

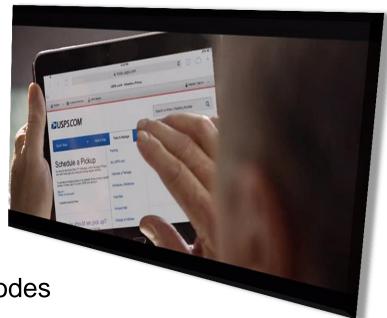
## Workshop -in -a -Box Pickup Services







- Pickup Services include:
  - 1. Package Pickup
  - 2. Collection Service
  - 3. Pickup on Demand
  - 4. Recurring Pickup or Pickup on Demand
  - 5. Weekly Pickup on Demand
  - 6. No Fee Pickup
- Pickup Services available to 40,260 ZIP Codes
- FY '14 completed 10.2M pickup requests
- Picked up 131.8M packages





### **Eligible Products – City Delivery**

- The eight eligible products for City Delivery Routes for Package Pickup and Pickup on Demand services are:
  - 1. Priority Mail Express
  - Priority Mail
  - 3. First-Class Package Service
  - 4. Parcel Select Nonpresort
  - Returns (USPS Return Service, Merchandise Return Service, and Parcel Return Service)
  - 6. Priority Mail Express International
  - 7. Priority Mail International
  - 8. Global Express Guaranteed
- Standard Post packages may be picked up also, when combined with one or more of the eligible named products.



### Eligible Products – Rural Delivery

- The six eligible products for Rural Delivery Routes and Contract Delivery Service (CDS) Routes for Package Pickup and Pickup on Demand services are:
  - 1. Priority Mail Express
  - 2. Priority Mail
  - 3. Returns (USPS Return Service, Merchandise Return Service, and Parcel Return Service)
  - 4. Priority Mail Express International
  - 5. Priority Mail International
  - 6. Global Express Guaranteed
- First-Class Package Service, First-Class Package Return Service,
  Parcel Select Nonpresort, and Standard Post may be picked up also,
  when combined with one or more of the eligible products.



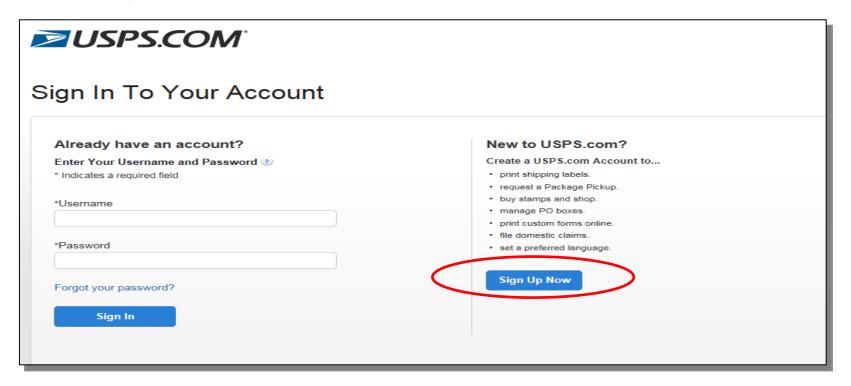
# Service on USPS.com



- 1. Navigate to <a href="http://usps.com">http://usps.com</a>.
- 2. Click "Register / Sign in" button on the top right of the screen.

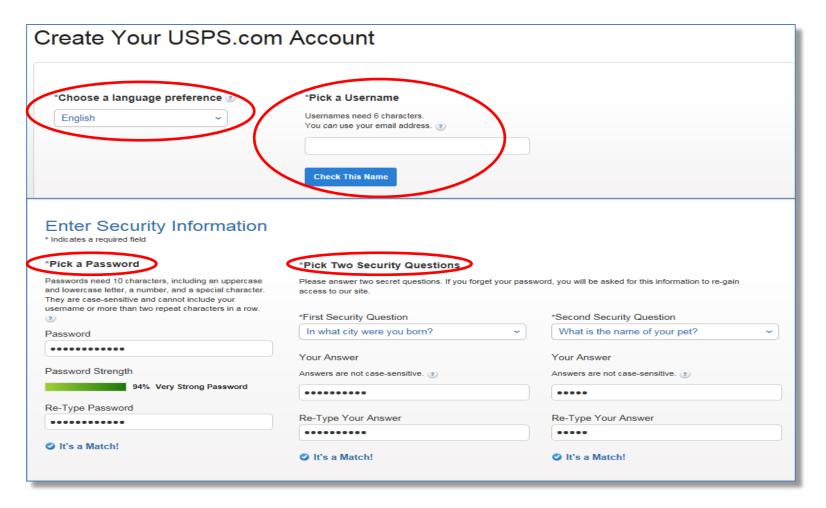


3. Click the "Sign Up Now" link.



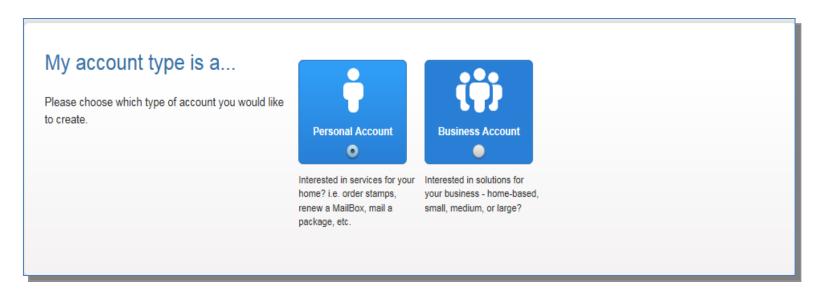


- 4. Choose a language.
- 5. Choose an available log-in name.
- 6. Enter a password.
- 7. Choose a first and second security question.



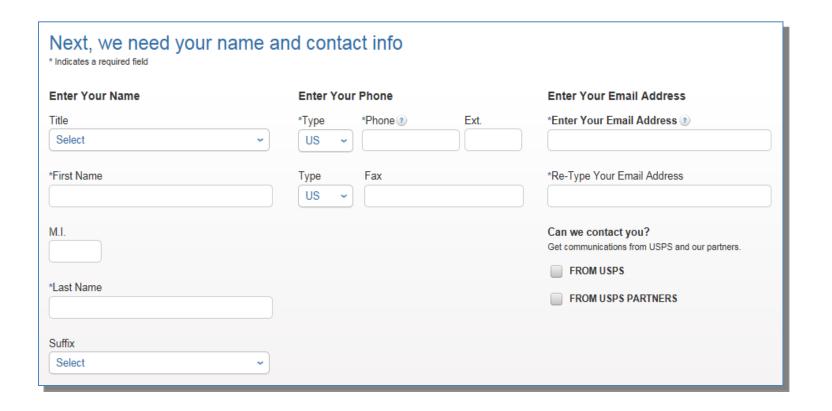


8. Indicate whether this will be a personal account or a business account.





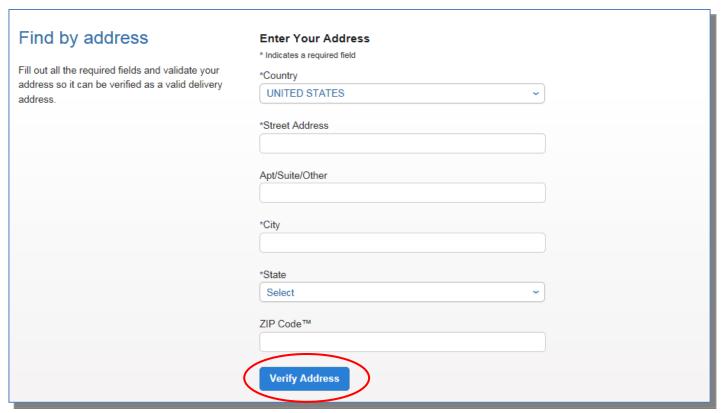
9. Click the drop down arrow under the label "Title" to select your title, then enter your first name, middle initial (not required), last name, and suffix (not required). Enter your email address and indicate whether USPS or its partners may send you communications.





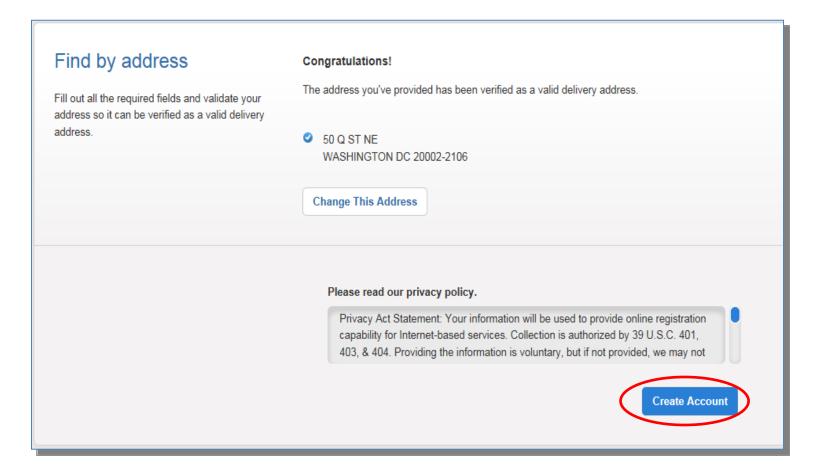
10. Use either the "Address" button or the "ZIP Code" button to locate your address. Then enter your address information and click "Verify Address".





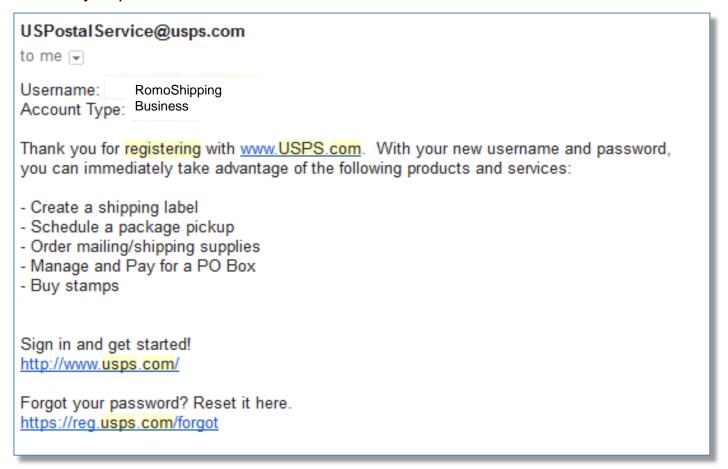


11. The system will validate your address. This ensures availability of the services requested. After reading the Privacy Statement click "Create Account" button.





12. You will be taken back to <a href="http://usps.com">http://usps.com</a>, and an email confirmation will be sent to the email address you provided with the information below:

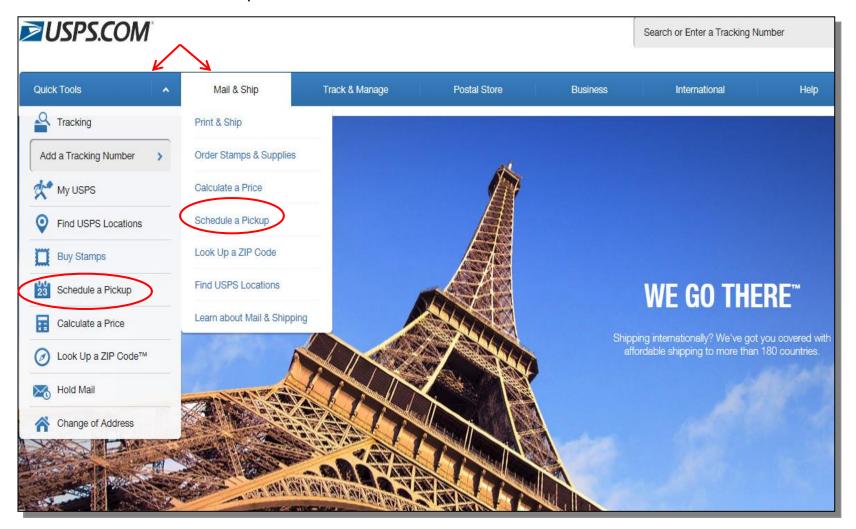




## Scheduling a Pickup on USPS.com

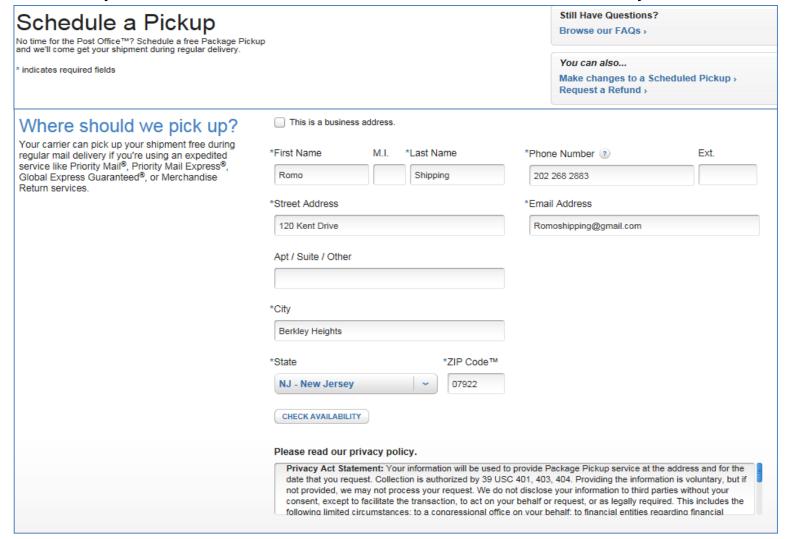


- 1. Use your browser to navigate to <a href="http://usps.com">http://usps.com</a>.
- 2. Under "Quick Tools" choose "Schedule a Pickup" or, from the drop down menu under the "Mail & Ship" tab, click "Schedule a Pickup".





- 3. Enter the required pickup information.
- 4. Once all of your information has been entered, click on the "Check Availability" button.

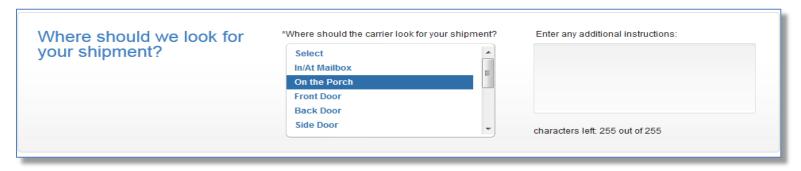




Ensure the "Service Available" button is checked.



Click the drop down arrow under "Where should the Carrier look for your shipment" and click the location for the carrier to pickup the package.

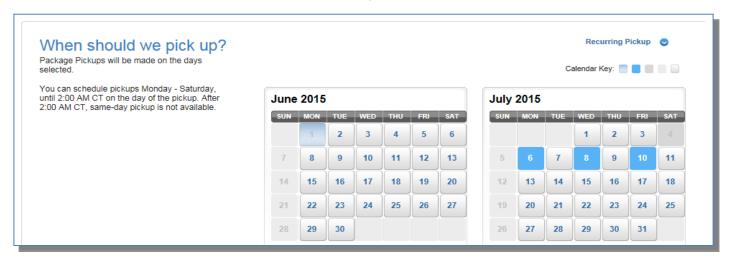


7. Next, select the time you want the package picked up.





8. Click on the day(s) that you want the package pickup to occur.

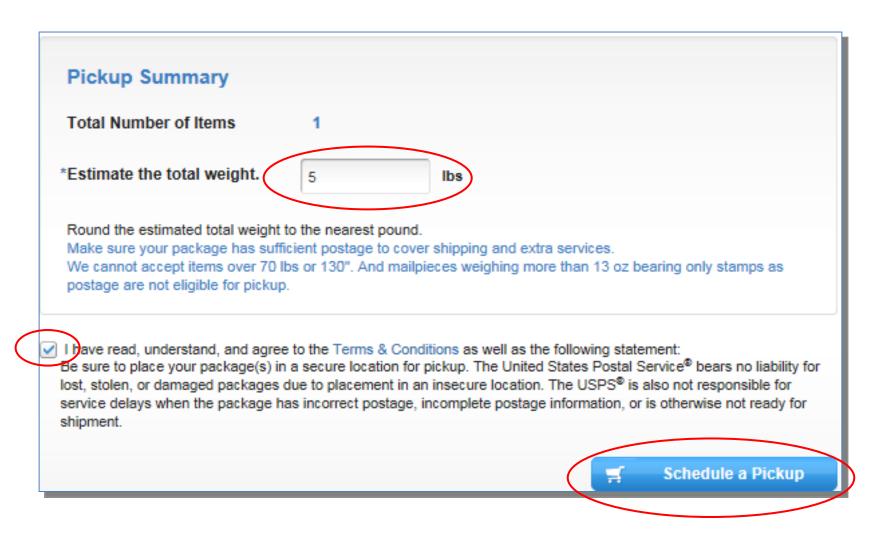


9. Identify the number of packages for each type that will be picked up.

How many items are we picking up?	Priority Mail Express®	0
Your carrier can pick up your shipment for free when they come around if you're using an expedited service like Priority Mail Express®, Priority Mail®, First-Class Package Service®, International, or a Return Service.	Priority Mail® ②	1
	First-Class Package Service® ②	0
	Parcel Select <sup>®</sup> ②	0
	Ground Services ?	0
	International ②	0
	Return Services ②	0

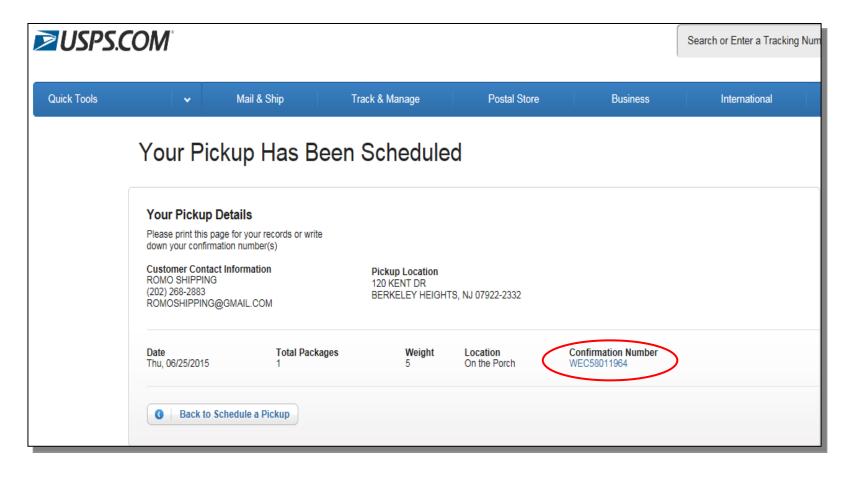


11. Enter the total estimated weight of the packages. Agree to the Terms & Conditions. Then click "Schedule a Pickup."





11. The screen containing a confirmation number will be displayed.



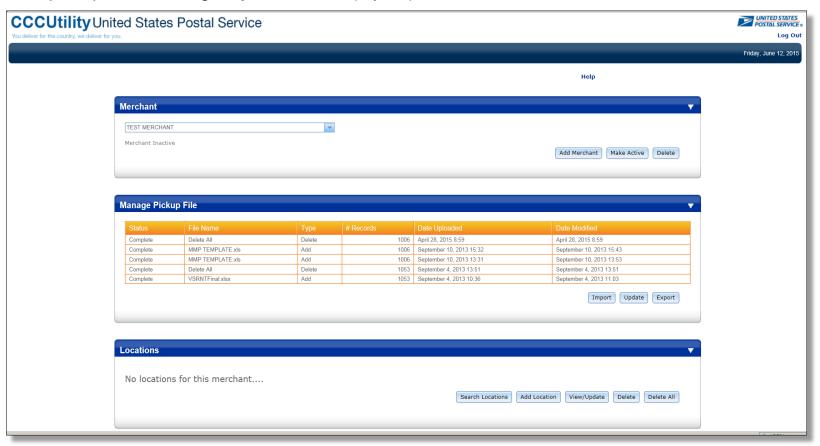


### Bulk File Upload Package Pickup



### **Bulk File Upload**

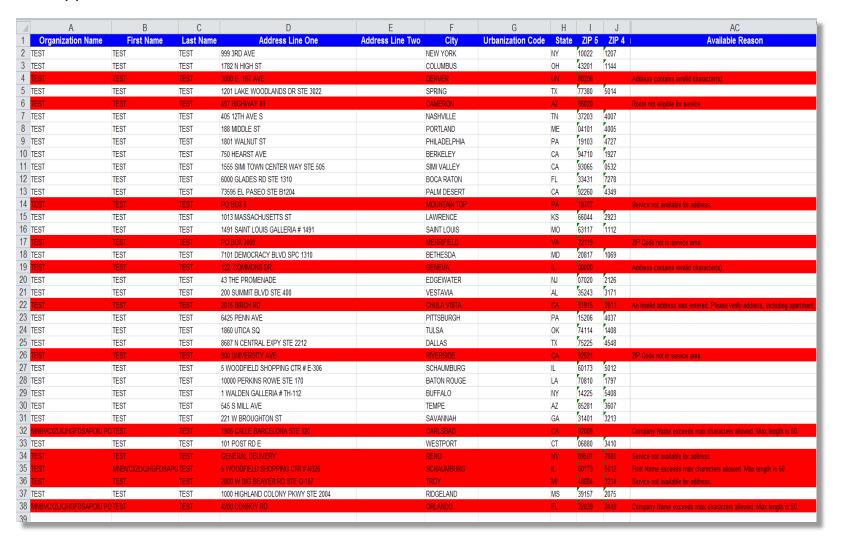
 Commercial customers, with 10 or more locations, should contact their Business Service Network (BSN) to conduct a Bulk File upload for recurring pickups. Requests are sent to the local pickup office through My Post Office (MyPO).







#### 2. This application can also be used to cleanse an address list.

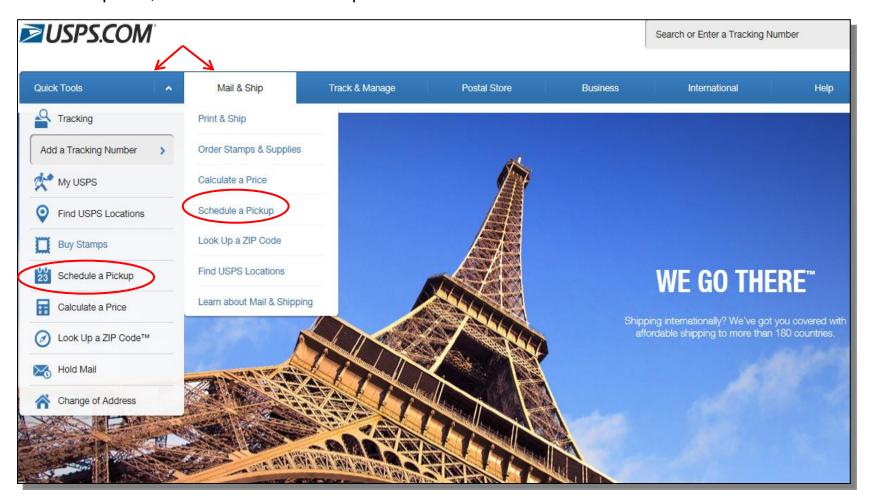




### Scheduling Pickup on Demand USPS.com

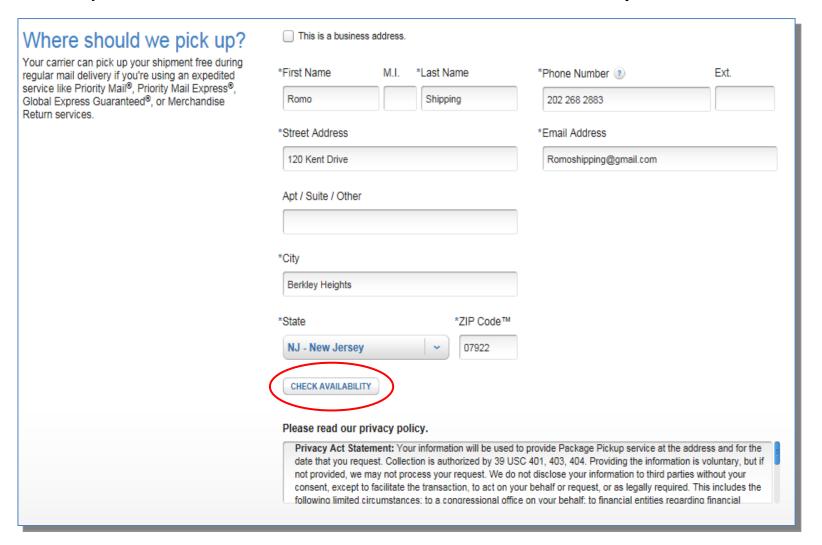


- 1. Use your browser to navigate to <a href="http://usps.com">http://usps.com</a> and sign in or register.
- Under "Quick Tools" choose "Schedule a Pickup" or from the drop down menu under the "Mail & Ship" tab, click "Schedule a Pickup".





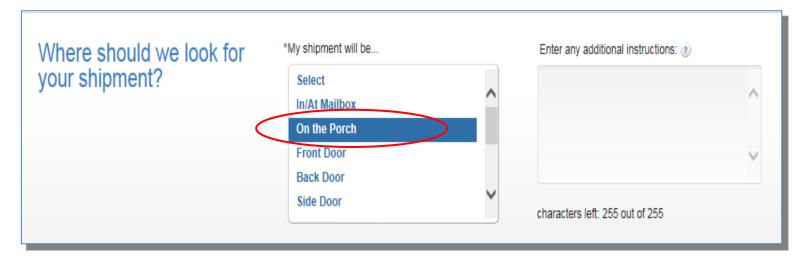
- 3. Enter the required pickup information.
- 4. Once all your information has been entered, click on the "Check Availability" button.



5. The service is confirmed for the address entered.



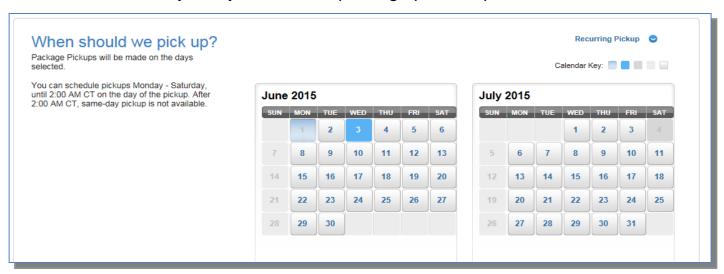
6. Select the location where the shipment will be left.



7. Select the time you want the package picked up. Click "Specify a pickup window", then click on an available pickup time from the dropdown menu.

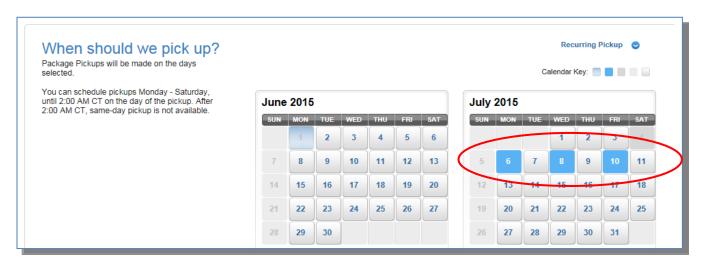


8. Then, click on the day that you want the package picked up.

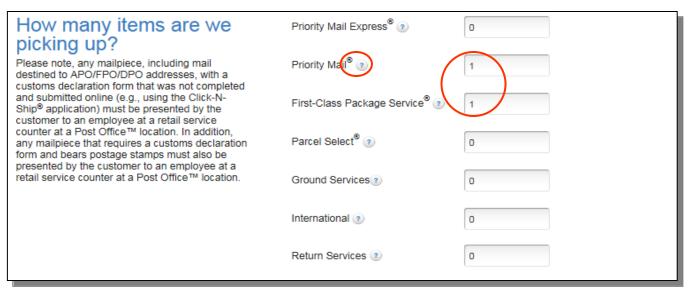




9. If multiple pickups are needed for this location and time, they may also be scheduled.

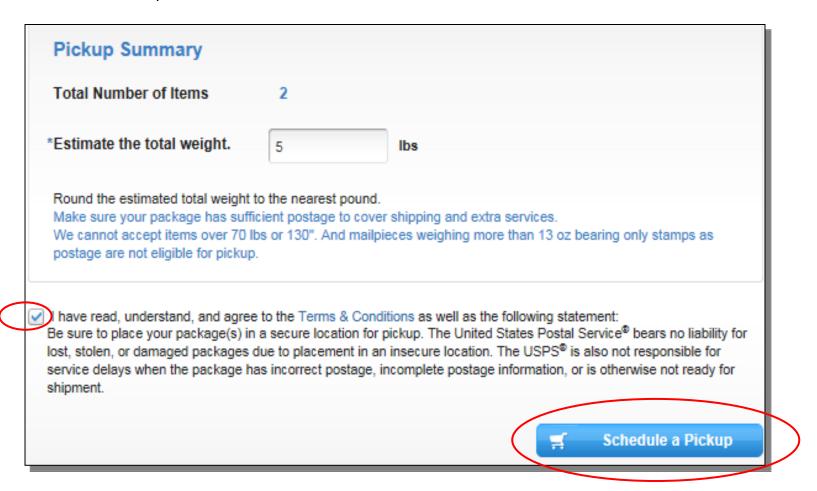


10. Identify the number of packages for each appropriate category of mail that will be picked up.



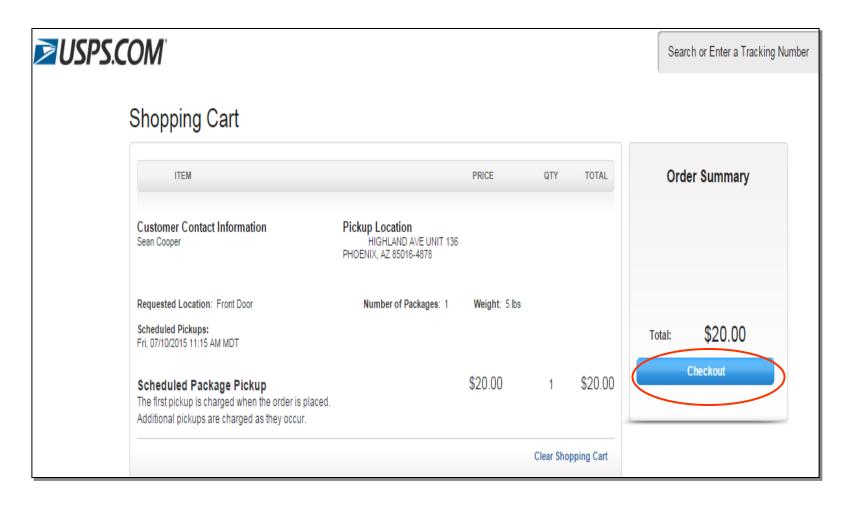


11. Enter the total estimated weight of the packages. Agree to the Terms & Conditions. Then click "Schedule a Pickup."



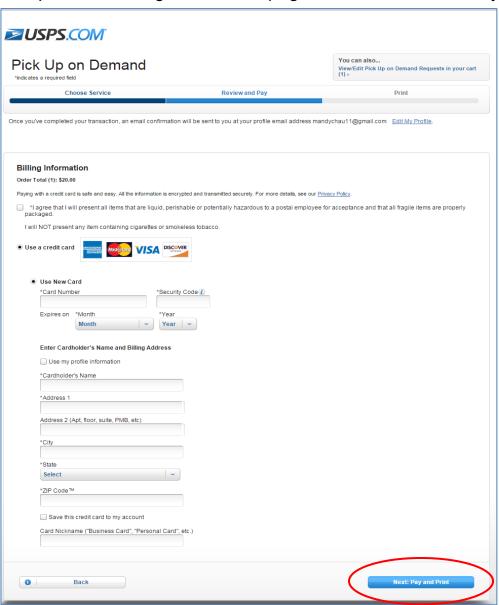


12. Review the information for accuracy, and then click on "Checkout".



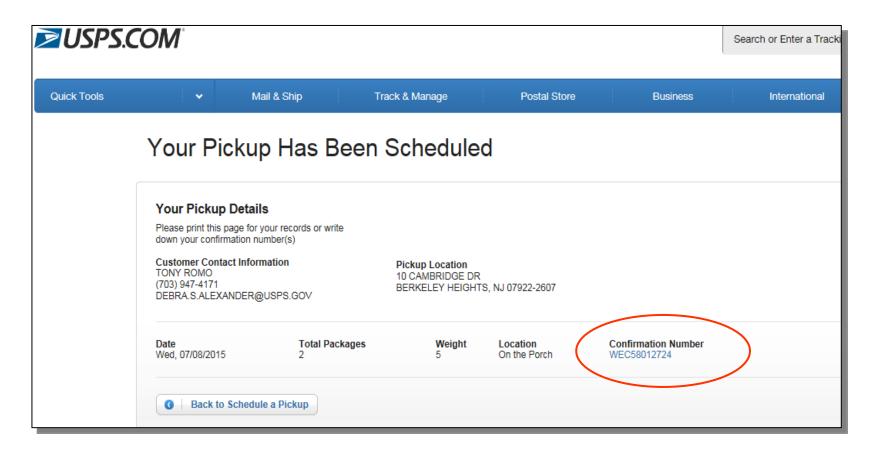


13. Complete the Billing Information page and click on "Next Pay and Print".



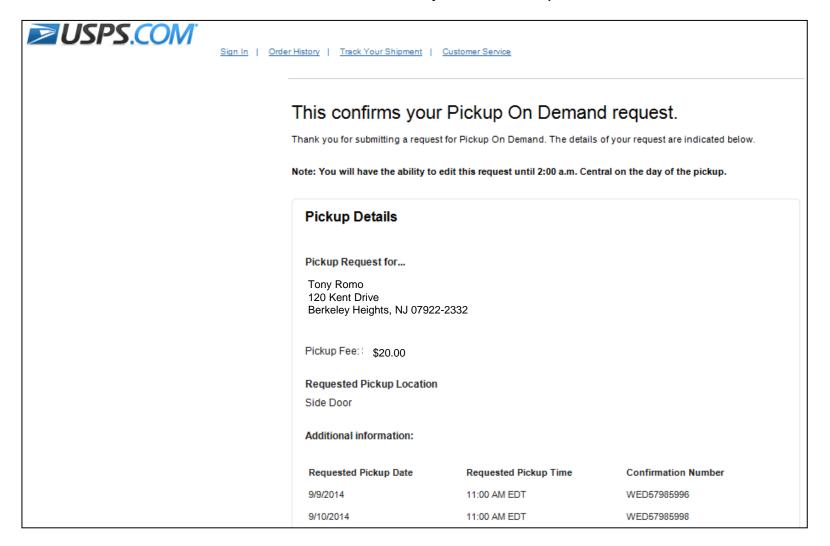


14. You will receive a confirmation once you have completed the checkout.





15. You will also receive an email confirmation I once you have completed the checkout.

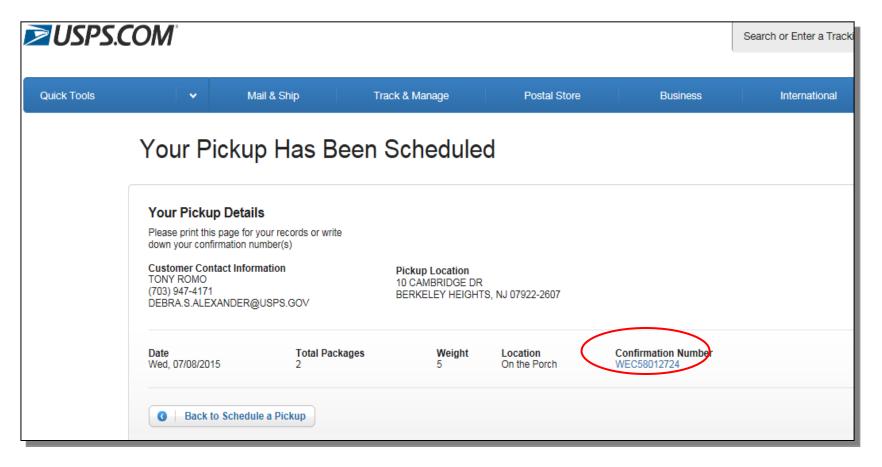




### Editing a Pickup Request USPS.com

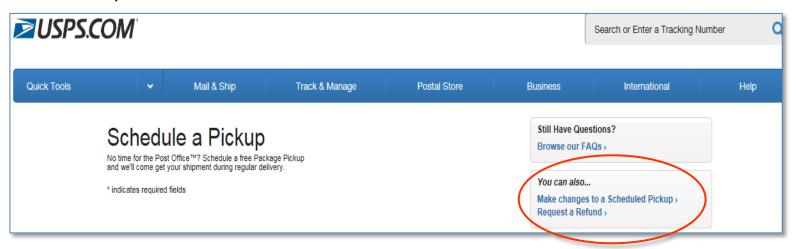


1. Once a pickup request has been completed, click on the confirmation number on the confirmation page.

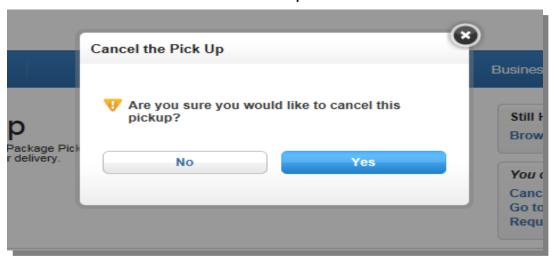




You will be taken back to the "Schedule a Pickup" page where you will be able to edit, cancel or request a refund.

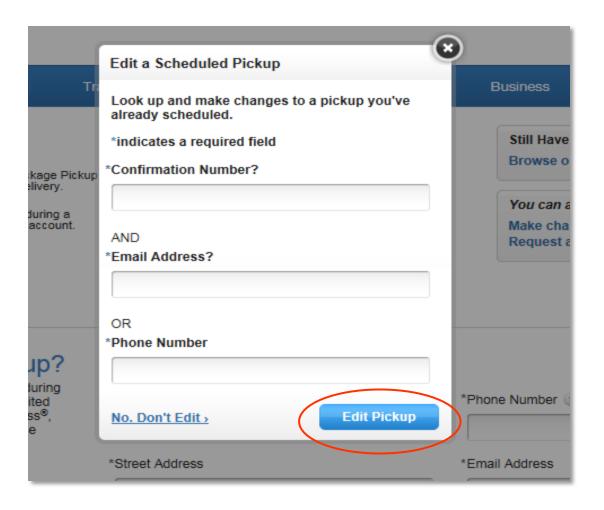


3. If you choose cancel, the "Cancel the Pick Up" screen will appear. Once you click "Yes" your order will be cancelled and an email confirmation will be sent. If You choose "No" you will be taken back to the Schedule a Pickup screen.



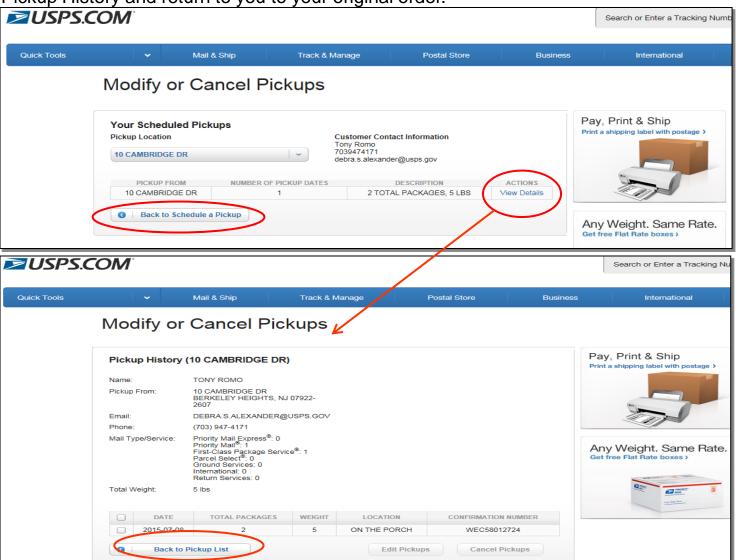


- 4. If you choose to make changes to your request, the following screen will appear.
- 5. Enter the requested information and click "Edit Pickup".





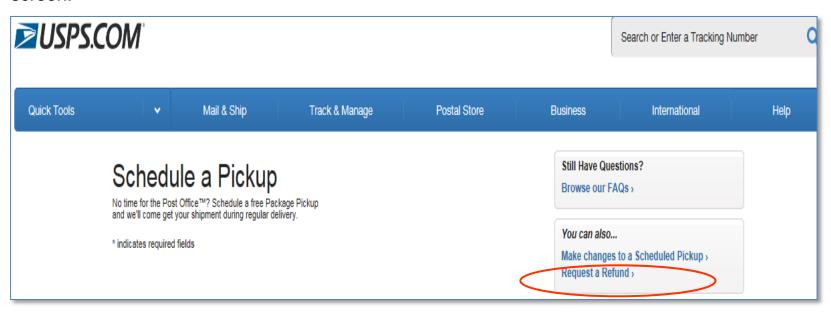
6. You will be taken to the "Modify or Cancel Pickups" screen which will allow you to view your Pickup History and return to you to your original order.





### Request a Refund

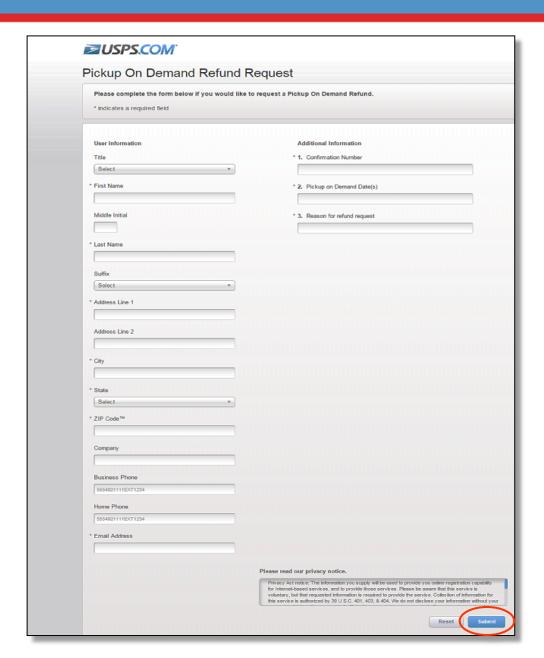
7. If you choose to request a refund, click "Request a Refund" from the "Schedule a Pickup" screen.





### Request a Refund

8. Complete the following fields. Read the Privacy Notice and click submit.





Postal Explorer, Domestic Mail Manual (DMM) - <a href="http://pe.usps.gov/text/dmm300/dmm300\_landing.htm">http://pe.usps.gov/text/dmm300/dmm300\_landing.htm</a>

USPS.com, Forms and Publications - <a href="http://about.usps.com/forms-publications/welcome.htm">http://about.usps.com/forms-publications/welcome.htm</a>



### **Business Services Network (BSN) locator on**

https://ribbs.usps.gov/index.cfm

Shippingservices@usps.gov.