UNITED STATES POSTAL SERVICE®

User's Guide
Package Intercept Commercial Service

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Contents

Overview of USPS Package Intercept Commercial Service 3
Purpose of this User Guide 3
Getting Started 4
Eligibility for USPS Package Intercept Commercial Service 4
Using the Service 5
Accessing the Application 5
Overview of the USPS Package Intercept Commercial Service Home Page 7
Placing Requests for Service 8
Uploading a USPS Package Intercept Commercial Service File 8
USPS Package Intercept Commercial Service Types 20
Extra Services 24
Troubleshooting 25
Account History 26
Viewing Your Most Recent Requests 26
Reporting 28
Billing Statements 30
Frequently Asked Questions 32
Questions or Comments 33

Overview of USPS Package Intercept Commercial Service

You can use the United States Postal Service's (USPS's) Package Intercept Commercial Service application to intercept a package through the Business Customer Gateway at USPS.com. Using this application will give you the option to return to sender, redirect to a new domestic address, or Hold For Pickup at a domestic Post Office. You can also add certain extra services to the package.

This publication is a user's guide for the USPS Package Intercept Commercial Service application.

Purpose of this User Guide

The purpose of this User Guide is to aid customers in signing up for and using the USPS Package Intercept Commercial Service application. This service can be accessed through the Business Customer Gateway (BCG).

Getting Started

Eligibility for USPS Package Intercept Commercial Service

In order to use the USPS Package Intercept Commercial Service Application, you must first meet the following requirements:

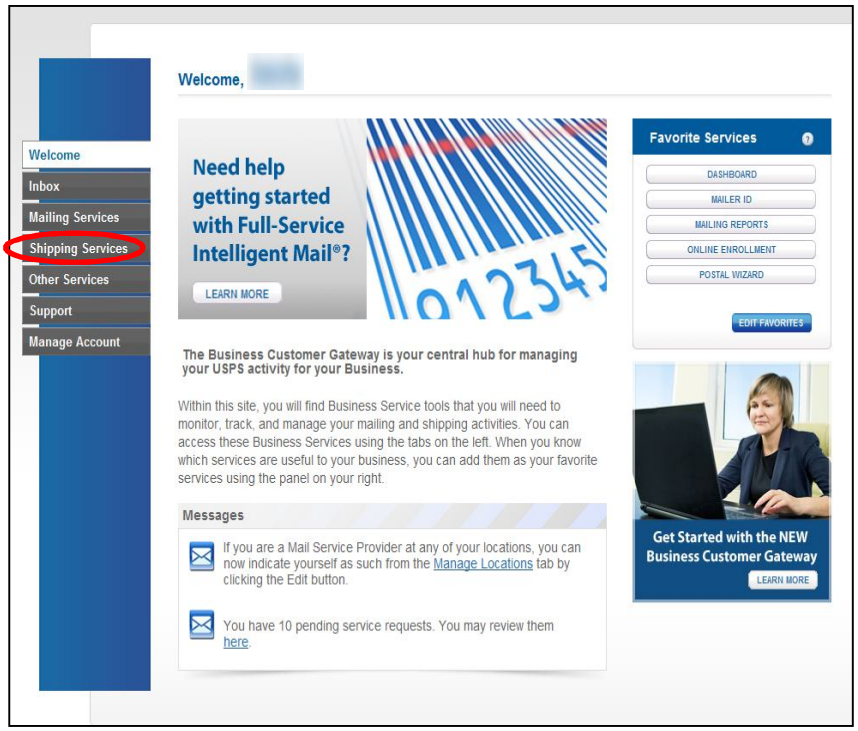
	Requirement	Information and Resources
☐	Register as a Business Customer Gateway (BCG) User	If you do not already have a BCG account, go to https://gateway.usps.com/eAdmin/view/signin and click the "Register for free" button. Information and help for BCG registration can be found here: https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BusinessCustomerGateway.pdf
☐	Establish a Centralized Automated Payment System (CAPS) Account	If you do not have a CAPS account, go to https://caps.usps.gov/ for more information.
☐	Establish a Permit Imprint account and link it to a CAPS account	If you do not have a permit imprint account, go to: http://pe.usps.com/businessmail101/postage/applyPermit.htm. For information on linking your permit imprint account to your CAPS account, go to: http://caps.usps.gov/capshome.asp
☐	Establish a Customer Registration ID (CRID) for each location and link the CRID to a CAPS account	For more information about getting a CRID, go to: https://ribbs.usps.gov/intelligentmail_mail_id_app/documents/tech_guides/MIDCRIDAcquisitionQuickStep.pdf.
☐	Obtain access to the Mailer ID (MID) and Manage Mailing Activity business services in BCG	For more information on Mailer IDs, go to: https://ribbs.usps.gov/index.cfm?page=intellmailmailidapp

Using the Service

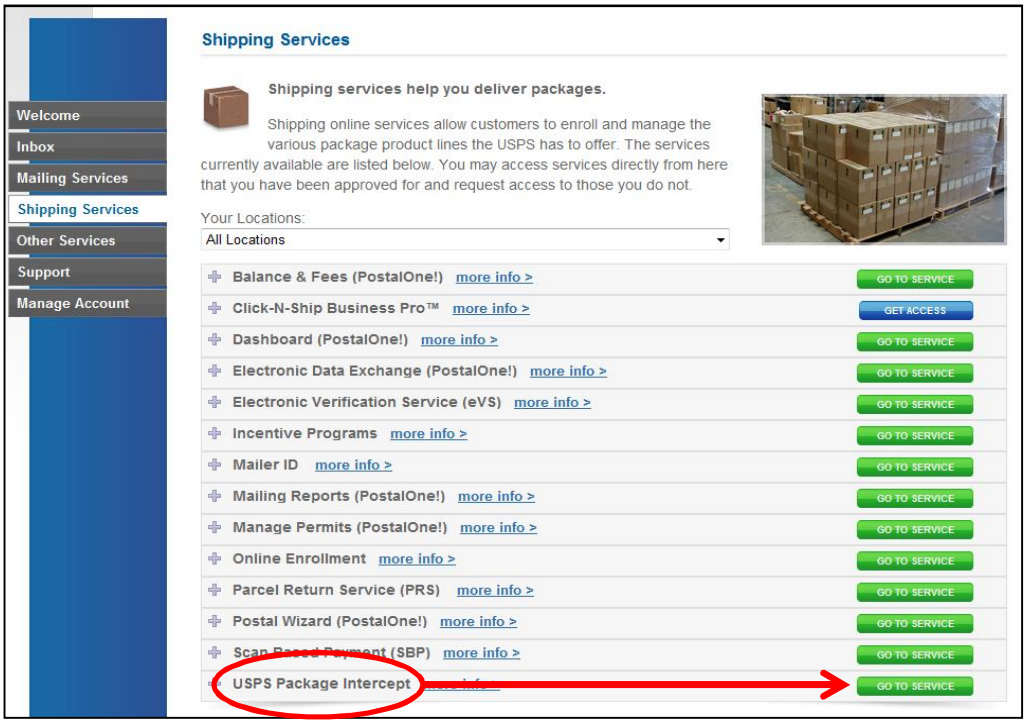
The following pages will describe how to access the USPS Package Intercept Commercial Service.

Accessing the Application

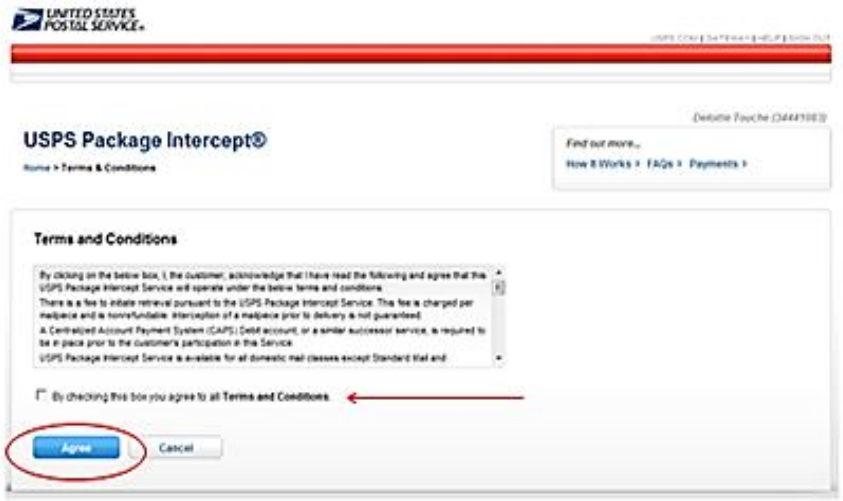
1. Navigate to https://gateway.usps.com/eAdmin/view/signin and log into the Business Customer Gateway. Then click on “Shipping Services” in the column on the left-hand side of the screen.



2. In the Shipping Services menu, click the “Go To Service” button for USPS Package Intercept.



3. To use the service, you must agree to the Terms and Conditions. Use the scrollbar on the right to read the Terms and Conditions. If you accept, click the checkbox and then the “Agree” button.



3. You will then be directed to the USPS Package Intercept Commercial Service home page.

Overview of the USPS Package Intercept Commercial Service Home Page

Below is a sample USPS Package Intercept Commercial Service home page with the main functional areas marked with accompanying descriptions beneath the illustration.

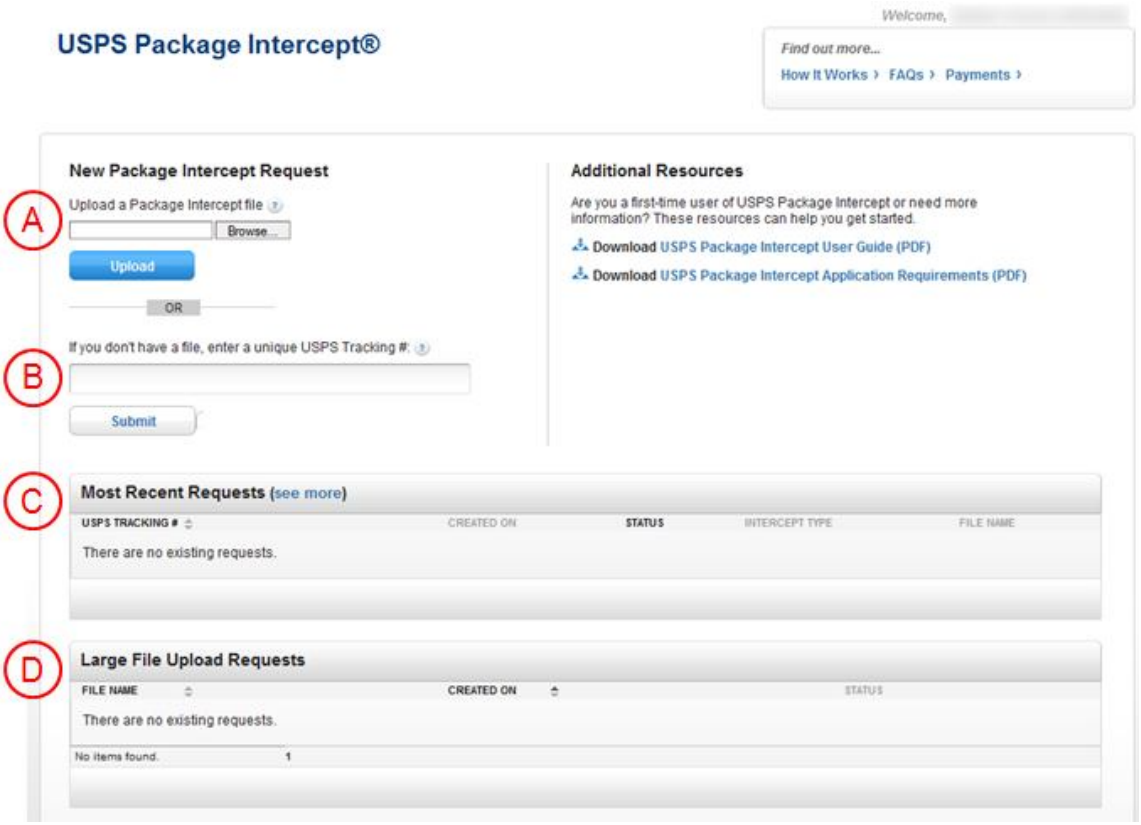


Diagram Key:

- (A) Browse for and upload a USPS Package Intercept file.
- (B) Enter individual USPS Tracking numbers.
- (C) View your most recent requests.
- (D) View the status of large file upload requests.

Placing Requests for Service

Uploading a USPS Package Intercept Commercial Service File

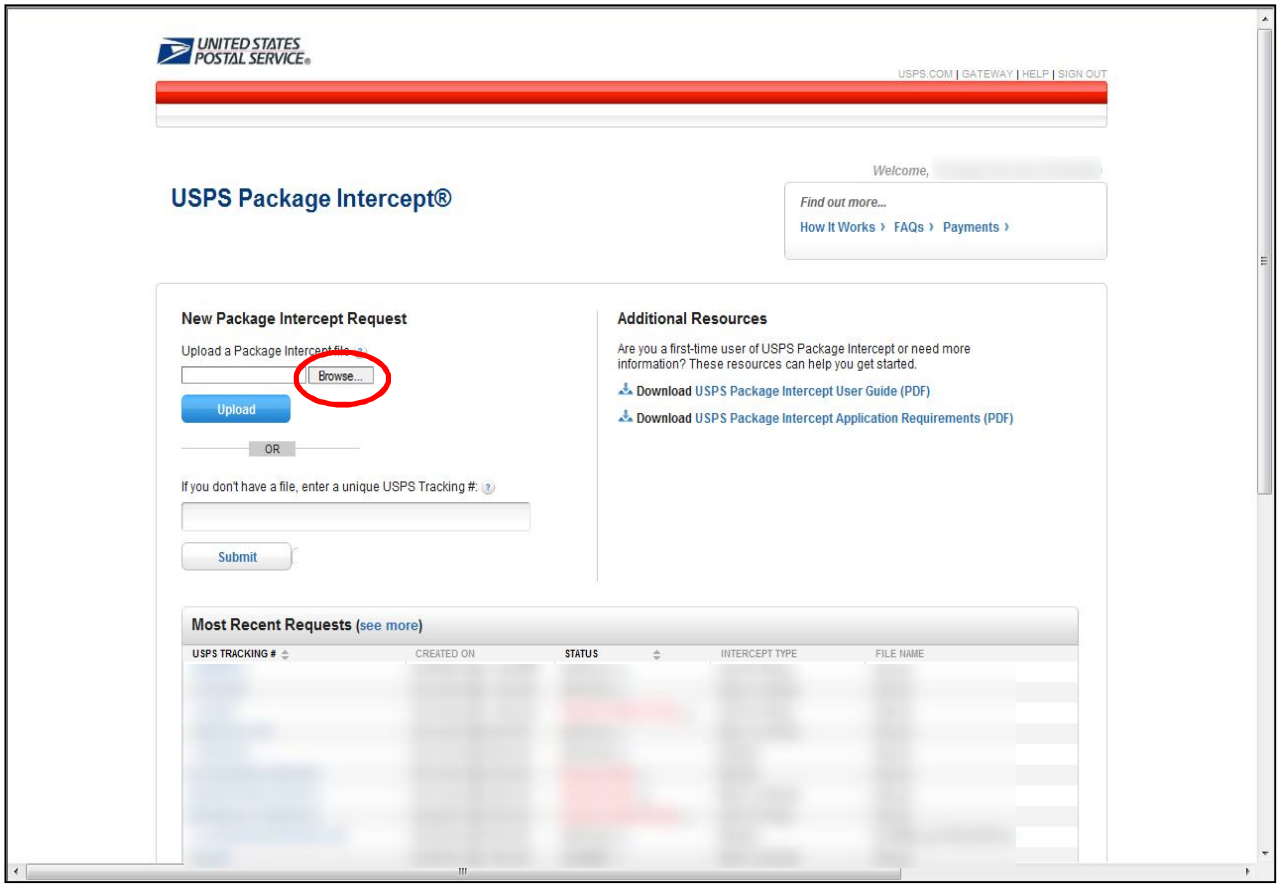
USPS distinguishes between "regular" and "large" file uploads. A "regular" file contains up to 25 records. A "large" file contains between 26 and 100,000 records. *Note: All records in a single upload will be charged to the same permit number.*

To upload your file, first you must ensure that it is in the proper format. Instructions for the proper file format can be found at: http://pi.usps.com/media/manuals/USPS-Package-Intercept-Application-Requirements.pdf.

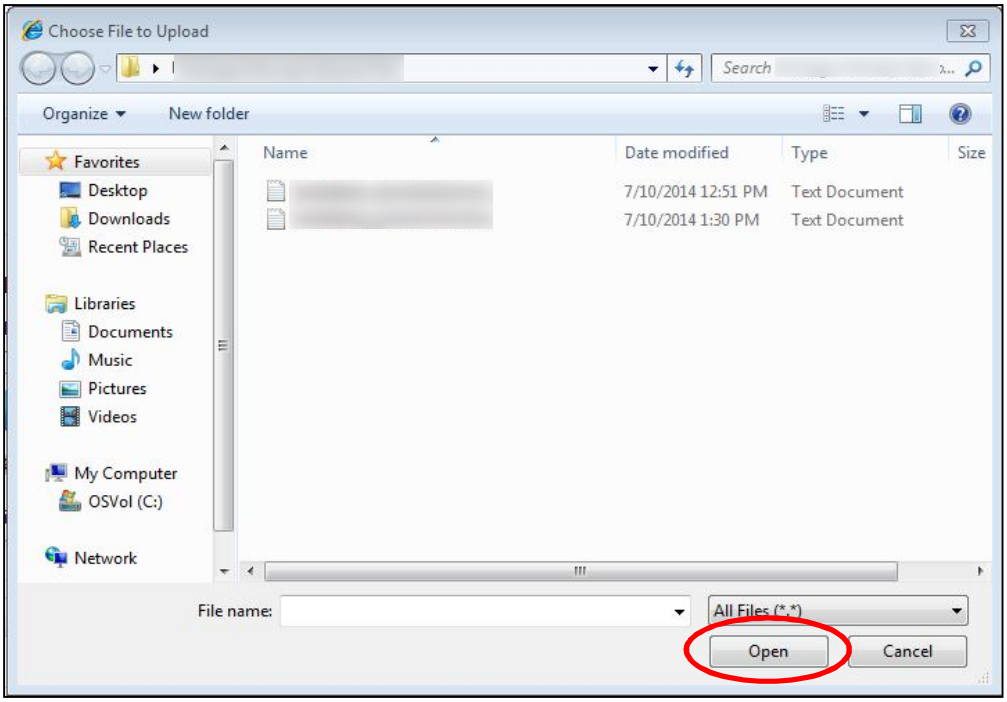
Regular File Upload

Once you have the file in the proper format, follow these steps to upload the file:

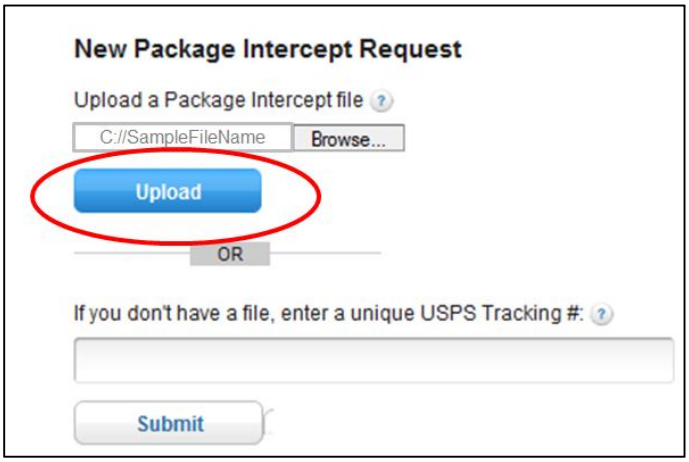
1. Click the "Browse" button. You will be prompted to search your computer's files for the one you would like to upload.



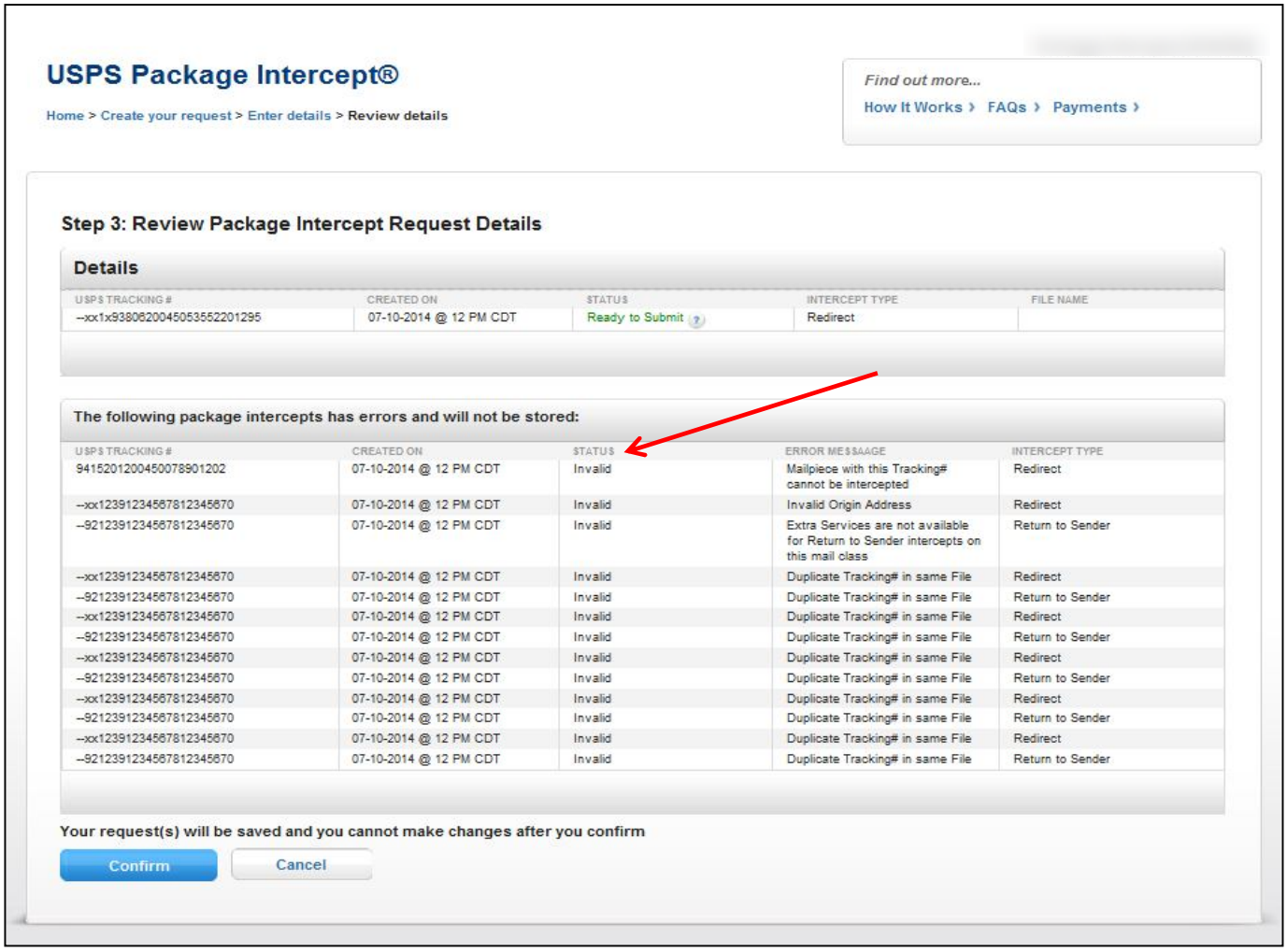
2. Use the browser to locate and select the file you wish to upload. Then click the “Open” button.



3. Click the “Upload” button.



4. Once your file has been uploaded, you will be taken to the Detailed View, where you can see the status of each request in your file. Any invalid USPS Tracking numbers will not be stored, and you will see an error message with an explanation of the problem.



USPS Package Intercept®

Home > Create your request > Enter details > Review details

Find out more...
How It Works › FAQs › Payments ›

Step 3: Review Package Intercept Request Details

Details

USPS TRACKING #	CREATED ON	STATUS	INTERCEPT TYPE	FILE NAME
--xx1x9380620045053552201295	07-10-2014 @ 12 PM CDT	Ready to Submit	Redirect	

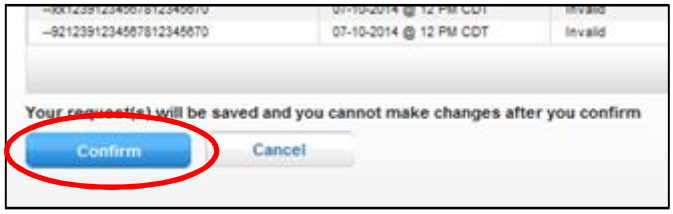
The following package intercepts has errors and will not be stored:

USPS TRACKING #	CREATED ON	STATUS	ERROR MESSAAGE	INTERCEPT TYPE
94152012004500789012O2	07-10-2014 @ 12 PM CDT	Invalid	Mailpiece with this Tracking# cannot be intercepted	Redirect
--xx12391234567812345670	07-10-2014 @ 12 PM CDT	Invalid	Invalid Origin Address	Redirect
--92123912345678123456 70	07-10-2014 @ 12 PM CDT	Invalid	Extra Services are not available for Return to Sender intercepts on this mail class	Return to Sender
--xx12391234567812345670	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Redirect
--92123912345678123456 70	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Return to Sender
--xx12391234567812345670	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Redirect
--92123912345678123456 70	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Return to Sender
--xx12391234567812345670	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Redirect
--92123912345678123456 70	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Return to Sender
--xx12391234567812345670	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Redirect
--92123912345678123456 70	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Return to Sender
--xx12391234567812345670	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Redirect
--92123912345678123456 70	07-10-2014 @ 12 PM CDT	Invalid	Duplicate Tracking# in same File	Return to Sender

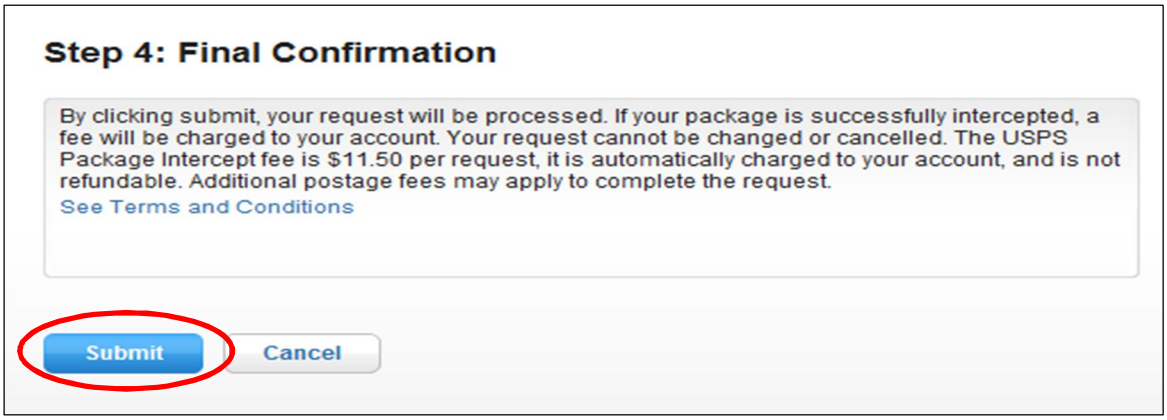
Your request(s) will be saved and you cannot make changes after you confirm

Confirm Cancel

5. Click the “Confirm” button to proceed without including USPS Tracking numbers with errors, or the “Cancel” button if you would like to fix the errors in your file and resubmit.



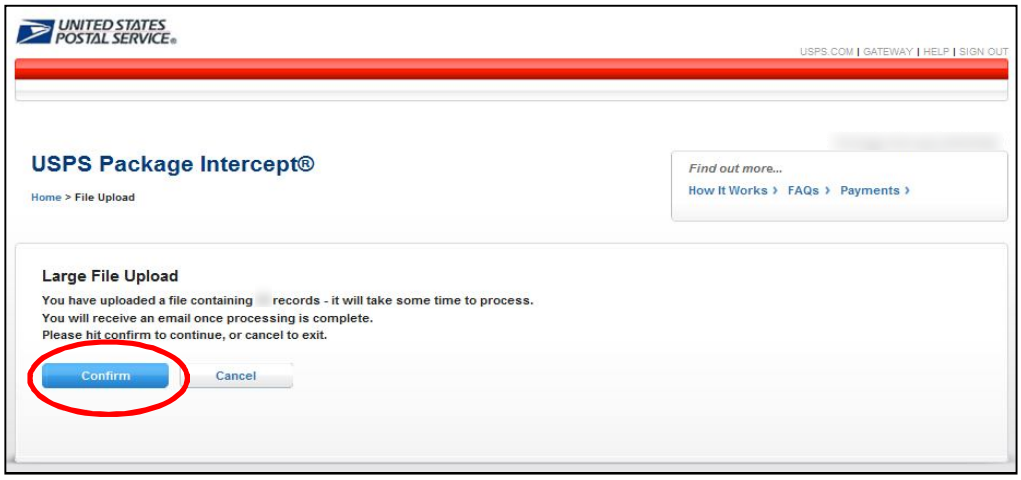
6. Once you click the “Confirm” button, the website will display a Final Confirmation message and prompt you to submit your request. Click the “Submit” button to submit your request.



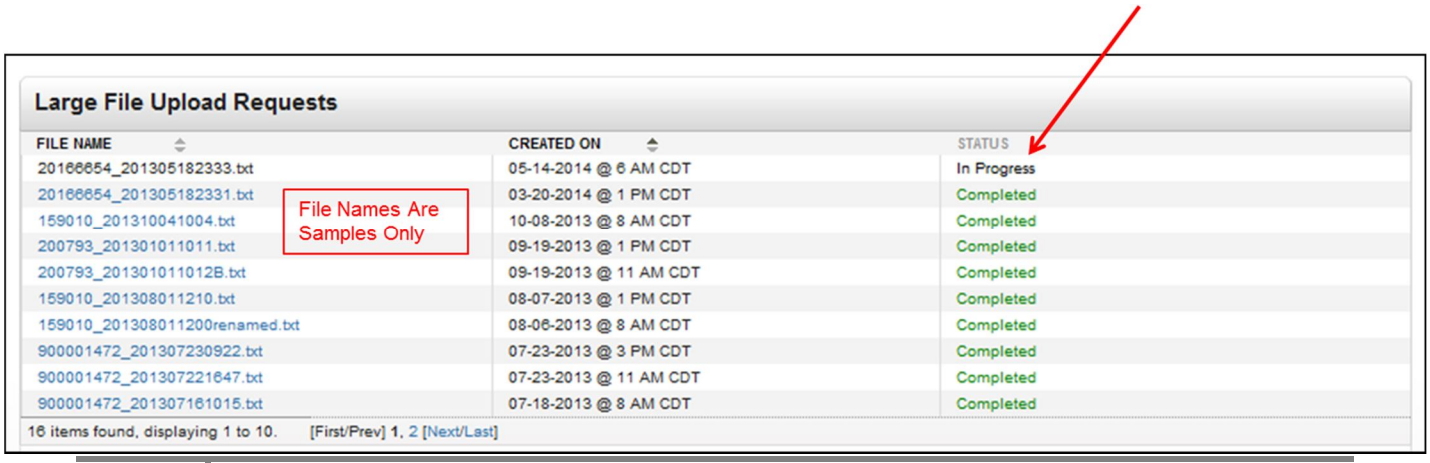
Large File Upload

A “large” file contains between 26 and 100,000 records and requires more system processing time.

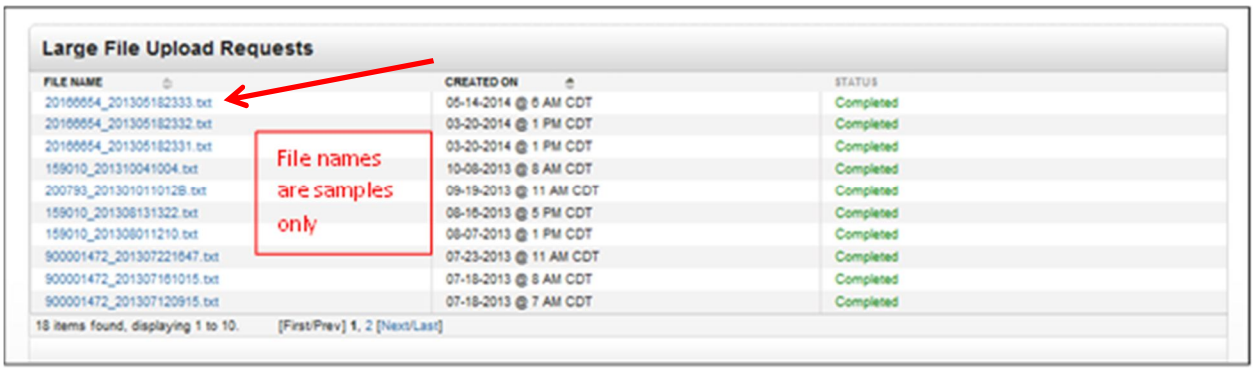
1. Follow the directions for a regular file upload. If you have uploaded a file containing between 26 and 100,000 records, you will receive a message from the system asking you to confirm or cancel your large file upload request, as seen in the diagram below. Click the “Confirm” button.



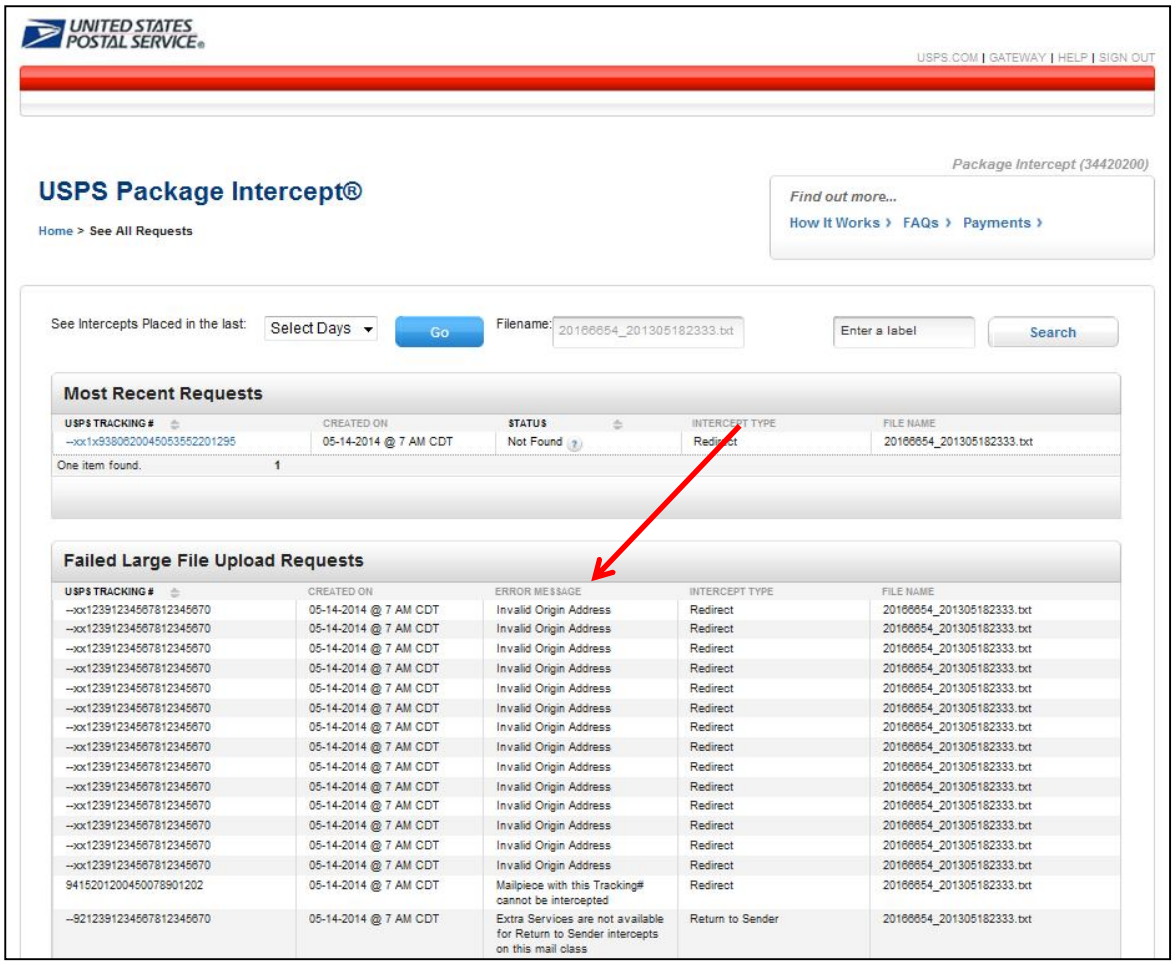
2. Once you click the “Confirm” button, you can follow the progress of your upload in the service homepage (see the area labeled D—Large File Upload Requests). As seen in the diagram below, the status of your file will be one of the following:
   - In Progress—your file was successfully uploaded and the system is currently processing it. You must wait until the file status is complete.
   - Completed—your file was successfully uploaded and you are ready to proceed with the USPS Package Intercept process. *You must still complete the USPS Package Intercept request following the steps below in order to have your packages intercepted.*



3. Once your file has been uploaded and its status is “Completed”, click on the file name in the list to go to the Detailed View, where you can see the status of each package in your file.



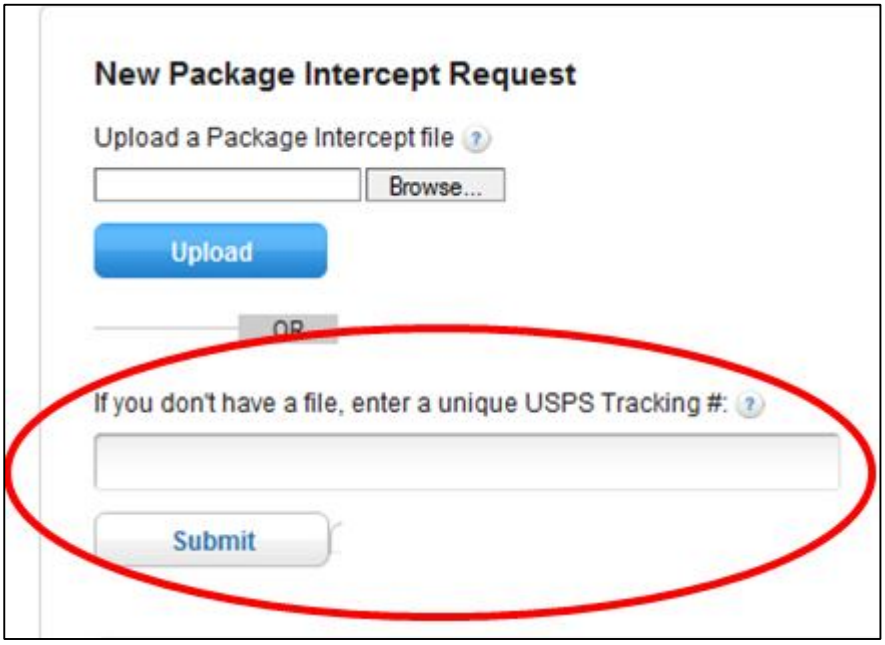
4. Any invalid USPS Tracking numbers will not be stored, and you will see an error message with an explanation of the problem.



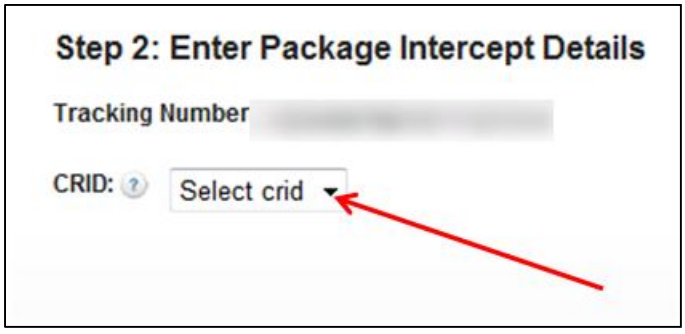
Individual Manual Entry

To place a USPS Package Intercept Commercial Service request for a single USPS Tracking number:

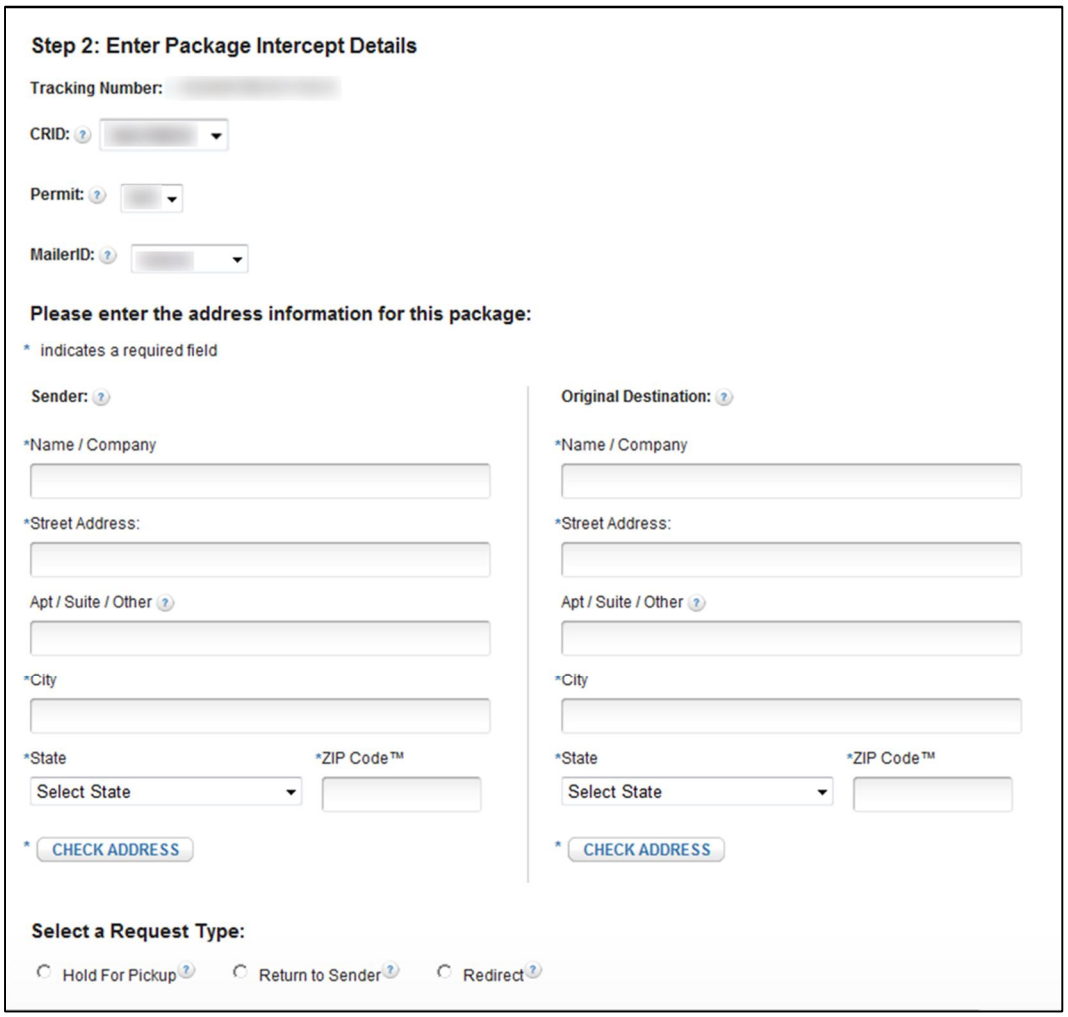
1. Enter the USPS Tracking number for the package, and click the “Submit” button.



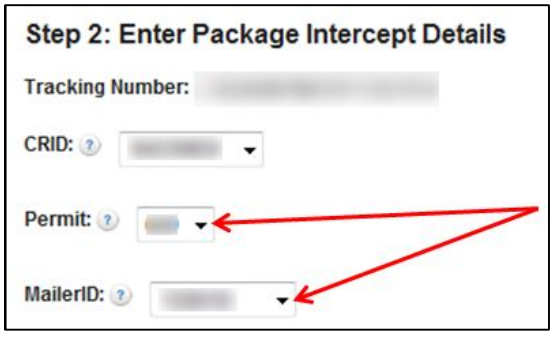
2. Select the CRID to which you want to charge this USPS Package Intercept request from the dropdown menu.



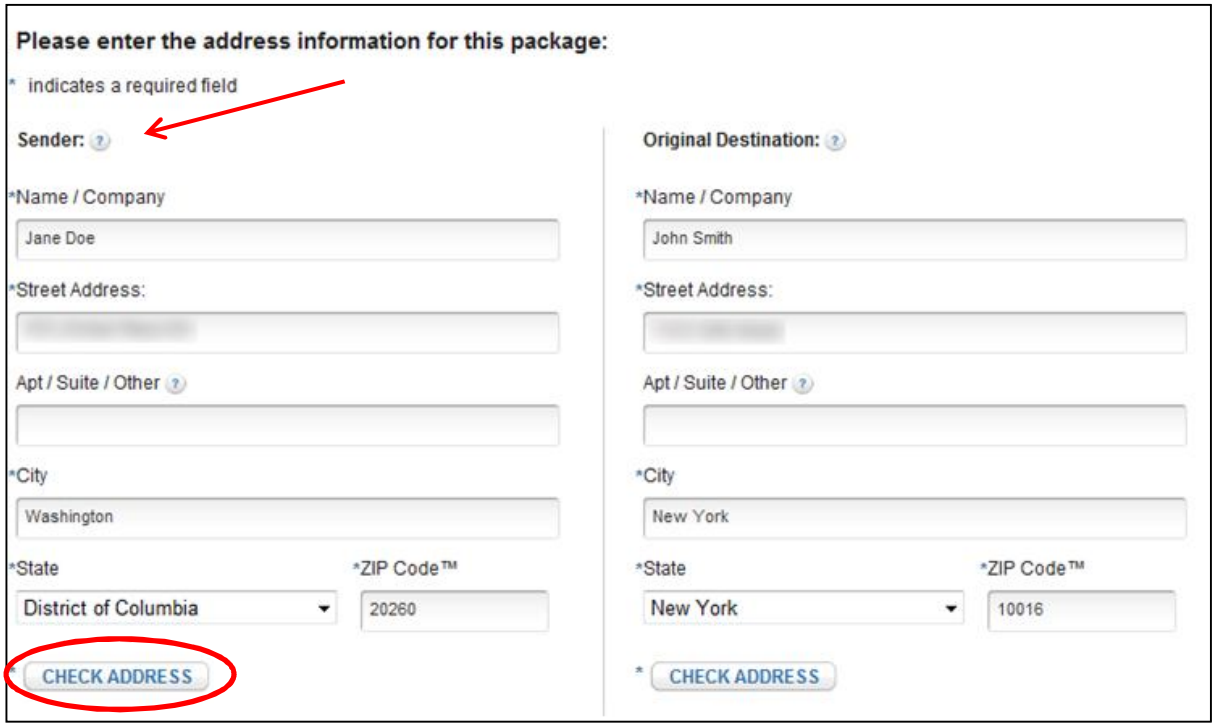
3. Once the CRID has been selected, the rest of the USPS Package Intercept Commercial Service details will appear.



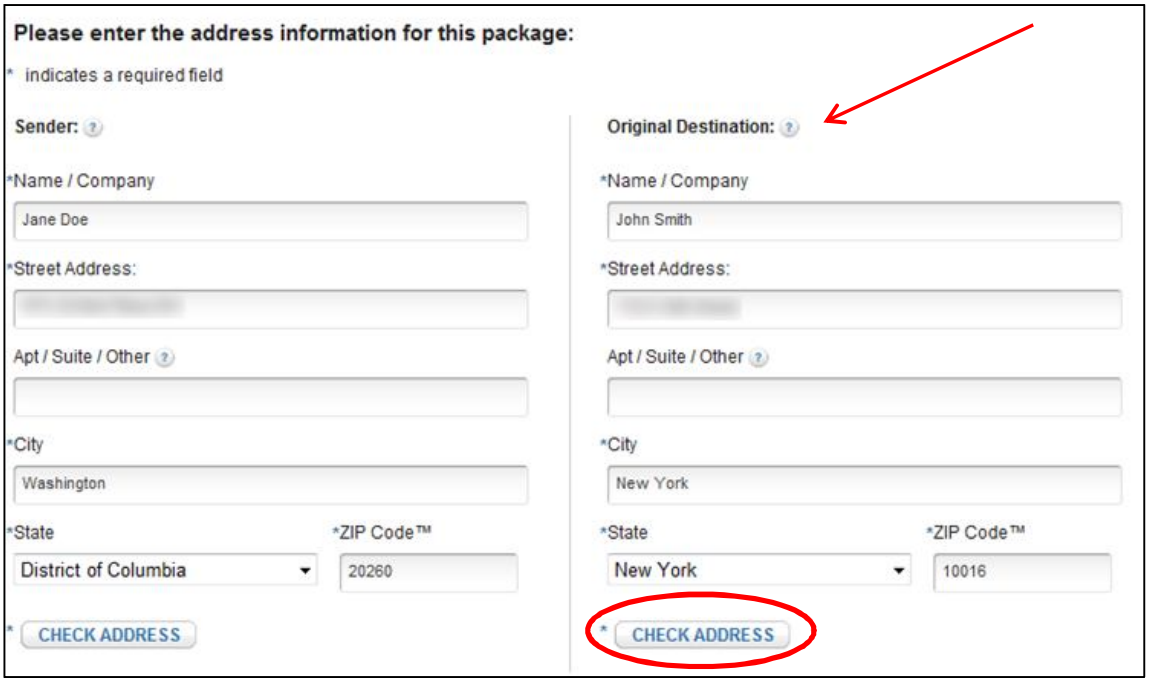
4. Select a Permit and a Mailer ID from the dropdown menus provided.



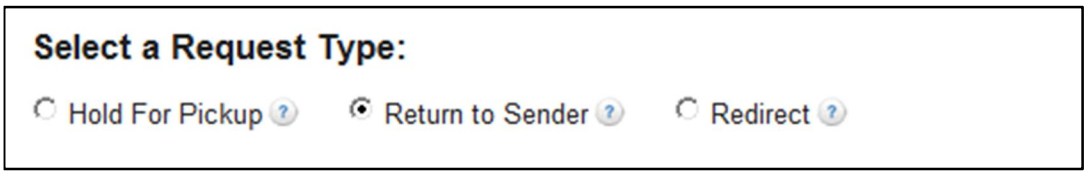
5. Enter the original sender information. Then click the “Check Address” button to validate the address. Fields marked with an asterisk (*) are required.



6. Enter the original destination information. Then click the “Check Address” button to validate the address. Fields marked with an asterisk (*) are required. If you do not use the “Check Address” button to validate the addresses, you will get an error message and your request may be unsuccessful if you choose to proceed.

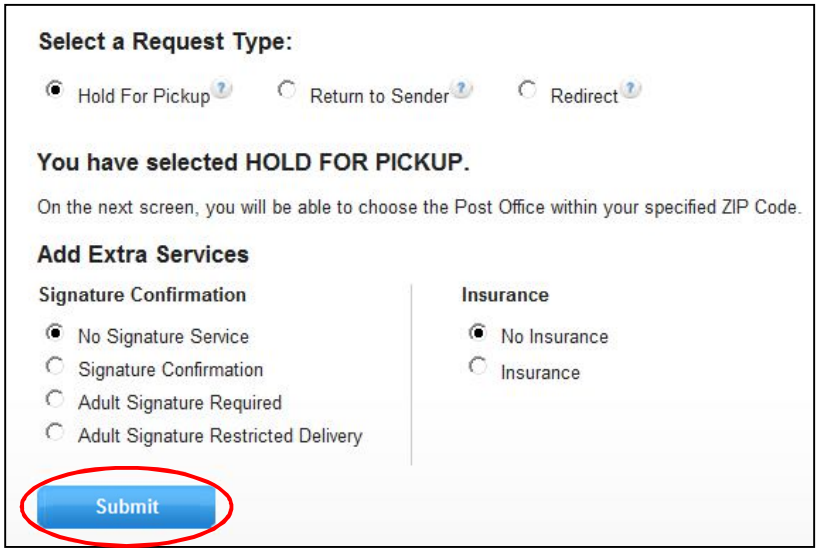


7. Select the request type for your USPS Package Intercept Commercial Service.



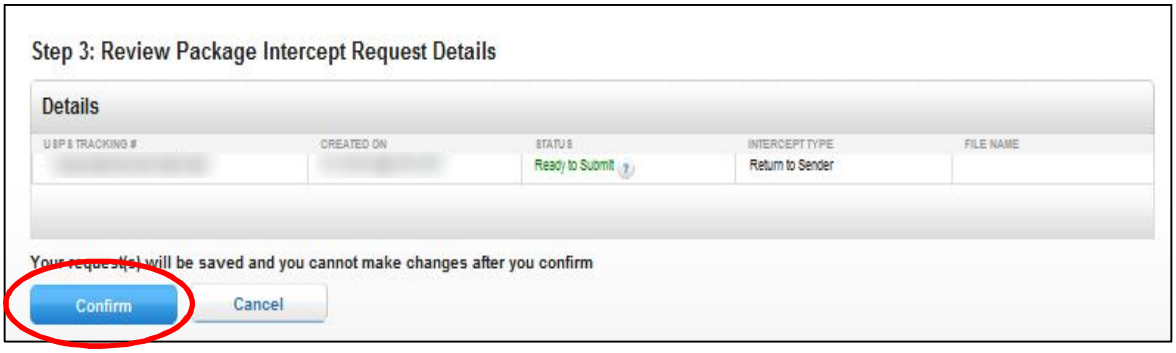
8. If desired, select any extra services you would like to add to your USPS Package Intercept Commercial Service request. Additional fees will be charged for any extra services selected. (Please refer to the section in this document labeled “Extra Services” for more information.)

9. Click the “Submit” button to submit your request.

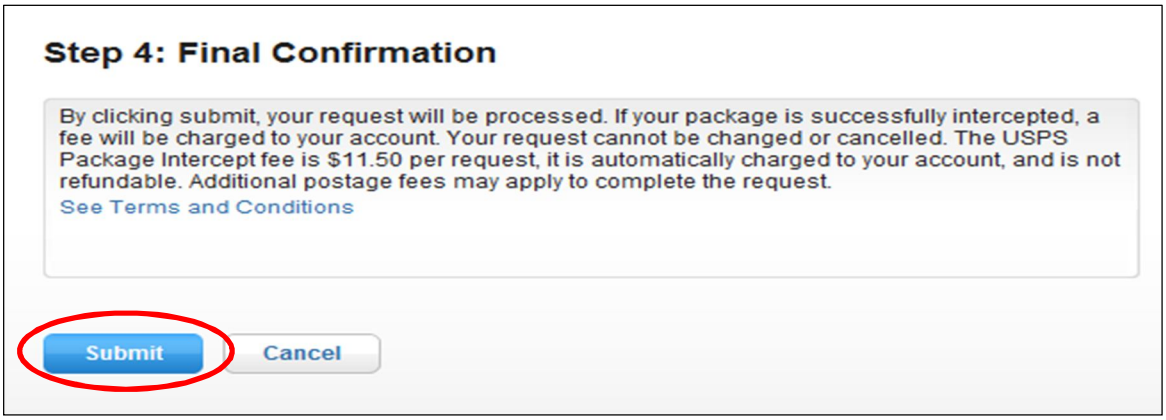


10. For certain USPS Package Intercept Commercial Service requests, you will be prompted to provide additional information needed to complete the request. For example, if you selected “Hold For Pickup,” you will follow the on-screen prompts to specify where you would like the package held for pickup. Please see the Package Intercept Types section for more information.

11. Once your request is complete, click the “Confirm” Button.



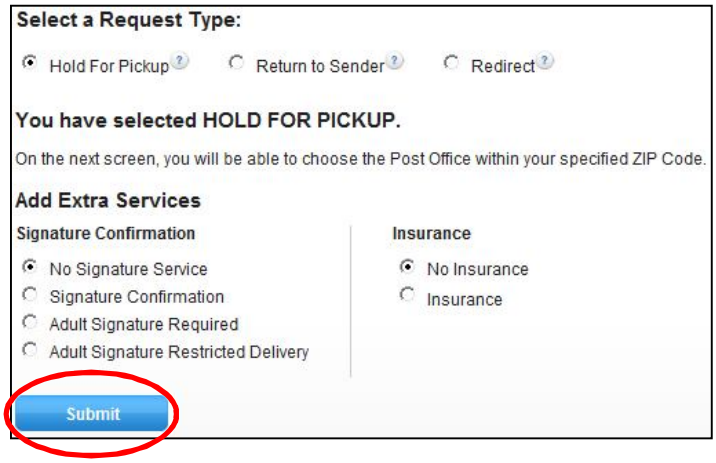
12. Click the “Submit” button to begin the USPS Package Intercept process. Once you click “Submit,” your CAPS account will be charged for postage and fees.



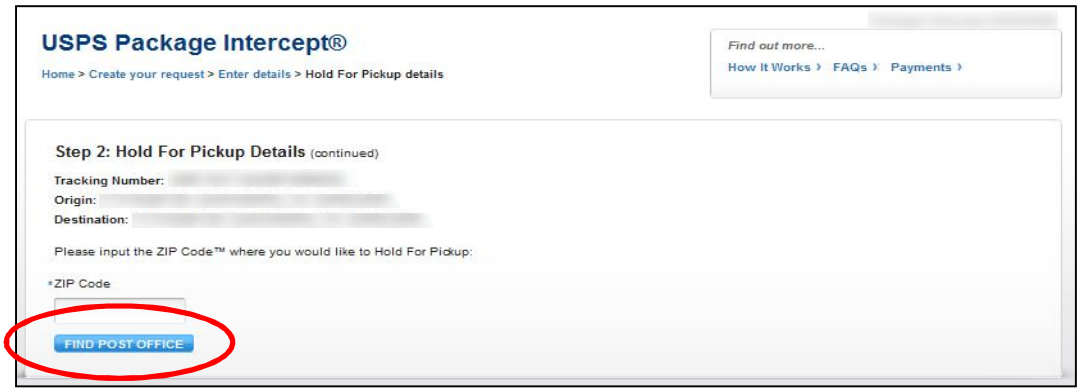
USPS Package Intercept Commercial Service Types

Hold For Pickup

1. If desired, select the extra services you wish to add. Then click the “Submit” button.



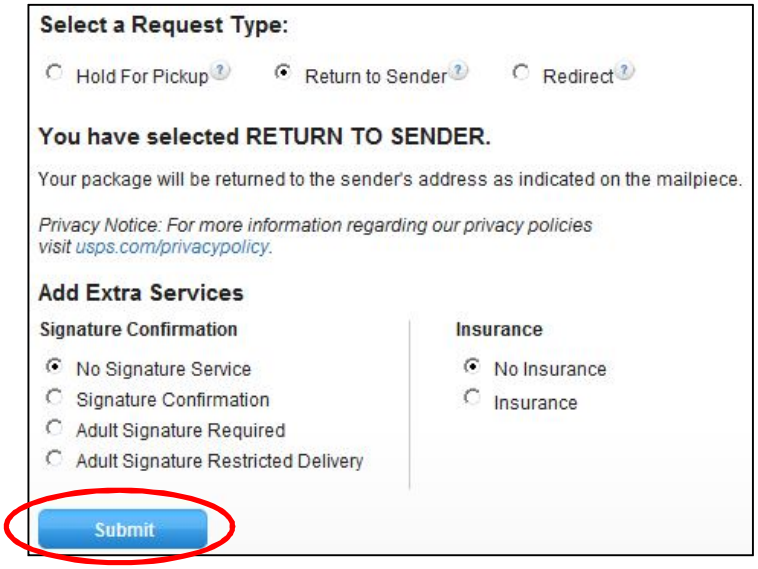
2. Enter the ZIP Code where you would like your package held. Click the “Find Post Office” button to locate a Post Office location.



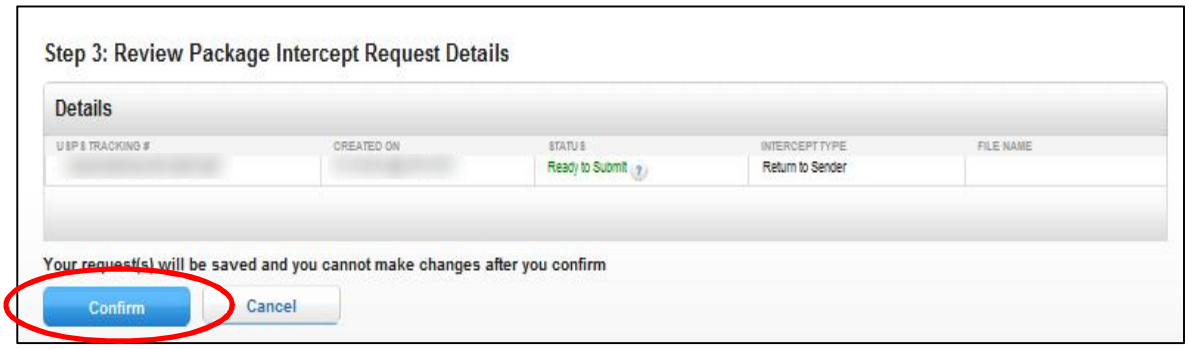
3. From the dropdown list, select the Post Office location that is most convenient.

Return To Sender

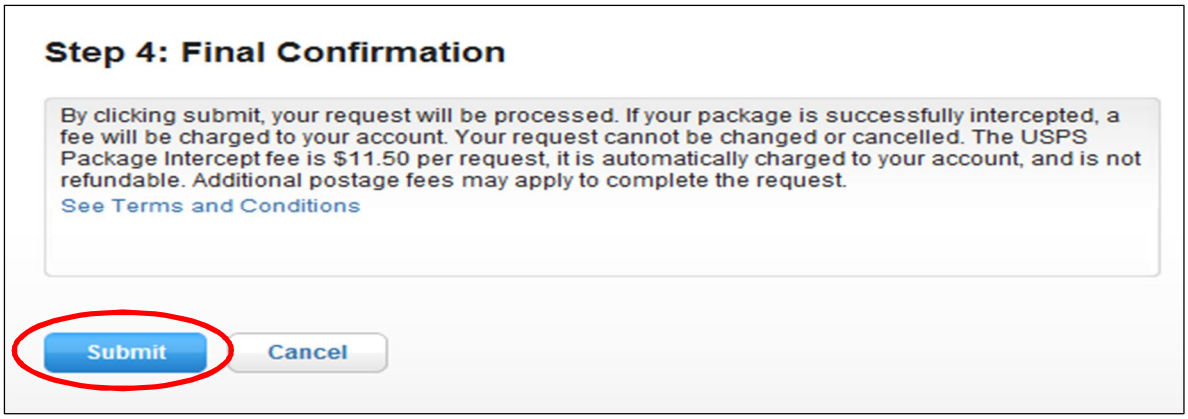
1. If desired, select the extra services you wish to add, and then click the “Submit” button. Registered Mail can be intercepted, but can only be returned to the sender. Once intercepted, the package will keep its original Registered Mail number.



2. Click the “Confirm” button to save your Return to Sender request. You will not be able to make changes to the request after you click the “Confirm” button.

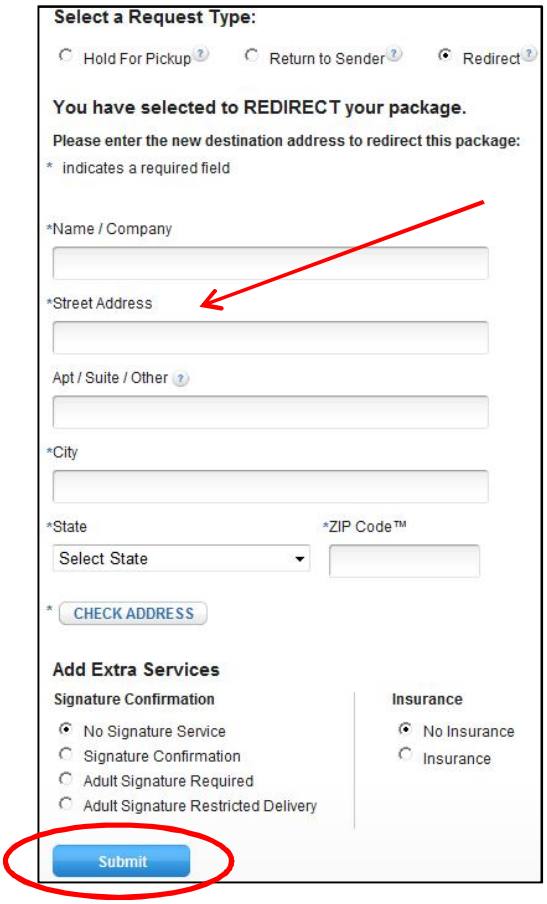


3. Read the Final Confirmation message and click the “Submit” button to complete your Return to Sender Request.

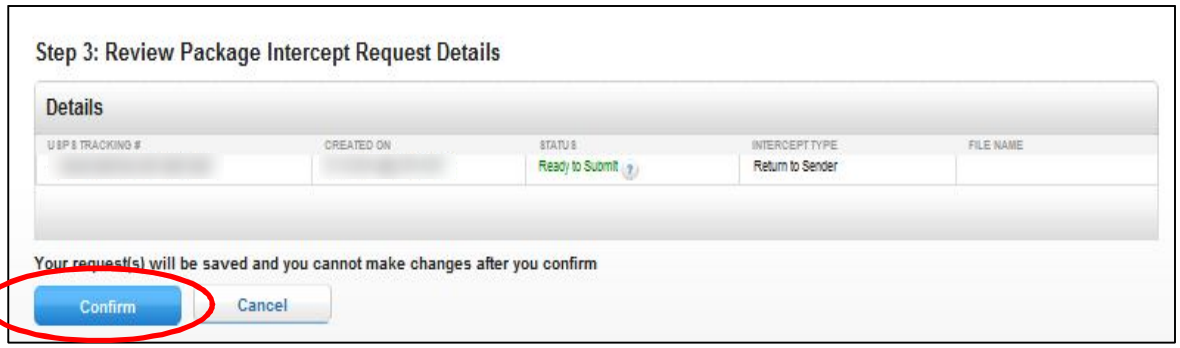


Redirect to a Domestic Address

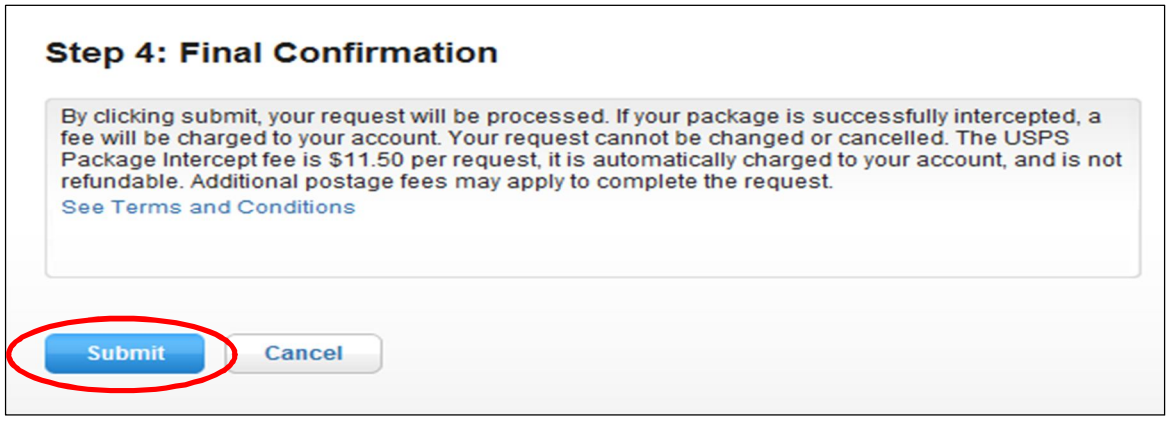
1. You will need to enter your new domestic destination address. Then, if desired, select the extra services you wish to add.



2. Click the “Confirm” button to save your Redirect to a Domestic Address request.



3. Read the Final Confirmation message and click the “Submit” button to complete your Redirect to a Domestic Address request.



Extra Services

For each USPS Package Intercept request type, you can choose to add extra services for your package. Extra services are optional. Additional fees will be charged for any extra services selected.

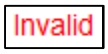
All intercepted items are redirected using Priority Mail and, as such, are insured for up to $50. If insurance coverage above $50 was purchased as part of the original mailing, such coverage does not automatically carry forward and must be repurchased as part of the intercept request, if desired. Insurance cannot be added after the package intercept request, and a package cannot be insured for an amount greater than that of the original mailing.

Troubleshooting

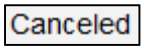
This section describes common errors and why they may occur.

1.

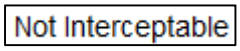
   This error message may occur when you have entered a USPS Tracking number that is not recognized in the system. Please check the USPS Tracking number and re-enter it.

2. 

   This error status indicates that the USPS is unable to accept your request due to incorrect entry.

3. 

   This error status indicates that the user cancelled the request before submitting it.

4. 

   This error status indicates that the package cannot be intercepted. Some causes for this error might be that the package has already been delivered or is out for delivery.

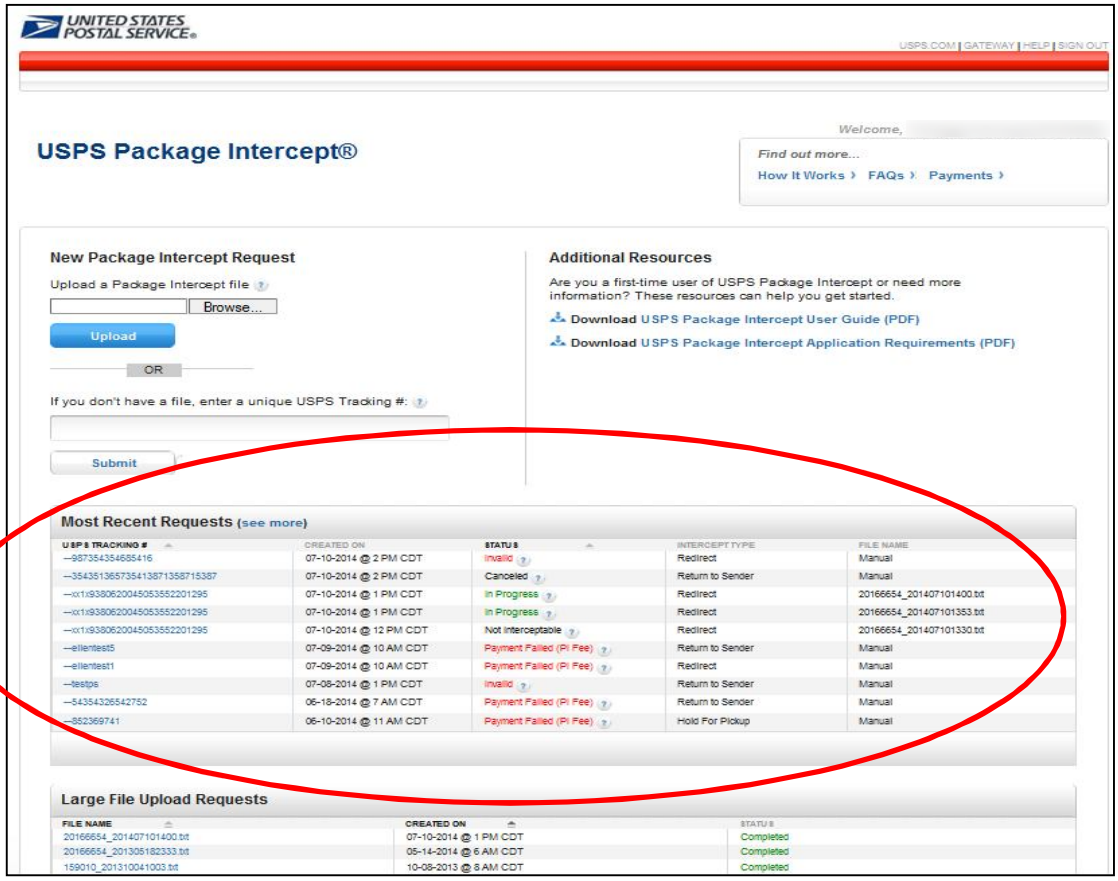
5.

   This error status indicates that your payment was unable to be processed.

Account History

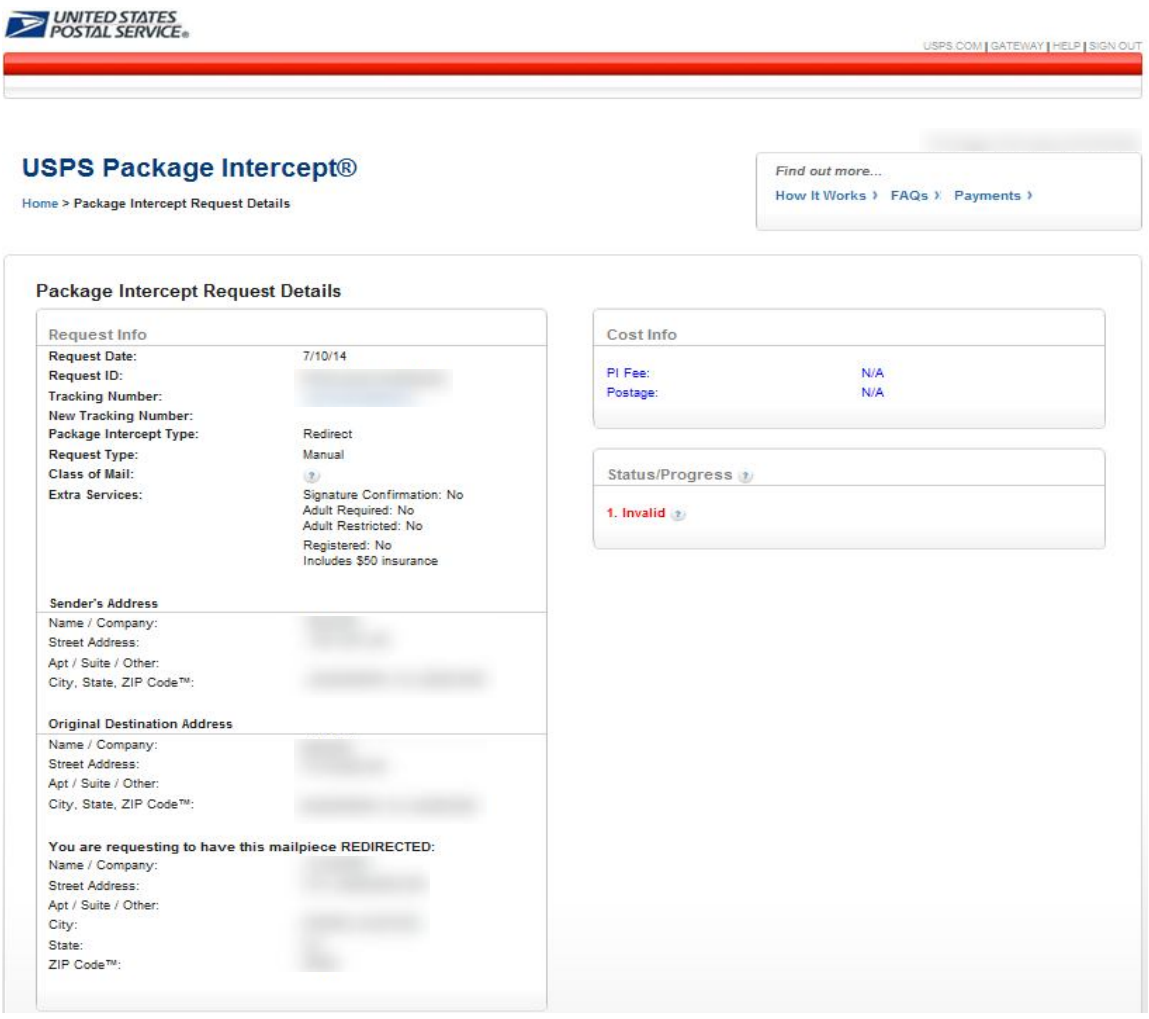
Viewing Your Most Recent Requests

This section allows you to access your most recent requests. You can view the USPS Tracking number, the date the request was created, the status of the request, the USPS Package Intercept Commercial Service type, and whether the USPS Tracking number was entered manually or submitted in a file upload. If it was submitted in a file upload, you will be able to view the name of the file it was submitted in.



1. Click on one of the listed USPS Tracking Number hyperlinks to go to a detailed view of that request.

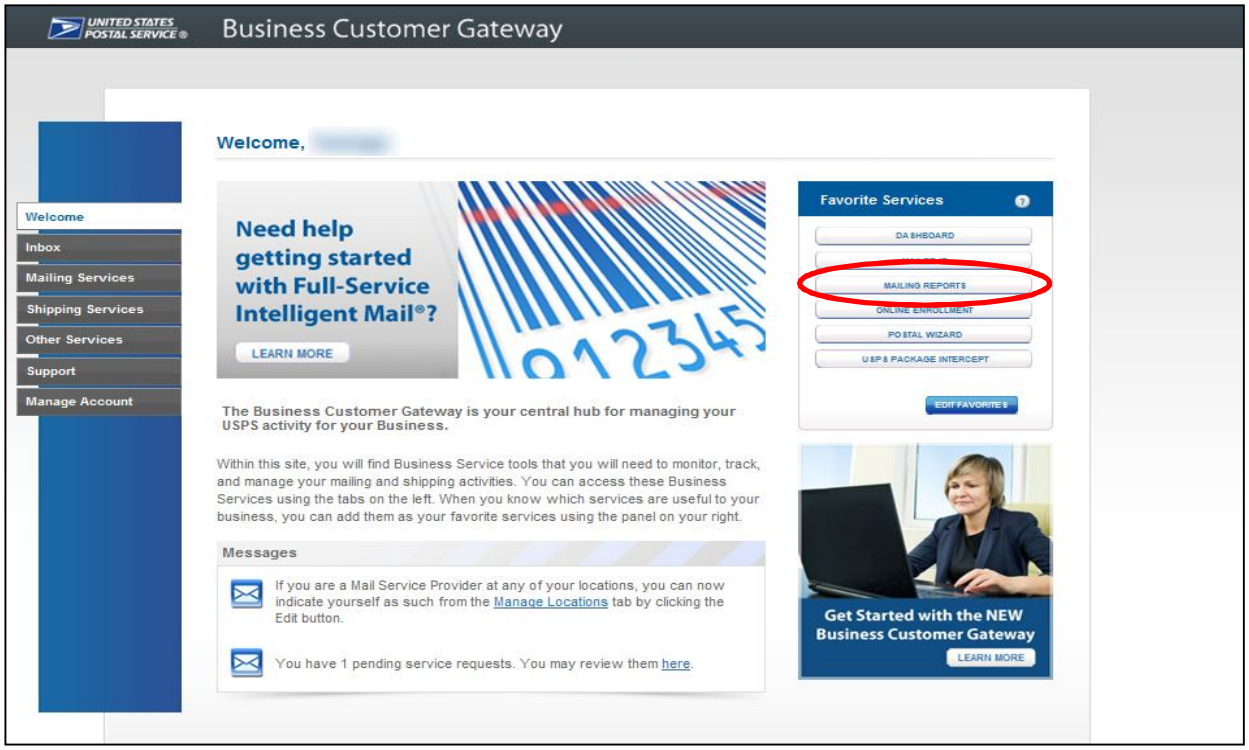
2. You will be taken to a view of the individual request for additional details associated with that request, as in the view below.



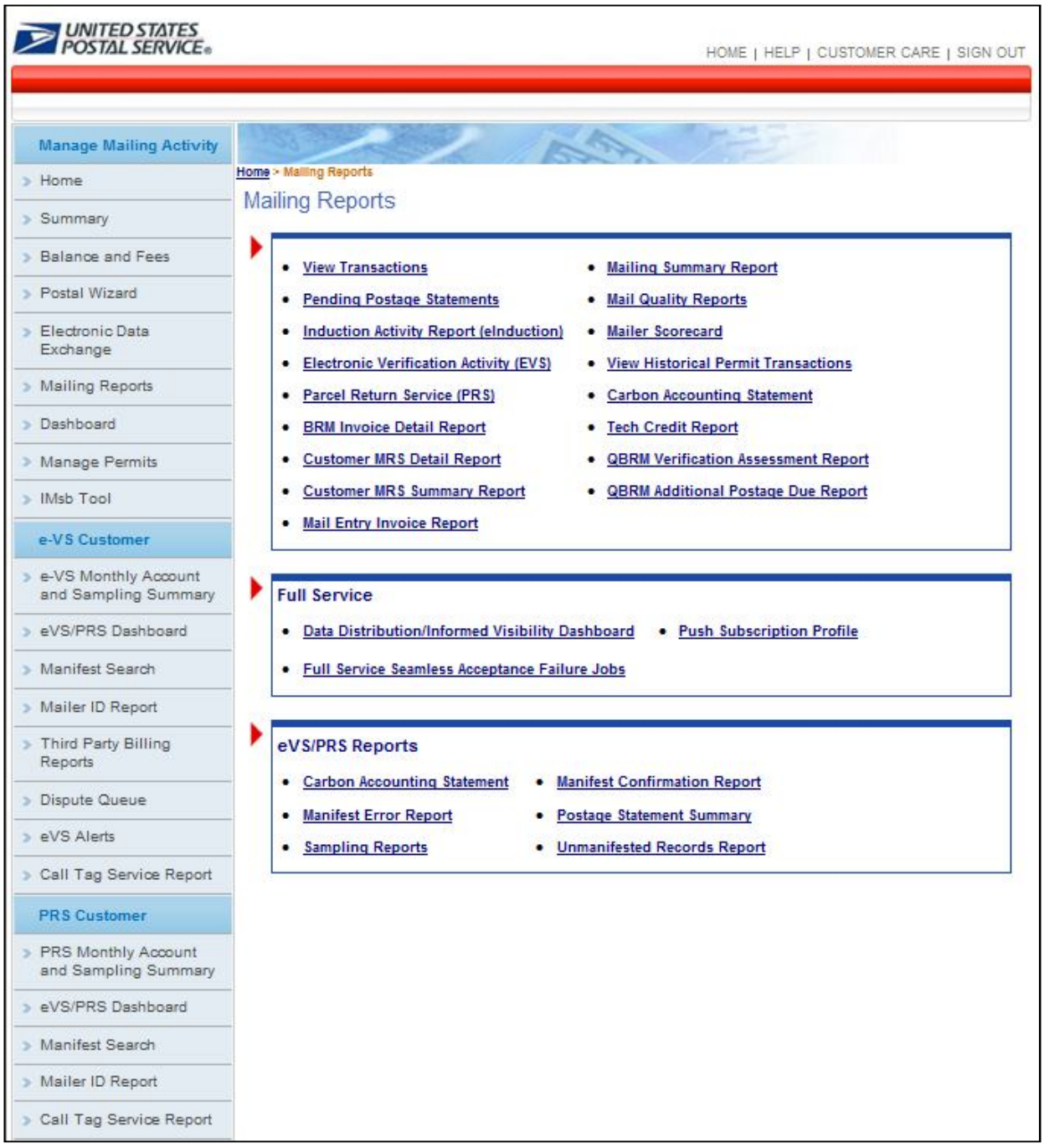
Reporting

As a USPS customer, you have access to several helpful reports. This section describes how to access reports associated with your account.

1. Navigate to https://gateway.usps.com/eAdmin/view/signin and log into the Business Customer Gateway. Then click on “Mailing Reports” under Favorite Services on the right-hand side of the screen.



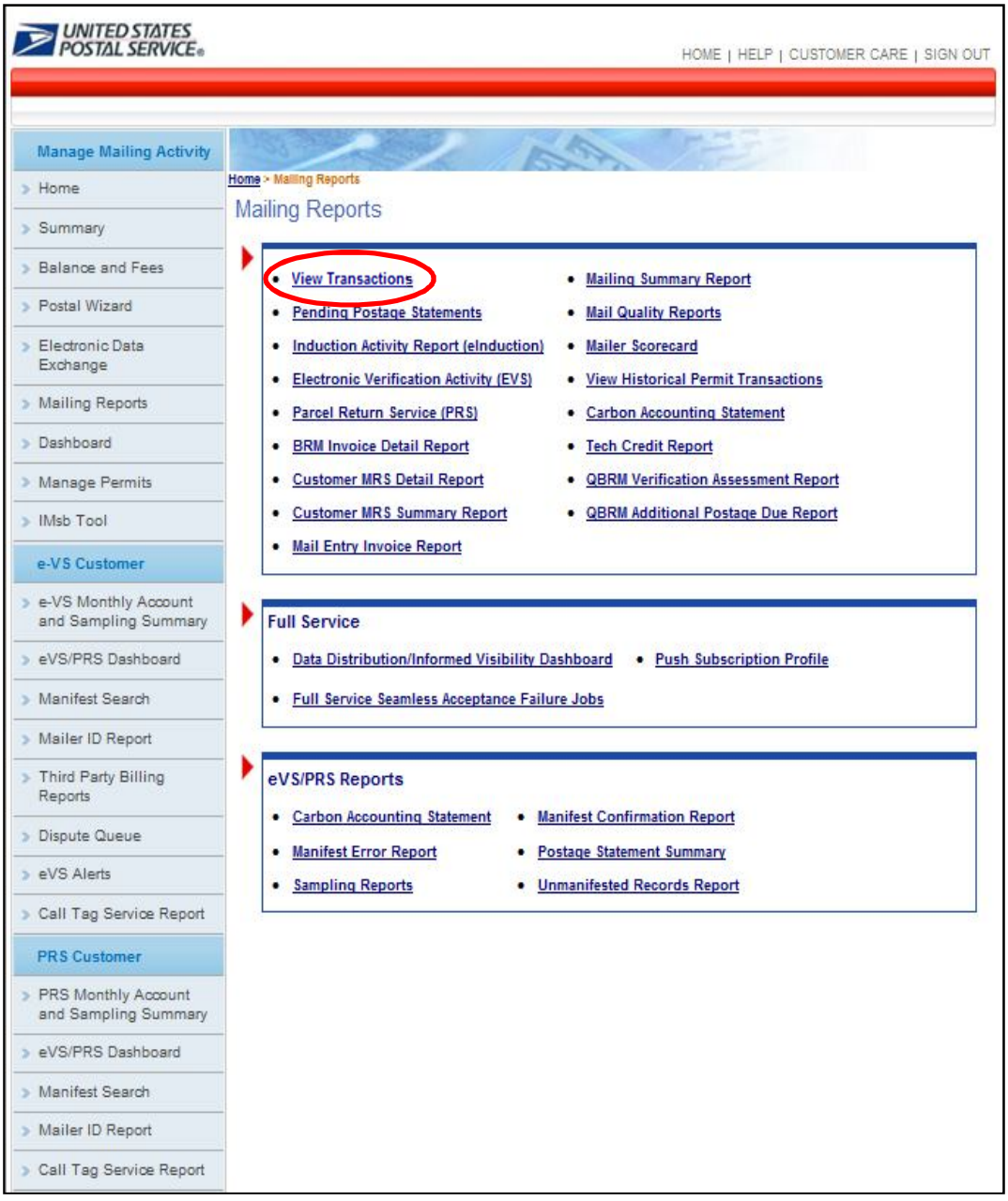
2. You will be taken to the Mailing Reports homepage, where you can access reports associated with your account.



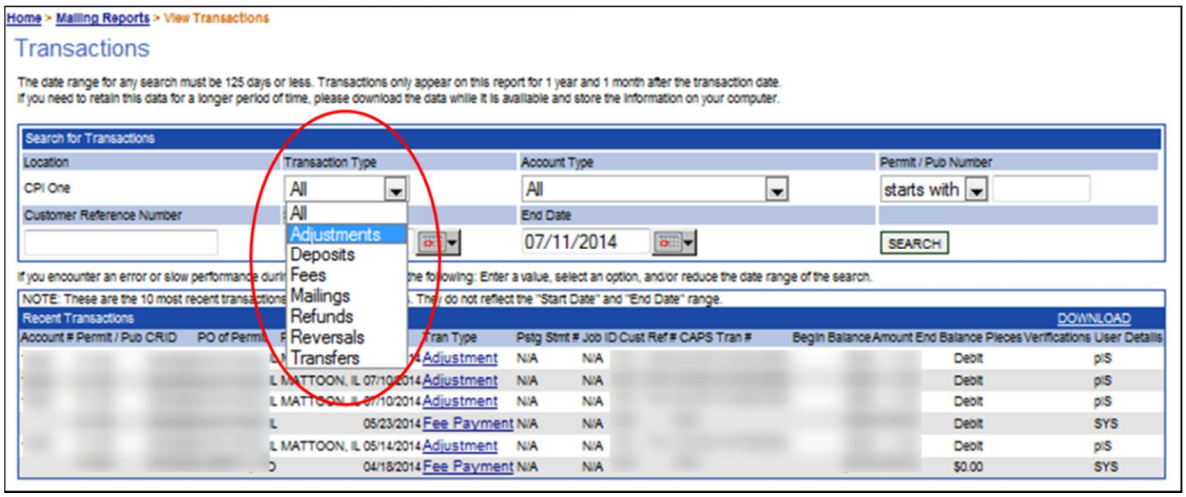
Billing Statements

This section describes billing statements and how to access them. All USPS Package Intercept Commercial Service fees and postage are automatically debited against your CAPS account. The USPS Package Intercept Commercial Service flat fee is assessed at the time the request is placed. Priority Mail postage and applicable extra services fees are assessed to your account when the mailpiece has been successfully located and is being redirected as requested.

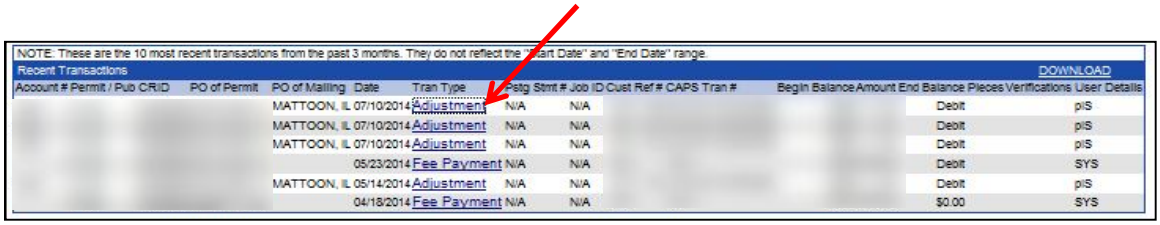
1. From the Mailing Reports Homepage, click the “View Transactions” Link.



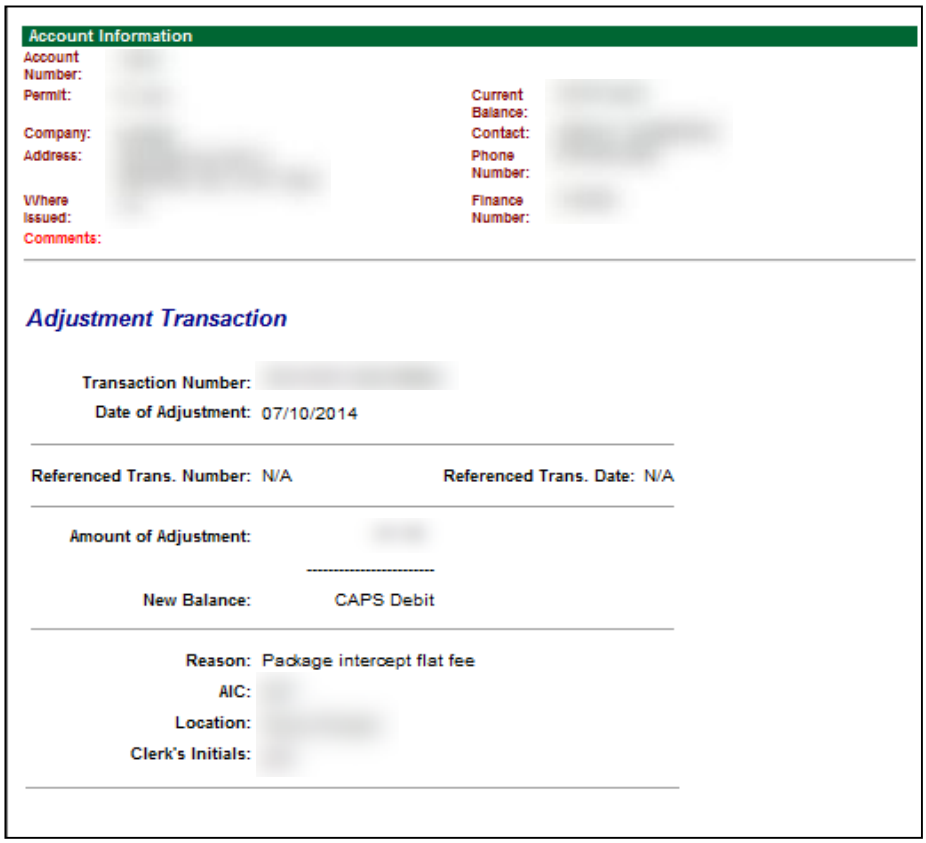
2. From the Transactions page, select “Adjustments” from the Transaction Type dropdown menu.



3. Clicking on a hyperlink for an individual Adjustment will take you to a detail view for that record.



4. The detail view for each adjustment will provide additional information for that transaction.



Frequently Asked Questions

For a list of frequently asked questions about the USPS Package Intercept Commercial Service, please navigate to: https://pi.usps.com/cpi/faq.jsp.

Questions or Comments

Please submit questions or comments to:

ShippingServices@usps.gov