merchandise is available with Priority Mail and all four Ground Services. Payment for insurance is collected at the Postage Due Unit along with postage. However, the customer receiving the EMRS label must take the return package to a post office. The USPS retail associate will apply an insurance stamp or affix the appropriate numbered insurance label to the EMRS at the very top and directly to the left of the "No Postage Necessary if Mailed in the United States" box. Customers should be instructed *not* to apply tape over this area.

If insurance is desired, the retailer must supply an insurance dollar value in the XML request. This dollar value will be placed on the label along with the line "INSURANCE DESIRED BY PERMIT HOLDER FOR $____". The fee will also be imprinted next to a line that reads "INSURANCE FEE." See the *Example with Different Options* section.

2.3.2 Mailing Acknowledgment

Deprecated feature retained for compatibility. In Electronic Merchandise Return Service V4, all labels display either a Merchandise Return Service or Delivery Confirmation tracking number that is suitable for Mailing Acknowledgements. In previous versions of Electronic Merchandise Return Service API, this service allowed your customers to obtain a Mailing Acknowledgment form from the USPS at the time of mailing (see the *Example with Different Options* section.). This service provides documentation between the retailer and the mailing customer. The USPS charges no fee for this service nor does it maintain any records or provide further information about the acknowledgment upon request. Mailing Acknowledgment service is available with First-Class Mail, Priority Mail, and all four Ground Services.

When this service is requested, the EMRS label returned to the retailer will include a detachable Mailing Acknowledgment form. The form and package must be presented to a USPS retail associate. The retail associate will initial the detachable form and place an official USPS date stamp on the form. Both the EMRS label and the Mailing Acknowledgment will contain a unique package identification code (PIC) that will be supplied by the retailer in the XML. The number could be an invoice number or anything the retailer chooses to make it. For more information on this service, refer to the DMM.

2.3.3 Return Merchandise Authorization Number

Assigning a Return Merchandise Authorization (RMA) number to each package at the time an agreement is made with a customer to have merchandise returned enables retailers to provide a closed-loop correlation between receipt of returned packages and records of the order, typically kept in the order-processing database. For retailers that utilize Return Merchandise Authorization numbers in their order processing database system, the EMRS Web Tool will accept an RMA in any combination of numeric and alpha characters and display the RMA on the EMRS label. For example:

```
<RMA>RMA #123456789</RMA>
```

Effective with V4 of Electronic Merchandise Return Service API, you may request that the RMA number be part of the generated Merchandise Return Service Number or Deliver Confirmation Number that appears on the label by using:

```
<RMAPICFlag>true</RMAPICFlag>
```

This will place the RMA number in the 22rd-29th positions of the 30-digit Package Identification Code (PIC) that appears on the label and the Mailing Acknowledgement. It will also place your DUNS or Mailer ID in the 13th-21st positions.

There are special considerations for using this feature:

- Your USERID must have a DUNS or Mailer ID associated with it. This can be specified at registration time, or by contacting the Internet Customer Care Center (ICCC).
- <RMA> must specify a two-to-eight digit number. If the number is less than eight digits, the number will be left-padded with zeros.

- <RMA> must be unique, ideally not repeating for one year. Back-to-back calls with the same RMA will result in errors.

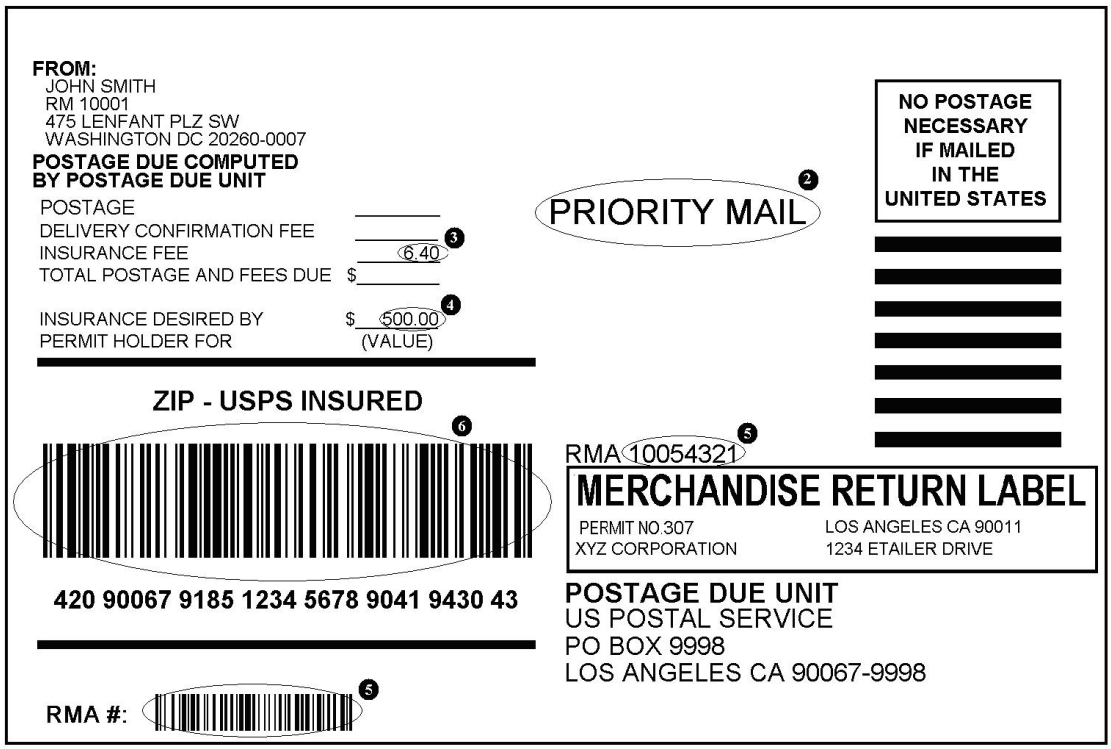
2.3.4 RMA Barcode

The RMA number entered by the user with the <RMA> tag can also appear as a USS code128 barcode on the label. If you wish to see the number displayed in a barcode using the <RMABarcode> tag, do not enter anything except the alpha/numeric number itself. As shown in *Example with Different Options* section the Web Tool automatically enters "RMA #" on the label.

2.3.5 Example with Different Options

The images below show EMRS labels that have all of the different options in place. The circled numbers correspond to notes below explaining the source of the item. Depending on the values entered in your request, the image returned to you will have any combination of these options. Also shown on the illustrations are examples of the label mailing instructions that are provided with the label for your customer to follow. Do not remove them from the label.

1. <Option>LEFTWINDOW</Option> and <Option>RIGHTWINDOW</Option> control the positioning of the Customer address such that the address will appear in a #10 business envelope with either a left-side or right-side address window.
2. Class of Mail Marking (the value specified in the XML for <ServiceType>).
3. Insurance Fee (computed cost of insurance based on the value specified in the XML for <InsuranceValue>) applicable only when <DeliveryConfirmation>true</DeliveryConfirmation>.
4. Value of package being insured (dollar amount of insurance for the article; the value specified in the XML for <InsuranceValue>) applicable only when <DeliveryConfirmation>true</DeliveryConfirmation>.
5. Return Merchandise Authorization (as specified in the XML for <RMA>) and the corresponding barcode (if requested in the XML for <RMABarcode>)
6. Delivery Confirmation barcode (if requested in the XML by <DeliveryConfirmation>true</DeliveryConfirmation>) or Merchandise Return Service barcode (when <DeliveryConfirmation>false</DeliveryConfirmation>).

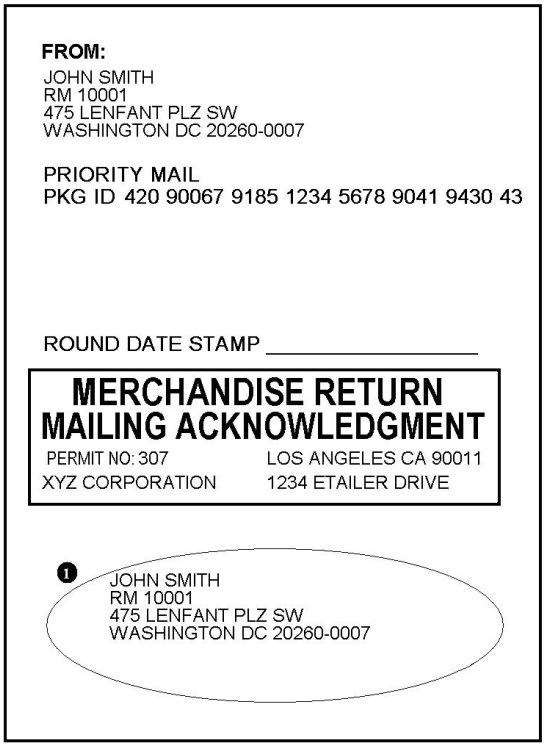


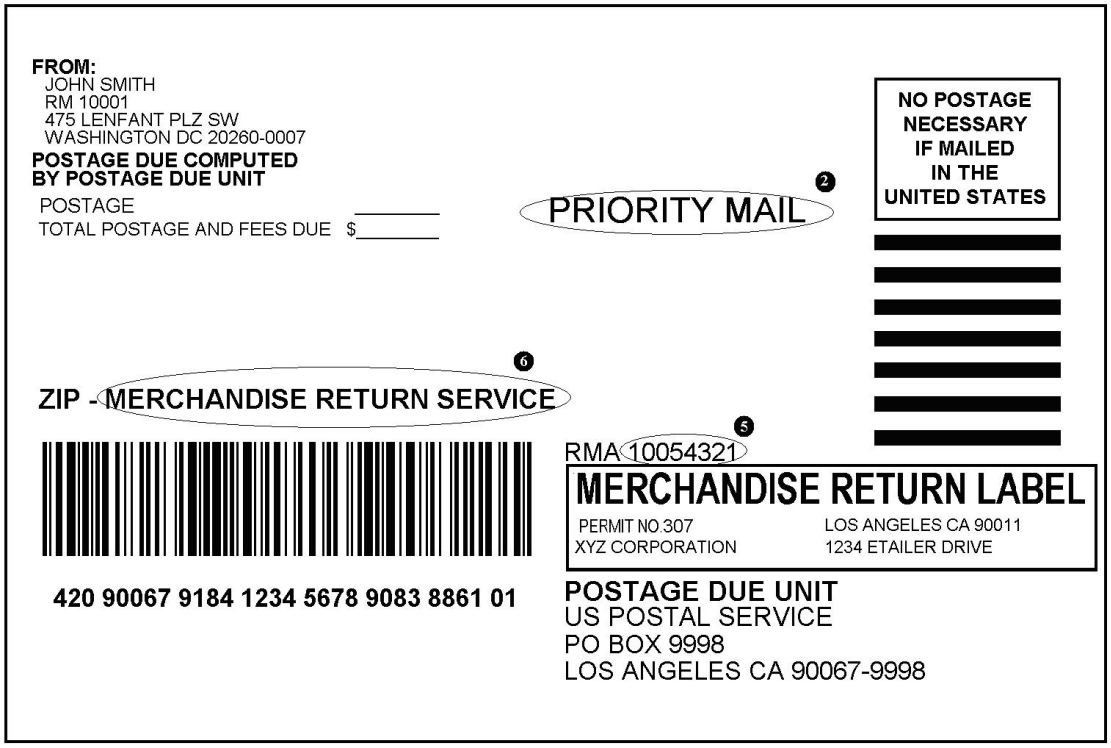
Cut along line

Mailing Instructions

1. Please use a laser or laser-quality printer.
2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended.
3. Place label so that it does not wrap around edge of package.
4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to usps.com.
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY OR FAX. Only the original label can be accepted.
6. If mailing acknowledgement is required, the article and the Online e-Label Record must be presented at a Post Office.

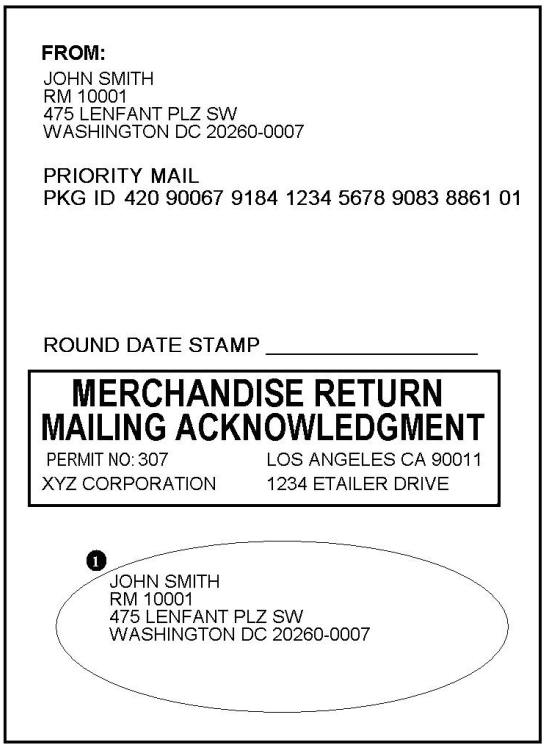
Online e-Label Record





—Cut along line—

Online e-Label Record



Mailing Instructions

1. Please use a laser or laser-quality printer.
2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended.
3. Place label so that it does not wrap around edge of package.
4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to usps.com.
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY OR FAX. Only the original label can be accepted.
6. If mailing acknowledgement is required, the article and the Online e-Label Record must be presented at a Post Office.

2.4 Aviation Mail Security & Hazardous Materials

The Aviation Mail Security and Hazardous Materials Programs represent the U.S. Postal Service's commitment to provide a safe environment for our customers, employees, and the traveling public.

The U.S. Postal Service has taken a proactive role in the areas of aviation mail security and hazardous materials acceptance, handling, and transport for many years. Training has been provided to our employees, supervisors, and managers. Each year these programs are modified to meet increased challenges through improved technology. Our multi-phased programs are in effect 365 days a year, 24 hours a day. The particulars of our programs are withheld for security reasons. However, complying with the following restrictions will assist us in securing a safe mailing environment for all of us:

- Priority Mail envelopes or packages weighing 13 ounces or over with adhesive postage stamps cannot be deposited at unattended receptacles such as collection boxes and lobby drops. These mail pieces must be taken to your nearest USPS retail unit or may be given to your carrier if you are a known customer to him/her and have included your return address. Refer to Domestic Mail Manual, Deposit for Priority Mail.
- International Mail envelopes or packages weighing 13 ounces or over with adhesive postage stamps or customer applied postage meter strips cannot be deposited at unattended mail receptacles such as collection boxes and lobby drops. These mail pieces must be taken to your nearest USPS retail unit or may be given to your carrier if you are a known customer and have included your return address along with a completed, signed, and dated PS Form 2976 or 2976-A. Refer to International Mail Manual.

3.0 Electronic Merchandise Return Service v4

3.1 Electronic Merchandise Return Service Request

The table below presents the XML input tags for generating Live Sample label requests and the restrictions on the values allowed. An error message will be returned if an incorrect value is entered. Also, be aware of the maximum character amounts allowed for some tags. If the user enters more than those amounts, an error will not be generated. ***The Web Tool will simply pass in the characters up to the maximum amount allowed and disregard the rest.*** This is important since the resulting value could prevent delivery.

When building the XML request, pay particular attention to the ***order and case*** for tags. An error message will be returned if an incorrect value is entered. Remember that all data and attribute values in this document are for illustration purposes and are to be replaced by your actual values. For instance, a line of sample code may be:

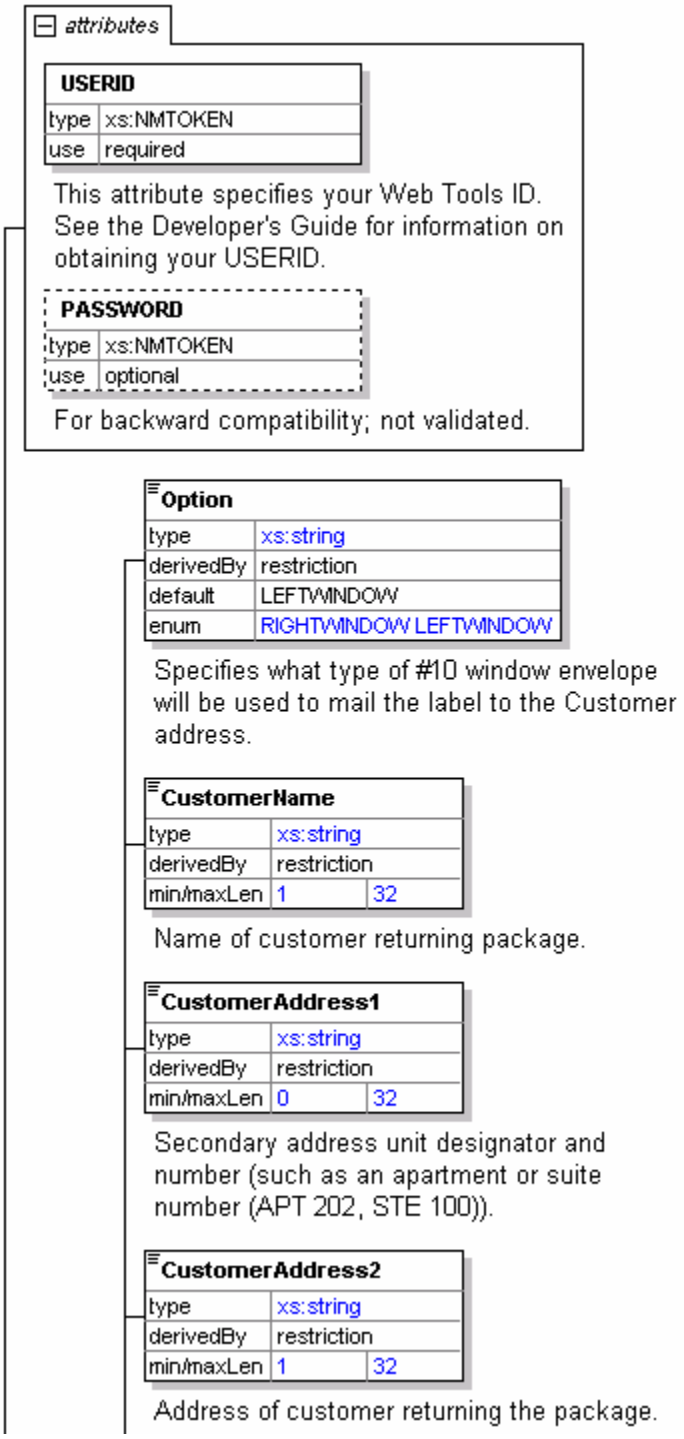
```
<CustomerName>James Ingle</CustomerName>
```

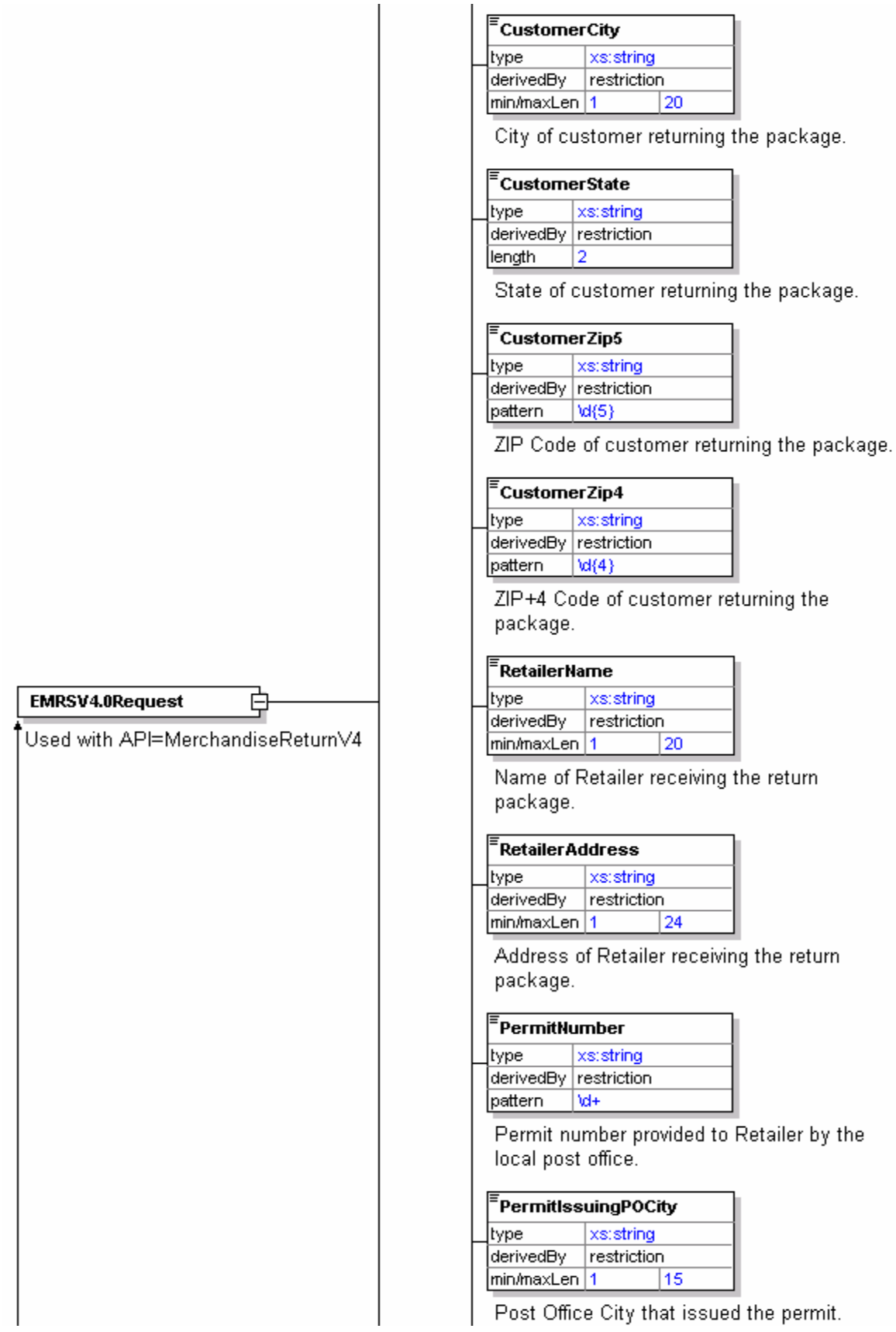
In this instance, you will replace “James Ingle” with the name of the person returning the package when making your request.

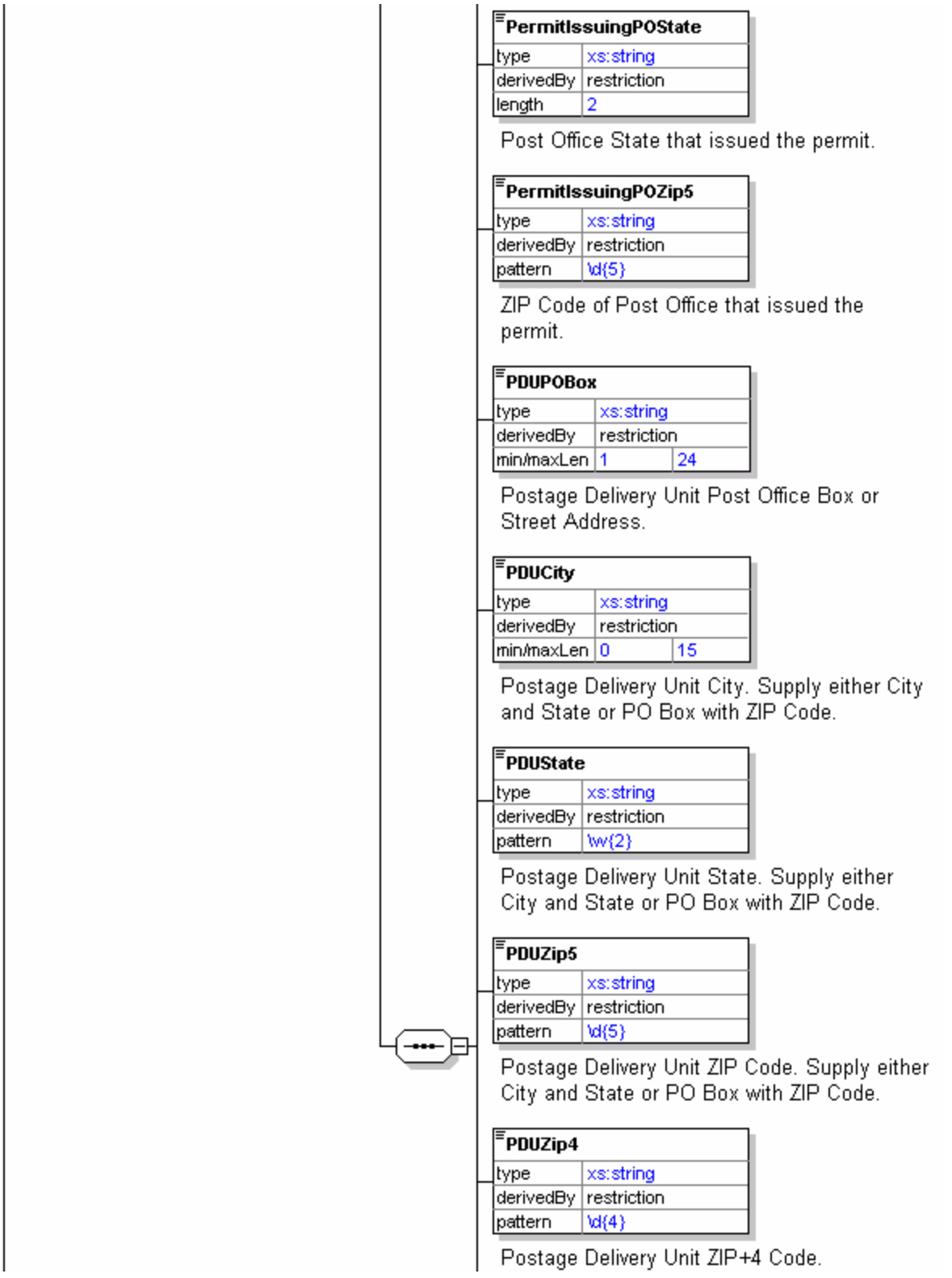
3.1.1 API Signature

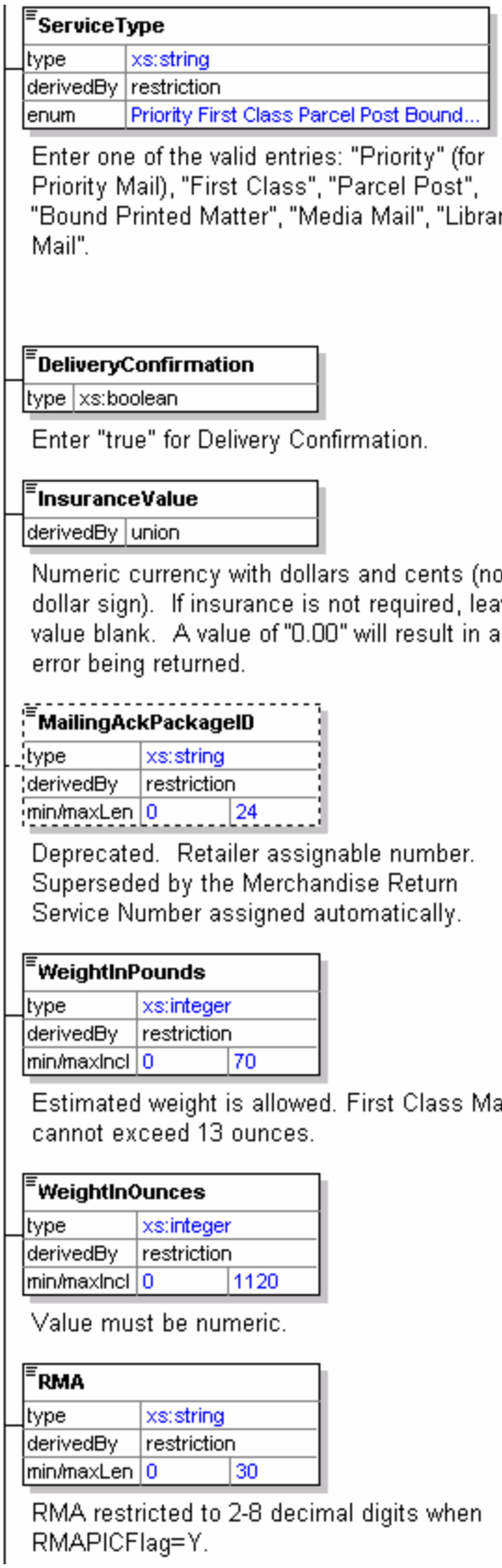
Scheme	*Host*	*Path*	*API*	*XML*
https://	secure.shippingapis.com	/ShippingAPI.dll	?API=MerchandiseReturnV4	&XML=(see below)
https://	secure.shippingapis.com	/ShippingAPI.dll	?API=MerchReturnCertifyV4	&XML=(see below)

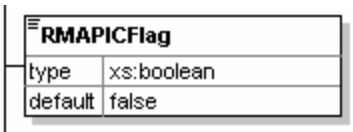
3.1.2 Request Diagram



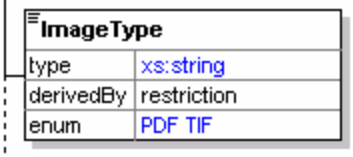

EMRSV4.0Request
Used with API=MerchandiseReturnV4
CustomerCity
type xs:string
derivedBy restriction
min/maxLen 1 20
City of customer returning the package.
CustomerState
type xs:string
derivedBy restriction
length 2
State of customer returning the package.
CustomerZip5
type xs:string
derivedBy restriction
pattern \d{5}
ZIP Code of customer returning the package.
CustomerZip4
type xs:string
derivedBy restriction
pattern \d{4}
ZIP+4 Code of customer returning the package.
RetailerName
type xs:string
derivedBy restriction
min/maxLen 1 20
Name of Retailer receiving the return package.
RetailerAddress
type xs:string
derivedBy restriction
min/maxLen 1 24
Address of Retailer receiving the return package.
PermitNumber
type xs:string
derivedBy restriction
pattern \d+
Permit number provided to Retailer by the local post office.
PermitIssuingPOCity
type xs:string
derivedBy restriction
min/maxLen 1 15
Post Office City that issued the permit.


PermitIssuingPOState
type xs:string
derivedBy restriction
length 2
Post Office State that issued the permit.
PermitIssuingPOZip5
type xs:string
derivedBy restriction
pattern \d{5}
ZIP Code of Post Office that issued the permit.
PDUPOBox
type xs:string
derivedBy restriction
min/maxLen 1 24
Postage Delivery Unit Post Office Box or Street Address.
PDUCity
type xs:string
derivedBy restriction
min/maxLen 0 15
Postage Delivery Unit City. Supply either City and State or PO Box with ZIP Code.
PDUState
type xs:string
derivedBy restriction
pattern \w{2}
Postage Delivery Unit State. Supply either City and State or PO Box with ZIP Code.
PDUZip5
type xs:string
derivedBy restriction
pattern \d{5}
Postage Delivery Unit ZIP Code. Supply either City and State or PO Box with ZIP Code.
PDUZip4
type xs:string
derivedBy restriction
pattern \d{4}
Postage Delivery Unit ZIP+4 Code.

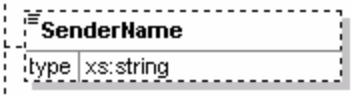

ServiceType
type xs:string
derivedBy restriction
enum Priority First Class Parcel Post Bound...
Enter one of the valid entries: "Priority" (for Priority Mail), "First Class", "Parcel Post", "Bound Printed Matter", "Media Mail", "Library Mail".
DeliveryConfirmation
type xs:boolean
Enter "true" for Delivery Confirmation.
InsuranceValue
derivedBy union
Numeric currency with dollars and cents (no dollar sign). If insurance is not required, leave value blank. A value of "0.00" will result in an error being returned.
MailingAckPackageID
type xs:string
derivedBy restriction
min/maxLen 0 24
Deprecated. Retailer assignable number. Superseded by the Merchandise Return Service Number assigned automatically.
WeightInPounds
type xs:integer
derivedBy restriction
min/maxIncl 0 70
Estimated weight is allowed. First Class Mail cannot exceed 13 ounces.
WeightInOunces
type xs:integer
derivedBy restriction
min/maxIncl 0 1120
Value must be numeric.
RMA
type xs:string
derivedBy restriction
min/maxLen 0 30
RMA restricted to 2-8 decimal digits when RMAPICFlag=Y.



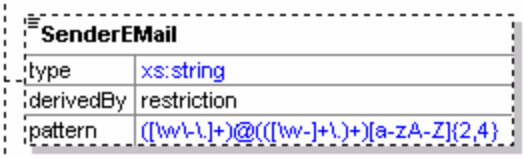
When "true" the barcode number will contain the RMA number provided in the <RMA/> tag under these conditions: 1-the USERID has a DUNS or Mailer ID associated with it in Web Tools registration information; 2-the given RMA is numeric and at least two, and at most eight, digits long.



One of the valid entries: "TIF", "PDF"



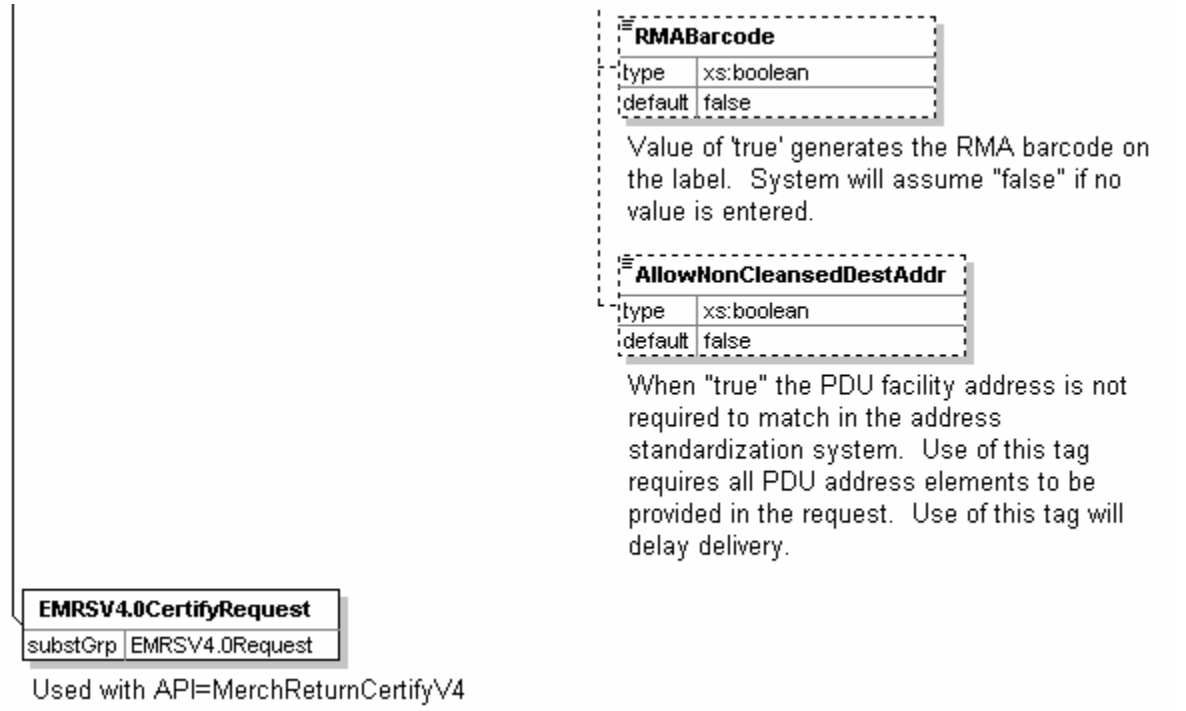
The name of the person or company sending the email. Note: no email is returned when generating a Sample label request.



E-mail address of sender. Valid e-mail addresses must be used. Note: No e-mail is returned when generating a Sample label request.

The name of the person or company receiving the email. Note: no email is returned when generating a Sample label request.

E-mail address of recipient. Valid e-mail addresses must be used. Note: No e-mail is returned when generating a Sample label request.



3.1.3 Request Parameters

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Request	required once	Used with API=MerchandiseReturnV4	(group)	
EMRSV4.0Request / @USERID	required	This attribute specifies your Web Tools ID. See the Developer's Guide for information on obtaining your USERID.	NMTOKEN	
EMRSV4.0Request / @PASSWORD	optional	For backward compatibility; not validated.	NMTOKEN	
EMRSV4.0Request / Option	required once	Specifies what type of #10 window envelope will be used to mail the label to the Customer address.	string	default=LEFTWINDOW enumeration=RIGHTWINDOW enumeration=LEFTWINDOW
EMRSV4.0Request / CustomerName	required once	Name of customer returning the package.	string	minLength=1 maxLength=32
EMRSV4.0Request / CustomerAddress1	required once	Secondary address unit designator and number (such as an apartment or suite number (APT 202, STE 100)).	string	minLength=0 maxLength=32
EMRSV4.0Request / CustomerAddress2	required once	Address of customer returning the package.	string	minLength=1 maxLength=32

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Request / CustomerCity	required once	City of customer returning the package.	string	minLength=1 maxLength=20
EMRSV4.0Request / CustomerState	required once	State of customer returning the package.	string	length=2
EMRSV4.0Request / CustomerZip5	required once	ZIP Code of customer returning the package.	string	pattern=\d{5}
EMRSV4.0Request / CustomerZip4	required once	ZIP+4 Code of customer returning the package.	string	pattern=\d{4} pattern=
EMRSV4.0Request / RetailerName	required once	Name of Retailer receiving the return package.	string	minLength=1 maxLength=20
EMRSV4.0Request / RetailerAddress	required once	Address of Retailer receiving the return package.	string	minLength=1 maxLength=24
EMRSV4.0Request / PermitNumber	required once	Permit number provided to Retailer by the local post office.	string	pattern=\d+
EMRSV4.0Request / PermitIssuingPOCity	required once	Post Office City that issued the permit.	string	minLength=1 maxLength=15
EMRSV4.0Request / PermitIssuingPOState	required once	Post Office State that issued the permit.	string	length=2
EMRSV4.0Request / PermitIssuingPOZip5	required once	ZIP Code of Post Office that issued the permit.	string	pattern=\d{5}
EMRSV4.0Request / PDUPOBox	required once	Postage Delivery Unit Post Office Box or Street Address.	string	minLength=1 maxLength=24
EMRSV4.0Request / PDUCity	required once	Postage Delivery Unit City. Supply either City and State or PO Box with ZIP Code.	string	minLength=0 maxLength=15
EMRSV4.0Request / PDUState	required once	Postage Delivery Unit State. Supply either City and State or PO Box with ZIP Code.	string	pattern=\w{2} pattern=
EMRSV4.0Request / PDUZip5	required once	Postage Delivery Unit ZIP Code. Supply either City and State or PO Box with ZIP Code.	string	pattern=\d{5} pattern=
EMRSV4.0Request / PDUZip4	required once	Postage Delivery Unit ZIP+4 Code.	string	pattern=\d{4} pattern=
EMRSV4.0Request / ServiceType	required once	Enter one of the valid entries: “Priority” (for Priority Mail), “First Class”, “Parcel Post”, “Bound Printed Matter”, “Media Mail”, “Library Mail”.	string	enumeration=Priority enumeration=First Class enumeration=Parcel Post enumeration=Bound Printed Matter enumeration=Media Mail enumeration=Library Mail
EMRSV4.0Request / DeliveryConfirmation	required once	Enter "true" for Delivery Confirmation.	boolean	

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Request / InsuranceValue	required once	Numeric currency with dollars and cents (no dollar sign). If insurance is not required, leave value blank. A value of “0.00” will result in an error being returned.	decimal string	minExclusive=0.0 maxLength=0
EMRSV4.0Request / MailingAckPackageID	optional	Deprecated. Retailer assignable number. Superseded by the Merchandise Return Service Number assigned automatically.	string	minLength=0 maxLength=24
EMRSV4.0Request / WeightInPounds	required once	Estimated weight is allowed. First Class Mail cannot exceed 13 ounces.	integer	minInclusive=0 maxInclusive=70
EMRSV4.0Request / WeightInOunces	required once	Value must be numeric.	integer	minInclusive=0 maxInclusive=1120
EMRSV4.0Request / RMA	required once	RMA restricted to 2-8 decimal digits when RMAPICFlag=Y.	string	minLength=0 maxLength=30
EMRSV4.0Request / RMAPICFlag	required once	When "true" the barcode number will contain the RMA number provided in the tag under these conditions: 1-the USERID has a DUNS or Mailer ID associated with it in Web Tools registration information; 2-the given RMA is numeric and at least two, and at most eight, digits long.	boolean	default=false
EMRSV4.0Request / ImageType	required once	One of the valid entries: “TIF”, “PDF”	string	enumeration=PDF enumeration=TIF
EMRSV4.0Request / SenderName	optional	The name of the person or company sending the email. Note: no email is returned when generating a Sample label request.	string	
EMRSV4.0Request / SenderEMail	optional	E-mail address of sender. Valid e-mail addresses must be used. Note: No e-mail is returned when generating a Sample label request.	string	pattern=([\w\-\.]+)@(([\w-]+\.)+)[a-zA-Z]{2,4} pattern=

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Request / RecipientName	optional	The name of the person or company receiving the email. Note: no email is returned when generating a Sample label request.	string	
EMRSV4.0Request / RecipientEMail	optional	E-mail address of recipient. Valid e-mail addresses must be used. Note: No e-mail is returned when generating a Sample label request.	string	pattern=([\w\-\.]+)@(([\w-]+\.)+)[a-zA-Z]{2,4} pattern=
EMRSV4.0Request / RMABarcode	optional	Value of 'true' generates the RMA barcode on the label. System will assume "false" if no value is entered.	boolean	default=false
EMRSV4.0CertifyRequest	required once	Used with API=MerchReturnCertifyV4	(alias)	

3.1.4 Request Example #1

```
<EMRSV4.0Request USERID="NMTOKEN">
        <Option>LEFTWINDOW</Option>
        <CustomerName>a</CustomerName>
        <CustomerAddress1/>
        <CustomerAddress2>6406 Ivy Lane</CustomerAddress2>
        <CustomerCity>Greenbelt</CustomerCity>
        <CustomerState>MD</CustomerState>
        <CustomerZip5>20770</CustomerZip5>
        <CustomerZip4>0000</CustomerZip4>
        <RetailerName>b</RetailerName>
        <RetailerAddress>c</RetailerAddress>
        <PermitNumber>0</PermitNumber>
        <PermitIssuingPOCity>d</PermitIssuingPOCity>
        <PermitIssuingPOState>ee</PermitIssuingPOState>
        <PermitIssuingPOZip5>00000</PermitIssuingPOZip5>
        <PDUPOBox>1 Key Plaza</PDUPOBox>
        <PDUCity>Cleveland</PDUCity>
        <PDUState>OH</PDUState>
        <PDUZip5>44116</PDUZip5>
        <PDUZip4>0000</PDUZip4>
        <ServiceType>Priority</ServiceType>
        <DeliveryConfirmation>true</DeliveryConfirmation>
        <InsuranceValue>1.0</InsuranceValue>
        <MailingAckPackageID/>
        <WeightInPounds>10</WeightInPounds>
        <WeightInOunces>0</WeightInOunces>
```

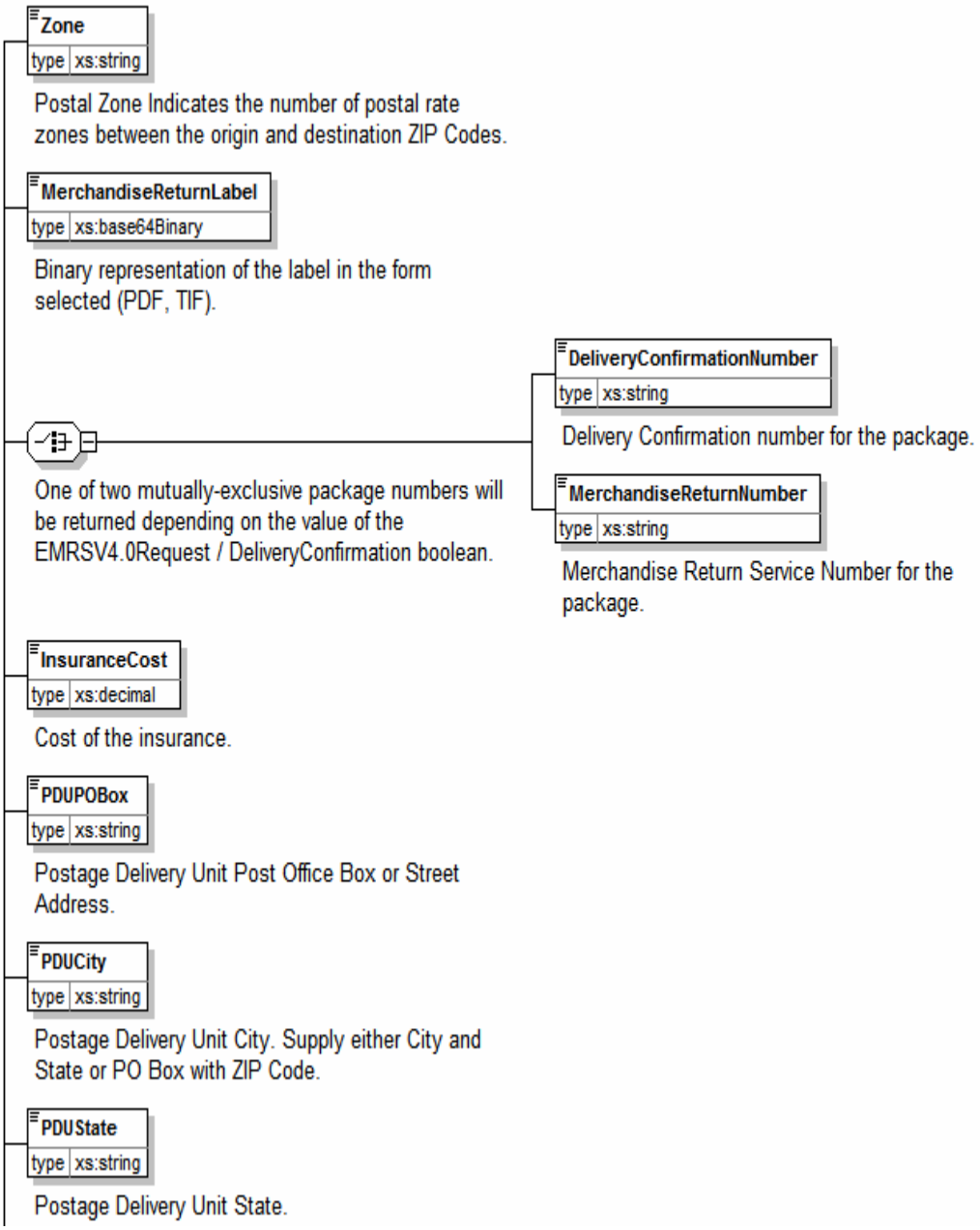
```
        <RMA>fffffffffffff</RMA>
        <RMAPICFlag>false</RMAPICFlag>
        <ImageType>PDF</ImageType>
        <SenderName>String</SenderName>
        <SenderEMail>x@x.gg</SenderEMail>
        <RecipientName>String</RecipientName>
        <RecipientEMail>x@x.hh</RecipientEMail>
        <RMABarcode>false</RMABarcode>
</EMRSV4.0Request>
```

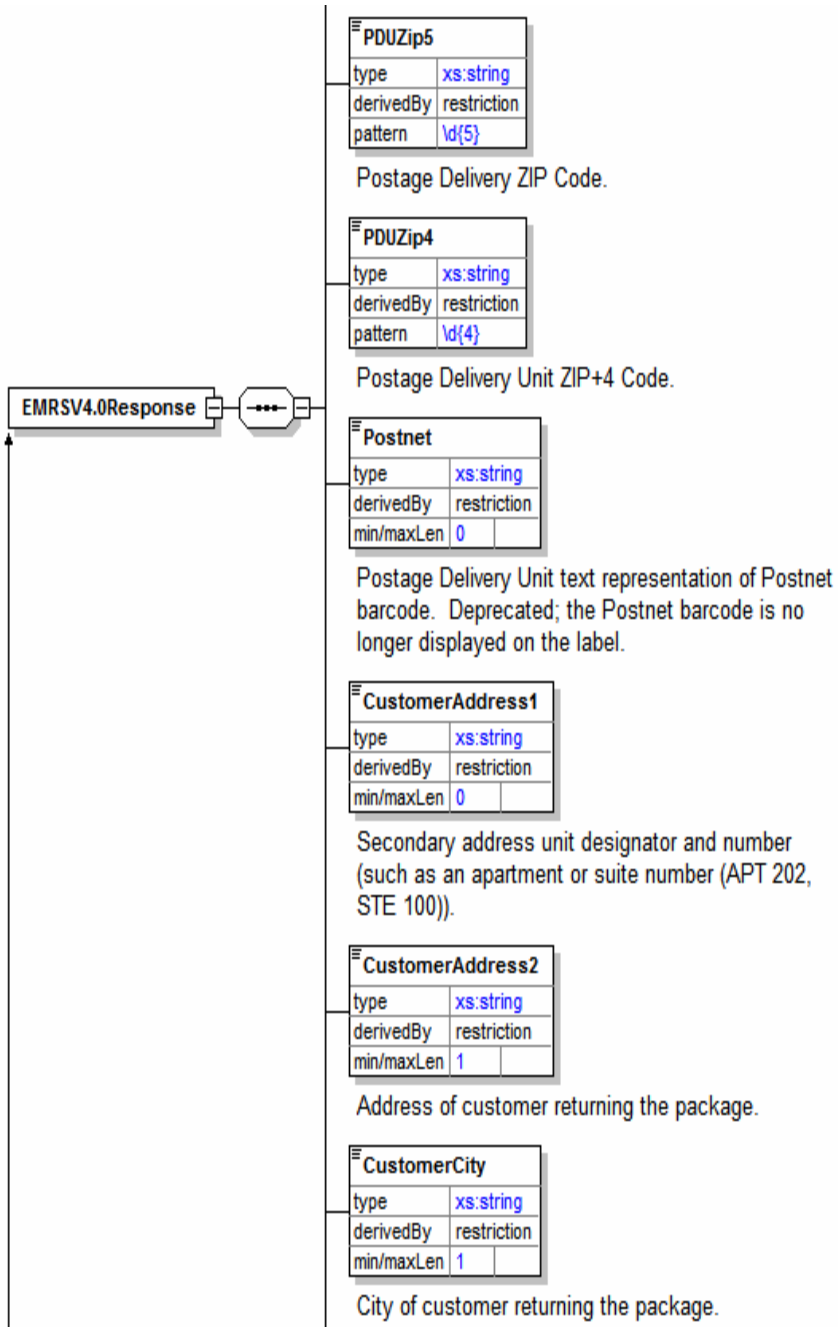
3.1.5 Request Example #2

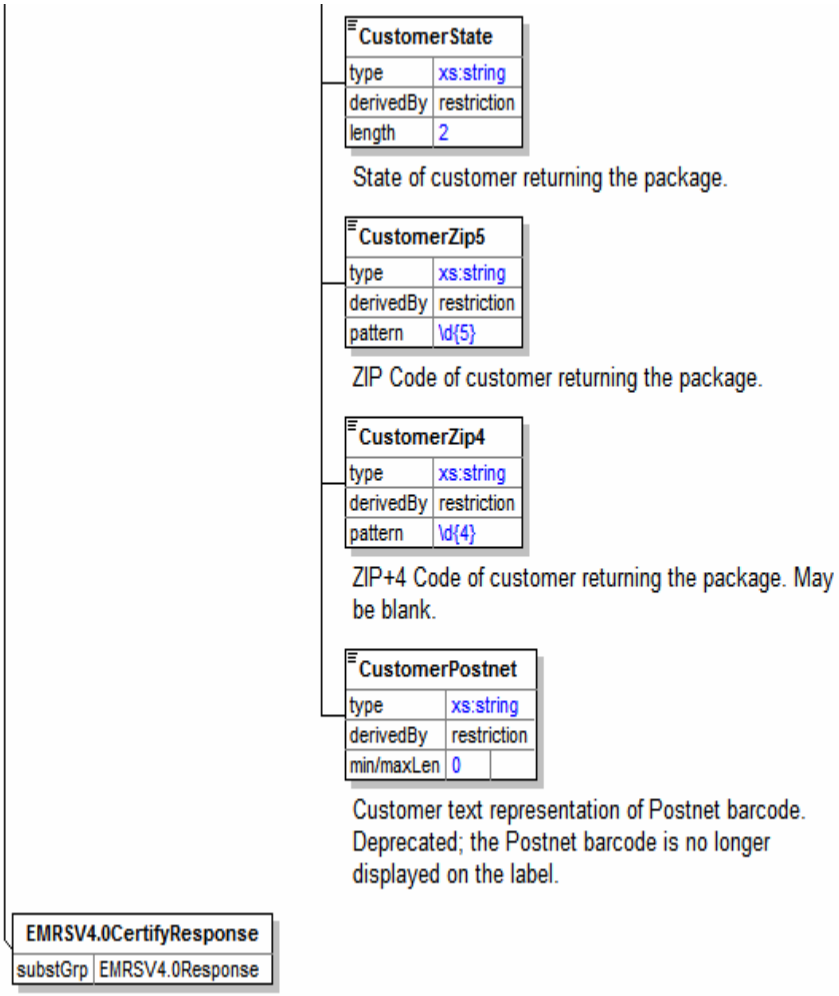
```
<EMRSV4.0Request USERID="NMTOKEN">
        <Option>RIGHTWINDOW</Option>
        <CustomerName>a</CustomerName>
        <CustomerAddress1/>
        <CustomerAddress2>6406 Ivy Lane</CustomerAddress2>
        <CustomerCity>Greenbelt</CustomerCity>
        <CustomerState>MD</CustomerState>
        <CustomerZip5>20770</CustomerZip5>
        <CustomerZip4>0000</CustomerZip4>
        <RetailerName>b</RetailerName>
        <RetailerAddress>c</RetailerAddress>
        <PermitNumber>0</PermitNumber>
        <PermitIssuingPOCity>d</PermitIssuingPOCity>
        <PermitIssuingPOState>ee</PermitIssuingPOState>
        <PermitIssuingPOZip5>00000</PermitIssuingPOZip5>
        <PDUPOBox>1 Key Plaza</PDUPOBox>
        <PDUCity/>
        <PDUState/>
        <PDUZip5>44116</PDUZip5>
        <PDUZip4>0000</PDUZip4>
        <ServiceType>First Class</ServiceType>
        <DeliveryConfirmation>false</DeliveryConfirmation>
        <InsuranceValue></InsuranceValue>
        <MailingAckPackageID/>
        <WeightInPounds>0</WeightInPounds>
        <WeightInOunces>10</WeightInOunces>
        <RMA>010</RMA>
        <RMAPICFlag>true</RMAPICFlag>
        <ImageType>PDF</ImageType>
        <SenderName/>
        <SenderEMail/>
        <RecipientName/>
        <RecipientEMail/>
        <RMABarcode>true</RMABarcode>
</EMRSV4.0Request>
```

3.2 Electronic Merchandise Return Service Response

3.2.1 Response Diagram




EMRSV4.0Response
PDUZip5
type xs:string
derivedBy restriction
pattern \d{5}
Postage Delivery ZIP Code.
PDUZip4
type xs:string
derivedBy restriction
pattern \d{4}
Postage Delivery Unit ZIP+4 Code.
Postnet
type xs:string
derivedBy restriction
min/maxLen 0
Postage Delivery Unit text representation of Postnet barcode. Deprecated; the Postnet barcode is no longer displayed on the label.
CustomerAddress1
type xs:string
derivedBy restriction
min/maxLen 0
Secondary address unit designator and number (such as an apartment or suite number (APT 202, STE 100)).
CustomerAddress2
type xs:string
derivedBy restriction
min/maxLen 1
Address of customer returning the package.
CustomerCity
type xs:string
derivedBy restriction
min/maxLen 1
City of customer returning the package.



3.2.2 Response Parameters

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Response	required once		(group)	
EMRSV4.0Response / Zone	required once	Postal Zone Indicates the number of postal rate zones between the origin and destination ZIP Codes.	string	
EMRSV4.0Response / MerchandiseReturnLabel	required once	Binary representation of the label in the form selected (PDF, TIF).	base64Binary	
EMRSV4.0Response / (unnamed choice)	required once	One of two mutually-exclusive package numbers will be returned depending on the value of the EMRSV4.0Request / DeliveryConfirmation boolean.	(choice)	

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Response / (unnamed choice) / DeliveryConfirmationNumber	if used: required once	Delivery Confirmation number for the package.	string	
EMRSV4.0Response / (unnamed choice) / MerchandiseReturnNumber	if used: required once	Merchandise Return Service Number for the package.	string	
EMRSV4.0Response / InsuranceCost	required once	Cost of the insurance.	decimal	
EMRSV4.0Response / PDUPOBox	required once	Postage Delivery Unit Post Office Box or Street Address.	string	
EMRSV4.0Response / PDUCity	required once	Postage Delivery Unit City. Supply either City and State or PO Box with ZIP Code.	string	
EMRSV4.0Response / PDUState	required once	Postage Delivery Unit State.	string	
EMRSV4.0Response / PDUZip5	required once	Postage Delivery ZIP Code.	string	pattern=\d{5}
EMRSV4.0Response / PDUZip4	required once	Postage Delivery Unit ZIP+4 Code.	string	pattern=\d{4}
EMRSV4.0Response / Postnet	required once	Postage Delivery Unit text representation of Postnet barcode. Deprecated; the Postnet barcode is no longer displayed on the label.	string	minLength=0
EMRSV4.0Response / CustomerAddress1	required once	Secondary address unit designator and number (such as an apartment or suite number (APT 202, STE 100)).	string	minLength=0
EMRSV4.0Response / CustomerAddress2	required once	Address of customer returning the package.	string	minLength=1
EMRSV4.0Response / CustomerCity	required once	City of customer returning the package.	string	minLength=1
EMRSV4.0Response / CustomerState	required once	State of customer returning the package.	string	length=2
EMRSV4.0Response / CustomerZip5	required once	ZIP Code of customer returning the package.	string	pattern=\d{5}
EMRSV4.0Response / CustomerZip4	required once	ZIP+4 Code of customer returning the package. May be blank.	string	pattern=\d{4} pattern=
EMRSV4.0Response / CustomerPostnet	required once	Customer text representation of Postnet barcode. Deprecated; the Postnet barcode is no longer displayed on the label.	string	minLength=0
EMRSV4.0CertifyResponse	required once		(alias)	

If an error message is returned, refer to the *Error Responses* section for an explanation.

3.2.3 Response Example #1

```
<EMRSV4.0Response>
        <Zone>3</Zone>
        <MerchandiseReturnLabel>JVBERi0xLjINCjUgMCBvYmoNCjw8DQovVHlwZSAvWE9iamVjdA<!-
        -suppression on--></MerchandiseReturnLabel>
        <DeliveryConfirmationNumber>42044114918322233344402097152 4</DeliveryConfirmationNum
        ber>
        <InsuranceCost>1.65</InsuranceCost>
        <PDUPOBox>1 KEY PLZ</PDUPOBox>
        <PDUCity>CLEVELAND</PDUCity>
        <PDUState>OH</PDUState>
        <PDUZip5>44114</PDUZip5>
        <PDUZip4>1022</PDUZip4>
        <Postnet>44114102201</Postnet>
        <CustomerAddress1></CustomerAddress1>
        <CustomerAddress2>6406 IVY LN</CustomerAddress2>
        <CustomerCity>GREENBELT</CustomerCity>
        <CustomerState>MD</CustomerState>
        <CustomerZip5>20770</CustomerZip5>
        <CustomerZip4>1441</CustomerZip4>
        <CustomerPostNet>20770144106</CustomerPostNet>
</EMRSV4.0Response>
```

3.2.4 Response Example #2

```
<EMRSV4.0Response>
        <Zone>3</Zone>
        <MerchandiseReturnLabel>JVBERi0xLjINCjUgMCBvYmoNCjw8DQovVHlwZSAvWE9iamVjdA<!--
        suppression on--></MerchandiseReturnLabel>
        <MerchandiseReturnNumber>42044114918422233344400000010 6</MerchandiseReturnNumber>
        <InsuranceCost>0</InsuranceCost>
        <PDUPOBox>1 KEY PLZ</PDUPOBox>
        <PDUCity>CLEVELAND</PDUCity>
        <PDUState>OH</PDUState>
        <PDUZip5>44114</PDUZip5>
        <PDUZip4>1022</PDUZip4>
        <Postnet>44114102201</Postnet>
        <CustomerAddress1></CustomerAddress1>
        <CustomerAddress2>6406 IVY LN</CustomerAddress2>
        <CustomerCity>GREENBELT</CustomerCity>
        <CustomerState>MD</CustomerState>
        <CustomerZip5>20770</CustomerZip5>
        <CustomerZip4>1441</CustomerZip4>
        <CustomerPostNet>20770144106</CustomerPostNet>
</EMRSV4.0Response>
```

3.2.5 Tagged Label Diagram

Decoded Sample Labels

The image returned is Base64-encoded in PDF, JPEG, GIF, or TIF format, according to your request (<ImageType>). It must be decoded before use. For additional information on Base64-encoding and decoding, consult the following working group web sites: Network Working Group Section 4.3.2.4 and Network Working Group Section 6.8.

Important: When printing PDF files with barcodes, be sure that the "Fit to Page" option in the print dialogue box of Adobe Acrobat is **unchecked**.

After decoding, the label should look like the graphic below. Instruct your customers to print out the EMRS with Delivery Confirmation label on a laser or ink jet printer with 300 dpi or better. It is recommended (but not mandatory) that the EMRS with Delivery Confirmation label be printed on a self-adhesive label at least 5½" x 8½". The use of dot matrix printers is not recommended.

When you make your requests to the Web Tools Test Server, you will receive a canned response on the return address, the service requested, and delivery address for the Postage Due Unit. Once you begin sending calls to the Web Tools Production Server, you will then receive labels that have return addresses and delivery addresses with your requested data.

The Sample label returned can be used for two purposes: as a guide for creating your own label (if desired), and to submit to your local post office to obtain a Merchandise Return Service Permit (see the *Implementation Overview* section). Submit the entire label to obtain a Merchandise Return Service permit. ***Do not*** cut at the dotted line above "Customer Mailing Instructions."

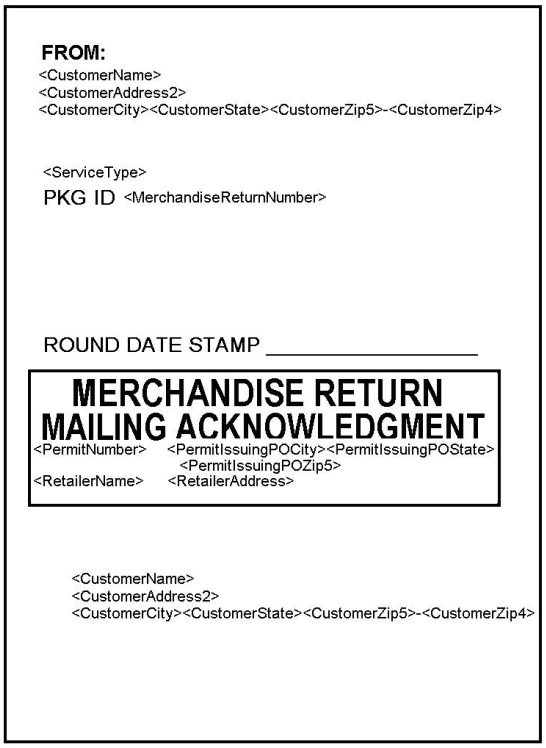
After decoding, a Live EMRS label should look like:

Cut along line

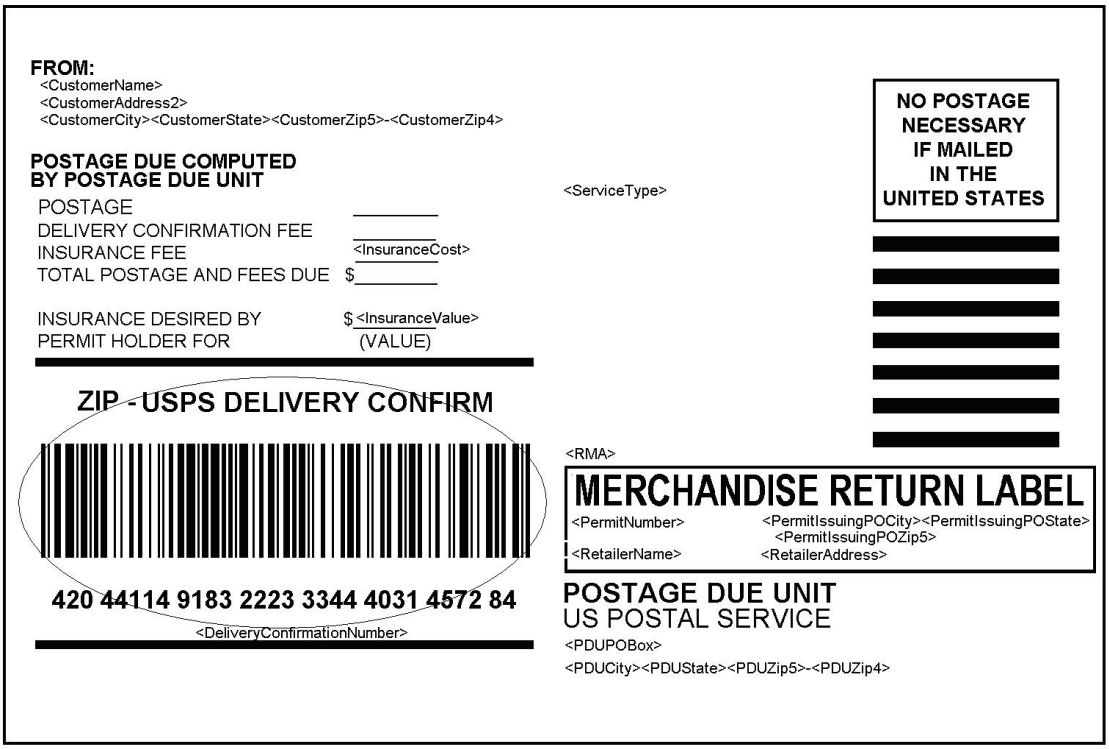
Mailing Instructions

1. Please use a laser or laser-quality printer.
2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended.
3. Place label so that it does not wrap around edge of package.
4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to usps.com.
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY OR FAX. Only the original label can be accepted.
6. If mailing acknowledgement is required, the article and the Online e-Label Record must be presented at a Post Office.

Online e-Label Record

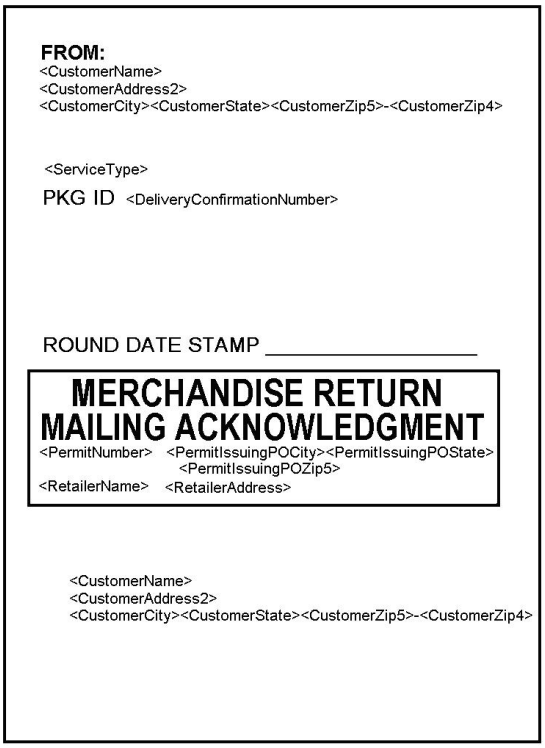


After decoding, a Live EMRS with Delivery Confirmation label should look like:



—Cut along line—

Online e-Label Record



Mailing Instructions

1. Please use a laser or laser-quality printer.
2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended.
3. Place label so that it does not wrap around edge of package.
4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to usps.com.
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY OR FAX. Only the original label can be accepted.
6. If mailing acknowledgement is required, the article and the Online e-Label Record must be presented at a Post Office.

Appendix A: Delivery Confirmation Product Tracking System Extract File Retrieval

Delivery information regarding all barcodes sent to you via the Delivery Confirmation Web Tool can be accumulated into a single comma-delimited file to use in your internal systems. It is referred to as the "extract file" from the USPS Product Tracking System (PTS).

The PTS extract file includes information regarding the Package ID Codes (PICs), such as destination ZIP Code, event code (delivery, manifest, etc.), ZIP Code of scan or event, date and time of scan or event, etc. This file is a single point of reference for all packages shipped by a company in a given day. The extract file is created 16 times daily.

The instructions and forms needed in order to gain access to the system that creates and stores the extract files from the USPS PTS are included below. After you have access to the PTS system for your extract files, you will need to contact the ICCC by phone at 1-800-344-7779. The ICCC will need your DUNS or Mailer ID number to associate it with all PICs created by your company. When the ICCC makes the association (may need at least one working day to complete), you will begin seeing extract files in your FTP area account on the PTS system (files are maintained for 10 days before being deleted).

The following is a checklist of activities necessary for gaining access to the PTS extract file:

1.	To obtain a Mailer ID (MID), complete USPS *Confirmation Services – Electronic Option Application* PS Form 5051 and USPS *Request For Computer Access* PS Form 1357-S. Note: If a Dun and Bradstreet (DUNS) number has already been registered with USPS Product Tracking System (PTS), please indicate on PS Form 5051. If the DUNS is registered elsewhere within USPS, but not in PTS, a MID will need to be obtained by submitting PS Form 5051.
2.	Fax PS Form 5051 and Form 1357-S to: USPS NCSC: 901-821-6244
3.	Receive logon/password information from the USPS.
4.	Retrieve documentation regarding the extract file, how to read the file, etc., from USPS Publication 91 or PDF version of USPS Publication 91 (download Adobe Reader). The Appendices in this document will provide file layout, event codes, and trouble-shooting guides that will help in processing the extract file.

If you have problems with this process or with logon information, please contact USPS Technical Support at 1-877-264-9693 (then select) option #1.

UNITED STATES POSTAL SERVICE®

Confirmation Services
Electronic Option Application

The electronic option for confirmation services is available to mailers who establish an electronic link with the USPS to exchange acceptance and delivery data. No mailing receipt is provided. Depending on the service you are requesting you will have to complete this form and submit additional information.

A. Customer Information *(Please print or type)*

1. Company Name

2. Company Street Address

3. City

4. State and ZIP+4®

5. Company Primary Contact
   a. Name:
   b. Telephone Number *(Area Code and Ext.):*
   c. Fax:
   d. Email Address:

6. Technical Contact
   a. Name:
   b. Telephone Number *(Area Code and Ext.):*
   c. Fax:
   d. Email Address:

7. How will you send your electronic file?
   a. | | Internet FTP
   b. __ No Transmission From This Site: *Labels only*

8. Will you be using vendor software? a. ☐ Yes b. ☐ No

   If purchasing a shipping/manifesting system, you can obtain a listing of confirmation Services Certified Vendors at *usps.com*; search on "Certified Vendors" or select a vendor of your choice.

   If Yes, provide name of software vendor and product name:
   Company or Vendor:

   Shipping System Name:

   Are you a Service Provider/Consolidator?
   YES____ NO____

   If No, give Service Provider/Consolidator Company name:

   _____

9. Will you print your own barcoded labels?
   ☐ Yes ☐ No

B. Service Requested and Optional Customer Information

10. Select service*(s)* desired:

Delivery/Signature Confirmation (Complete front page of this form and PS Form 1357-S (if transmitting files), *Request for Computer Access (usps.com/forms/allforms.htm).*

| | Electronic Verification System *(eVS)* includes Delivery/Signature Confirmation (Complete front page of this form, PS Form 1357-C, *Customer Request for Web Access (usps.com/forms/allforms.htm)* and Appendix B in Publication 205 *(usps.com/publications/pubs/welcome.htm).*

☐ Parcel Return Service *(PRS)* (Complete front page of this form and PS Form 1357-C, *Customer Request for Web Access (usps.com/forms/allforms.htm).*

Complete an individual PS Form 1357-C for each point of contact.

11. Please provide additional information unique to your process, or discuss other issues.

12. Name of Person Completing Application

13. Date

PS Form **5051** May 2008 *(Page 1 of 2)* *(See reverse side for instructions)* **Privacy Notice**: See our Privacy Policy on *usps.com*®

Instructions

1. Your Mailer ID will be provided upon submission of this application via email or telephone. Mailer IDs obtained for the Electronic Verification System *(eVS)* may be used only for eVS mailings.

   Fax OR mail forms to:

   Confirmation Services Support
   National Customer Support Center
   United States Postal Service
   6060 Primacy Parkway Suite 201
   Memphis TN 38188-0001

   Fax Number 901-821-6244

2. You will receive the certification test instructions and login ID*(s)* from the Postal Service for the requested certification types you requested in Item 10 on page 1. Call Technical Support at 877-264-9693, Option 1, to receive password*(s)*.

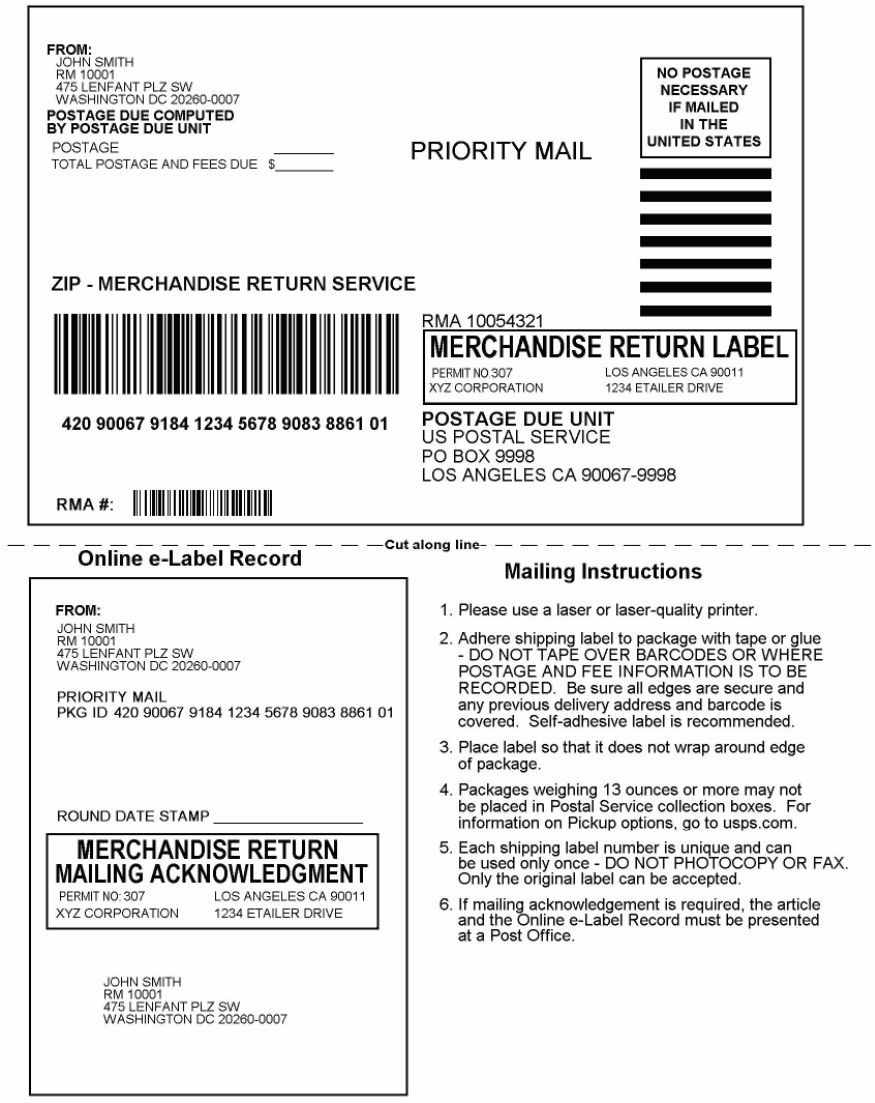
3. Create an electronic test file that represents 10 packages per printer.

4. If you are printing your own labels, print 10 test labels from each printer. Customer requests for Electronic Verification System *(eVS)* label barcode certification require producing 10 barcode labels that include Delivery Confirmation and 10 barcode labels that do not include Delivery Confirmation. Complete PS Form 5052, *Confirmation Services Printer Vertification*, available at *usps.com/forms/confirmservices.htm* and mail the form with test labels to the address on the form.

5. After successfully completing certification, you will receive PS Form 3152, *Confirmation Services Certification,* and an acceptance letter from the U.S. Postal Service®. If requested, you will need to present a copy of this form to your local Postal Service facility as proof that you are eligible for mailing at the electronic rate.

PS Form **5051,** May 2008 *(Reverse)*

Appendix B: Electronic Merchandise Return Service Notification

Attention: Postmaster/Mailing Requirements

The holder of this sample Electronic Merchandise Return Service label will be using the USPS Internet Shipping Application Program Interface program (Web Tools) to prepare and generate Electronic Merchandise Return Service labels. Please provide a Merchandise Return Service Permit as per DMM 507.11. If you need additional information regarding this program, contact the USPS Internet Customer Care Center at 1-800-344-7779.