



Shipping & Mailing
Outbound and Inbound Package Management

SendSuite® Xpress | SendSuite® Live | SendPro® Enterprise

Refund Instructions for USPS® Instant Online Postage (IOP), Pitney Bowes Shipping API, and SendPro® Enterprise Stamps

Introduction

This document provides instructions for requesting credit for spoiled USPS postage labels printed from SendSuite® Xpress, SendSuite® Live, or SendPro® Enterprise using Pitney Bowes Shipping API, Instant Online Postage (IOP), or the SendPro Enterprise Stamps app.

Before You Begin—Verify Refund Eligibility!

Not all postage is eligible for a refund! The USPS has strict requirements for requesting credit for misprinted postage; see the Refund Eligibility section on page 3 of this document to learn more about postage refund eligibility. For Pitney Bowes Shipping API, only spoiled postage without a tracking barcode is eligible for a refund using this process.

Procedure

Follow these steps to submit a valid credit request:

1. Complete Parts 1 and 2 of USPS Form 3533-PCP-X (see last page in this document), leaving the License Number blank. The location of the PC Postage Device ID varies by label/stamp type. Refer to the following illustrations to locate the value.

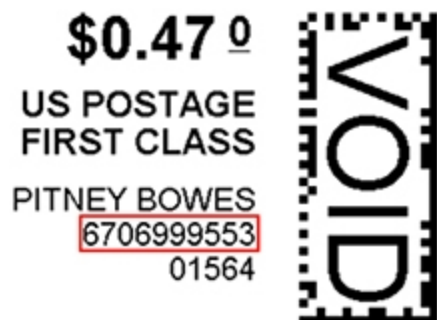


Figure 1: Location of PC Postage ID on a Stamp Sheet



Figure 2: Locating the PC Postage Device ID on an IOP label

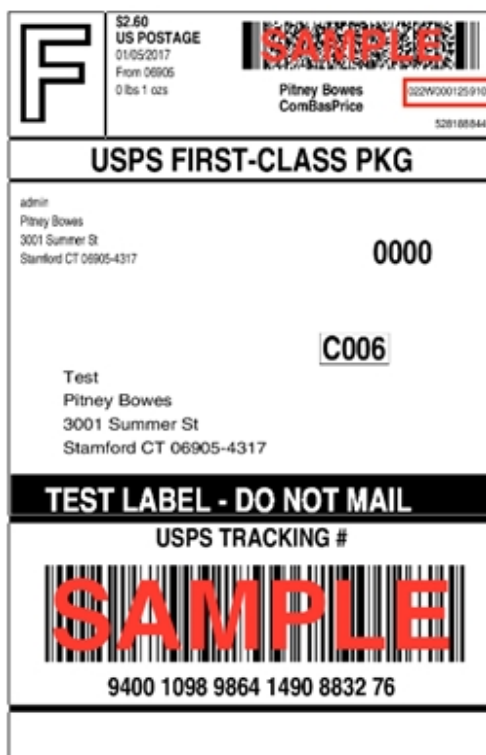


Figure 3: Locating the PC Postage Device ID on a PB Shipping API label

Note:

When completing Part 2 of USPS Form 3533-PCP-X, you may group indicia having the same value. If you do this, make sure you include the following:

- Total number of pieces for which you are requesting credit,
 - Face value of each piece (100% value), and
 - Total face value.
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2. Attach physical proof of the misprinted postage. Physical proof meets all of the following criteria:
 - Submission of the entire original shipping label.
 - Shipping label (indicia) has not been used (mailed).
 - Barcode can be read by USPS scanners (imprint cannot be partial, smeared, faint, etc.).
3. Sign the form. (The correct location for your signature is in Part 1 of this form.)
4. **Your Tax ID number (Customer TIN) is required for refund processing. Please enter your Tax ID number in the space provided for License Number in Part 1 of the form.**
5. Mail the form along with all original, valid, and verifiable misprinted or unused postage to the following address:

Pitney Bowes
Attn: Mary Iaffaldano
27 Waterview Drive
Shelton, CT 06484

Pitney Bowes is committed to customer service and will process your credit requests within 30 days of receipt. Once your request has completed the inspection and approval process, your refund will be processed. Details of our credit policy are described in the Credit Policy section on page 5 of this document.

Refund Eligibility

Most purchased or printed postage is NOT eligible for a refund under USPS guidelines. Review the table below to see which postage may be refunded and which may not.

Postage Type	Definition	Examples	Refund Eligibility
Spoiled (wasted, lost) postage	The following explains the characteristics of spoiled postage:	<ul style="list-style-type: none"> • Smearing or faded print. • Partially printed postage in which part of the barcode is missing. • Postage sent but not printed because the printer was off. 	Spoiled postage is NOT eligible for a refund.
Misprinted postage (includes printed but unused postage)	Misprinted postage is valid (not spoiled) postage you printed but did not use. The following are characteristics of misprinted postage:	<ul style="list-style-type: none"> • A mailpiece with too much postage printed for the size/class. • Postage you printed but did not mail on time. • Postage that you printed on the wrong media (for example, paper instead of an envelope). • Postage that printed incorrectly but still has a scannable barcode. 	Misprinted postage is eligible for a refund. Once your request has been processed and approved, your refund will be processed.
	<ul style="list-style-type: none"> • Can be scanned and verified by the USPS. • Has not been removed from the mailpiece. • Printed on a label, envelope, or postcard that is approved for PC Postage. • Has not been used (not canceled). • Postage has been printed but not used and does not have a tracking number. (Applies to Shipping API). 		

Credit Policy

Pitney Bowes is not responsible for any failure to print based on hardware or human error, as noted in the terms and conditions of the software license agreement.

“Unused postage” is the term used for envelopes or labels containing valid postage (see below) that you (the mailer) choose not to mail due to an incorrect address/postage, or other reason. These instances appear as valid, legible, and clear printings that are capable of being verified by a USPS scanner.

Requirements Overview:

- All requests must be filled using USPS form 3533-PCP-X. (See last page of this document.)
- USPS regulations specify that all requests for misprinted postage credit must be submitted within 30 days of the misprint to be considered.
- As indicated on USPS form 3533-PCP-X, only those requests that have the original, legible, valid, and unused postage will be considered.
- Evidence must verify as valid on the USPS barcode scanner to ensure compliance with USPS standards.
 - Since each of the two barcodes are part of this test, only entire originals will be considered; do not cut out the indicia and send in only the part with the dollar amount.
 - Evidence that is smudged and thus unable to be read and/or verified by the USPS scanner is considered “spoiled postage” and is not subject to a refund. Smudging is the typical cause of this, and may indicate a problem with your printer.
- Evidence verified as valid and submitted in compliance with the guidelines in this document will be honored at 90% of the face value.
- Customer must have an active account.
- Upon confirmation of all of the above and within 30 days of receiving the request, Pitney Bowes will credit your postage account and send an email notification. The credit is deposited to your Postage by Phone account, not directly into the meter, and is transferred into the meter during the next refill.
- “Spoiled Postage” is the term used for envelopes or labels incapable of being verified by a USPS scanner due to an error on the part of the user, computer system, or printer.

United States Postal Service
PC POSTAGE™ PRODUCTS REFUND REQUEST for UNUSED POSTAGE

Customer: Submit this completed form, with the unmailed envelopes or labels with complete and legible valid indicia to your PC Postage™ product provider within 30 days of the date shown in the indicia.

Privacy Act Statement: The collection of this information is authorized by 39 USC 401, 404, and 1206; Pub. L. 104-134. This information will be used to reimburse you when no service is rendered. As a routine use, the information may be disclosed to an appropriate government agency, domestic or foreign, for law enforcement purposes; where pertinent, in a legal proceeding to which the USPS is a party or has an interest; to a government agency in order to obtain information relevant to a USPS decision concerning employment, security clearances, contracts, licenses, grants, permits, or other benefits; to a congressional office at your request; to an expert consultant, or other person under contract with the USPS to fulfill an agency function; to a Federal Records Center for storage; to the Office of Management and Budget for review of private relief

legislation; to an independent certified accountant during an official audit of the USPS finances; to an investigator, administrative judge or complaints examiner appointed by the Equal Employment Opportunity Commission for investigation of a formal EEO complaint under 29 CFR 1614; to the Merit Systems Protection Board or Office of Special Counsel for proceedings or investigations involving personnel practices and other matters within their jurisdiction; to a labor organization as required by the National Labor Relations Act; to the Department of the Treasury for cross-matching under the Treasury Offset Program; and to a requestor, the name and address of the owner of leased property, or of the payee when different from the owner. Completion of this form is voluntary; however, if this information is not provided, a refund will not be considered.

Part 1 – Application Information <i>(Customer to complete)</i>					
Customer/Company Name				License No.	
Mailing Address <i>(No., Street, Ste./Apt. No., City, State, ZIP + 4)</i>				PC Postage Device ID or Username	
Email Address				Contact Telephone No.	
Signature				Date of Request	
Part 2a – Unused PC Postage Indicia Submitted <i>(Customer to complete)</i>					Part 2b – Verification of Indicia
List legible, valid, unused PC Postage indicia submitted for refund. The date in the indicia must not be over 30 days old. Verified postage will be refunded at 90% of the face value. You may group indicia having the same date and value.					<i>(PC Postage™ provider to complete)</i>
Date in Indicia	Delivery Zip+4	Number of Pieces	Face Value of Each Piece	Total Face Value	Verified Amount <i>(if different from Total Face Value)</i>
			\$	\$	\$
Total Postage Face Value				\$	\$
Part 3 – Calculation and Verification of Refund <i>(PC Postage™ provider to complete)</i>					
Total Verified Amount		\$		Reimbursement to be Reported to the USPS	
Less Processing Fee		-		Number of Indicia	
Total Refund Claimant is Entitled		\$		Reimbursable Amount	
				\$	
PC Postage Provider Name and Address		Certifying Employee Signature and Title		Date Refund Issued	
Part 4 – Certification of Destruction of PC Postage Indicia <i>(Postal use only. Indicia must be destroyed to prevent reuse. Signature below certifies that indicia listed above were destroyed.)</i>					
Destroyed by (Print Name)		Signature		Date Destroyed	