

User's Guide

Package Intercept Commercial Service

January 2015

Version 2.0

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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:

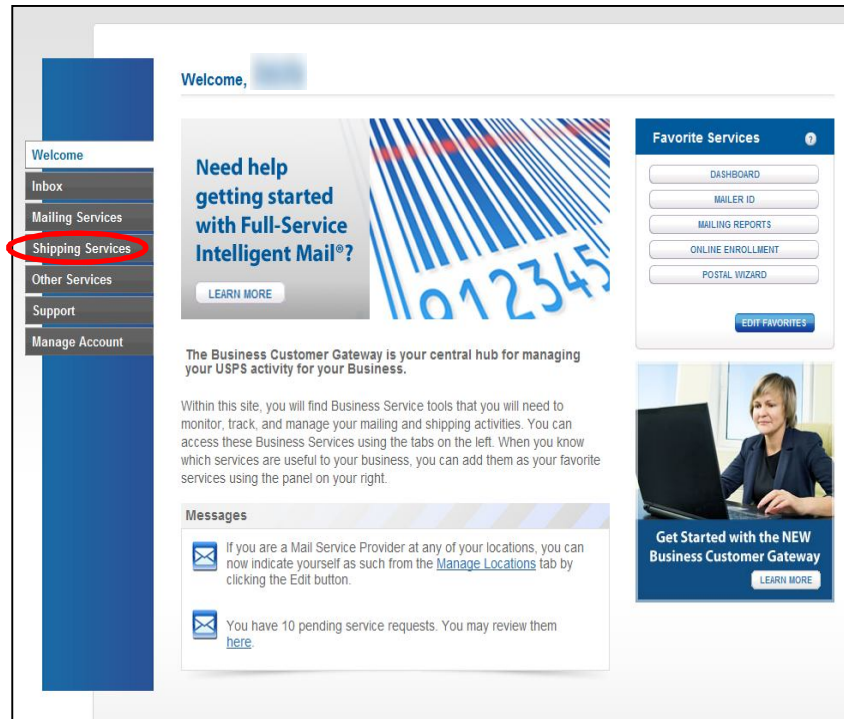
| | Requirement | Information and Resources |
|--------------------------|---|--|
| <input type="checkbox"/> | Register as a Business Customer Gateway (BCG) User | If you do not already have a BCG account, go to https://gateway.usps.com/eAdmin/view/signin and click the "Register for free" button. Information and help for BCG registration can be found here: https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BusinessCustomerGateway.pdf |
| <input type="checkbox"/> | 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. |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 . |
| <input type="checkbox"/> | 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

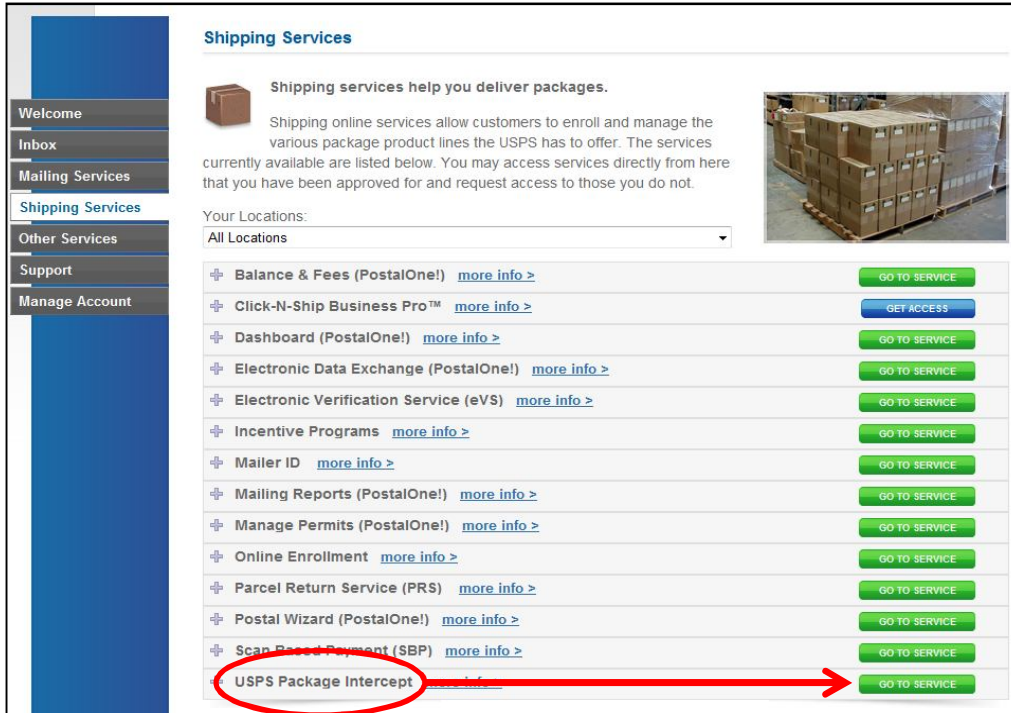
The following pages will describe how to access the USPS Package Intercept Commercial Service.

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.

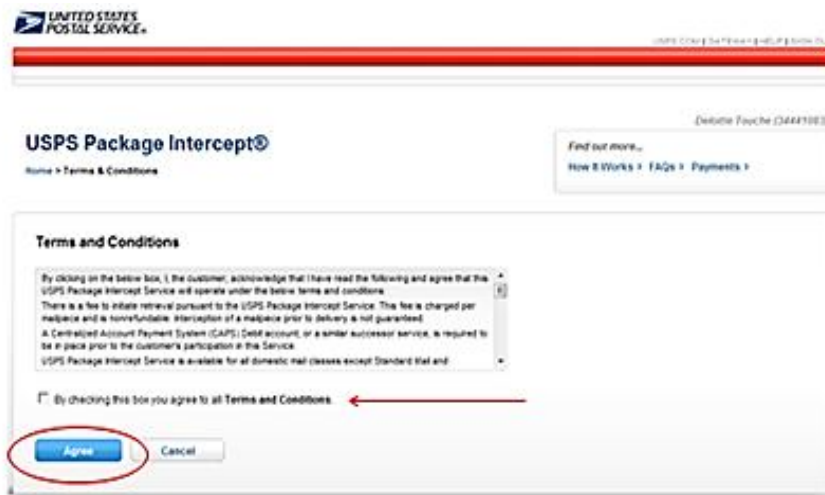


- In the Shipping Services menu, click the “Go To Service” button for USPS Package Intercept.



The screenshot shows the USPS Shipping Services page. On the left is a navigation menu with options: Welcome, Inbox, Mailing Services, Shipping Services (highlighted), Other Services, Support, and Manage Account. The main content area is titled 'Shipping Services' and includes a description of shipping services, a 'Your Locations' dropdown menu set to 'All Locations', and a list of services. Each service has a 'more info >' link and a 'GO TO SERVICE' button. The 'USPS Package Intercept' service is circled in red, and a red arrow points from the circle to its 'GO TO SERVICE' button.

- 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.

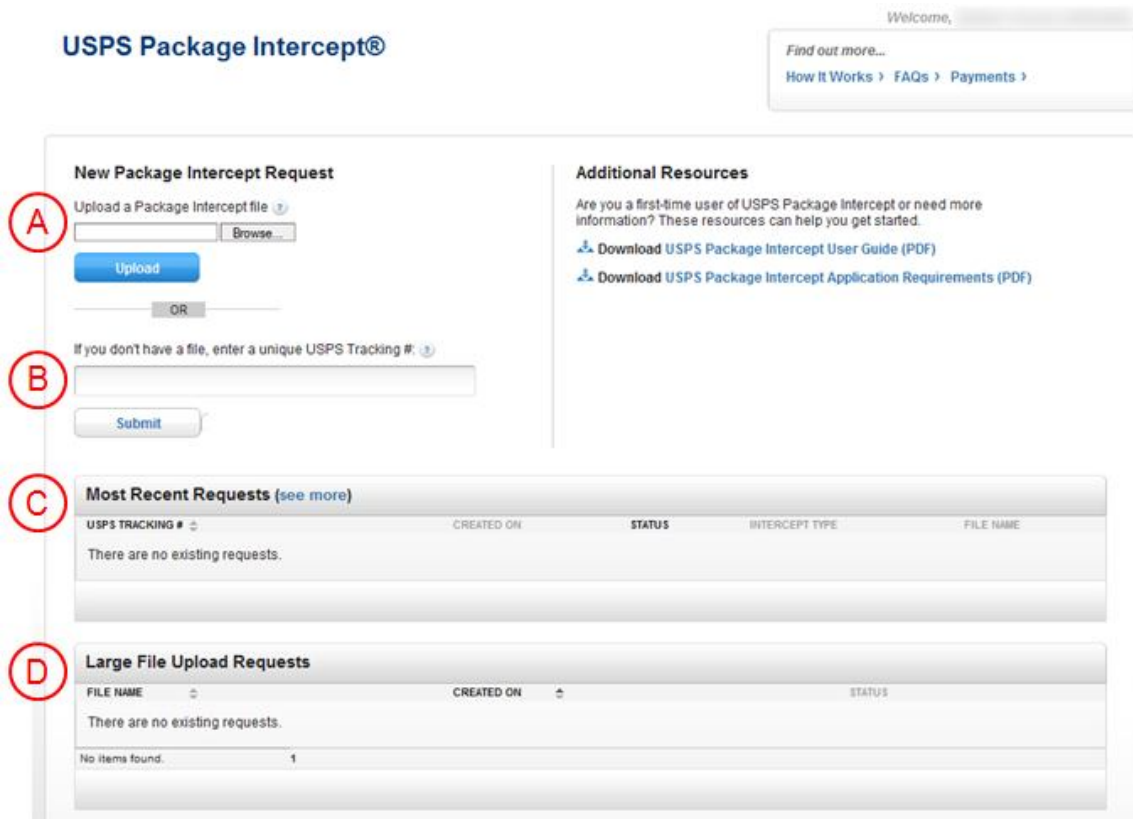


The screenshot shows the USPS Package Intercept Terms and Conditions page. The page title is 'USPS Package Intercept®' and the breadcrumb is 'Home > Terms & Conditions'. There is a 'Find out more...' link with sub-links for 'How It Works', 'FAQs', and 'Payments'. The 'Terms and Conditions' section contains a scrollable text area with the following text: 'By clicking on the below box, the customer, acknowledge that I have read the following and agree that this USPS Package Intercept Service will operate under the below terms and conditions. There is a fee to initiate retrieval pursuant to the USPS Package Intercept Service. This fee is charged per mailpiece and is non-refundable. Interception of a mailpiece prior to delivery is not guaranteed. A Centralized Account Payment System (CAPS) debit account, or a similar successor service, is required to be in place prior to the customer's participation in the Service. USPS Package Intercept Service is available for all domestic mail classes except Standard Mail and...'. Below the text is a checkbox with the label 'By checking this box you agree to all Terms and Conditions.' and a red arrow pointing to it. At the bottom are 'Agree' and 'Cancel' buttons, with the 'Agree' button circled in red.

- 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.



The screenshot shows the USPS Package Intercept Commercial Service home page. At the top left is the USPS logo. The main heading is "USPS Package Intercept®". In the top right, there is a "Welcome," message and a "Find out more..." section with links for "How It Works", "FAQs", and "Payments".

The main content area is divided into two columns. The left column is titled "New Package Intercept Request" and contains two options: "Upload a Package Intercept file" with a "Browse..." button and an "Upload" button, and "If you don't have a file, enter a unique USPS Tracking #:" with a "Submit" button. The right column is titled "Additional Resources" and contains two links: "Download USPS Package Intercept User Guide (PDF)" and "Download USPS Package Intercept Application Requirements (PDF)".

Below these columns are two tables. The first table is titled "Most Recent Requests (see more)" and has columns for "USPS TRACKING #", "CREATED ON", "STATUS", "INTERCEPT TYPE", and "FILE NAME". It contains the text "There are no existing requests." The second table is titled "Large File Upload Requests" and has columns for "FILE NAME", "CREATED ON", and "STATUS". It contains the text "There are no existing requests." and "No items found. 1".

Red circles with letters A, B, C, and D are placed over the "Browse..." button, the "Submit" button, the "Most Recent Requests" table, and the "Large File Upload Requests" table, respectively.

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

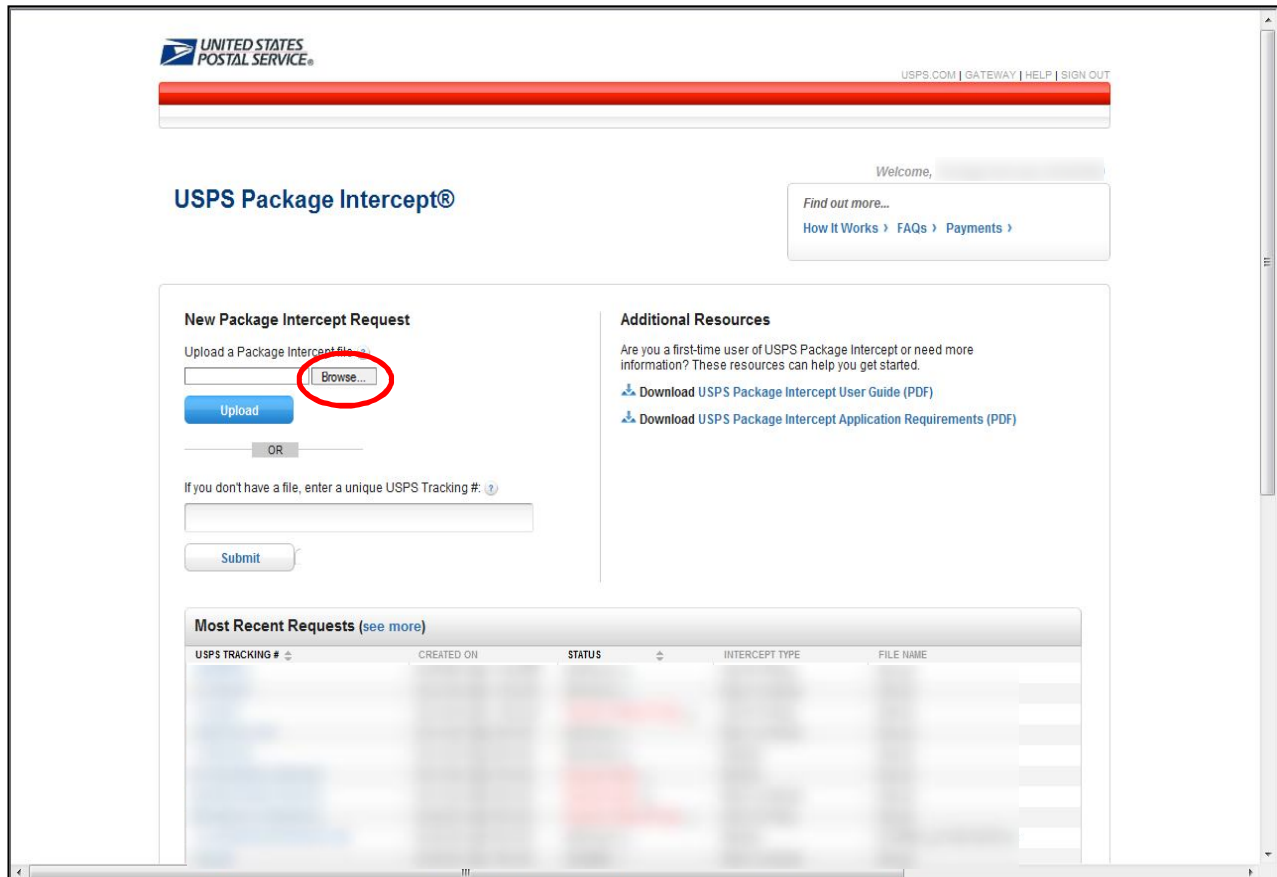
USPS distinguishes between “regular” and “large” file uploads. A “regular” file contains up to 25 records. A “large” file contains between 26 and 100,000 records. *Note: All records in a single upload will be charged to the same permit number.*

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.

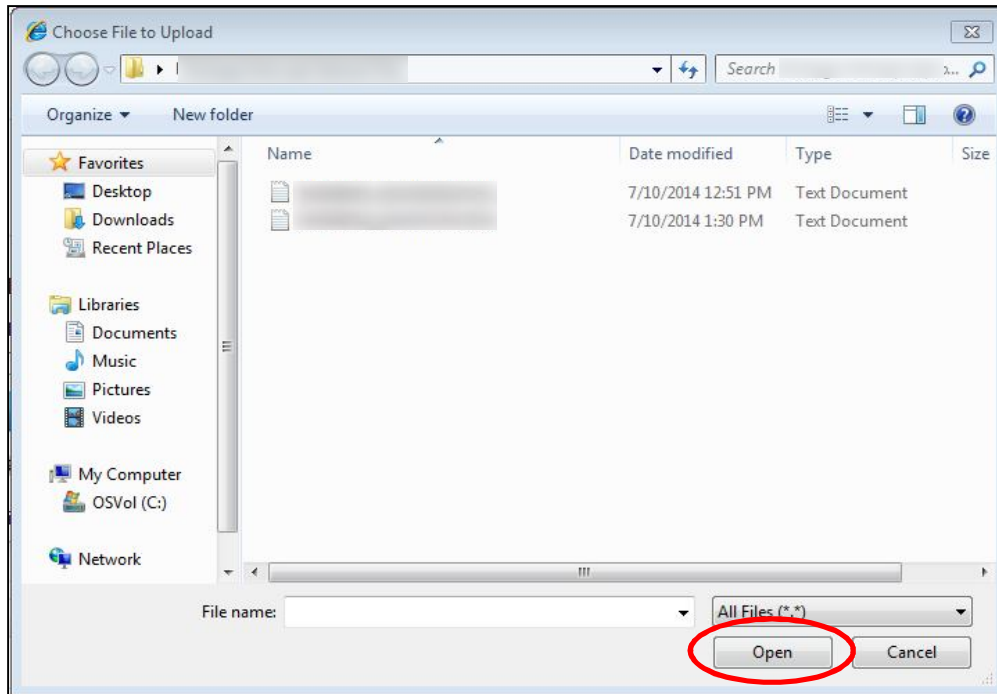


The screenshot displays the USPS Package Intercept web interface. At the top left is the USPS logo, and at the top right are links for "USPS.COM | GATEWAY | HELP | SIGN OUT". Below the header, the page title "USPS Package Intercept®" is visible, along with a "Welcome, [user name]" message and a "Find out more..." section with links for "How It Works", "FAQs", and "Payments".

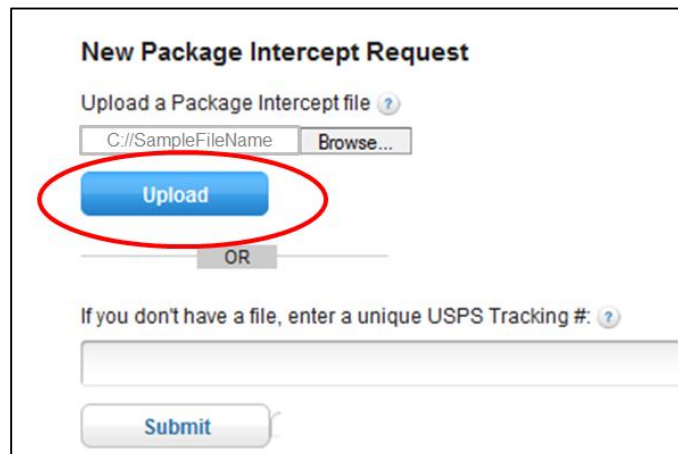
The main content area is divided into two columns. The left column, titled "New Package Intercept Request", contains a form for uploading a file. The "Browse..." button is circled in red. Below the file upload section is an "OR" separator and a field for entering a unique USPS Tracking #, with a "Submit" button. The right column, titled "Additional Resources", provides information for first-time users and includes links to download the "USPS Package Intercept User Guide (PDF)" and "USPS Package Intercept Application Requirements (PDF)".

At the bottom of the page, there is a section for "Most Recent Requests (see more)" which contains a table with columns for "USPS TRACKING #", "CREATED ON", "STATUS", "INTERCEPT TYPE", and "FILE NAME". The table content is blurred.

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



3. Click the “Upload” button.



The screenshot shows a web form titled "New Package Intercept Request". It has two main sections:

Upload a Package Intercept file (with a help icon)

(circled in red)

OR

If you don't have a file, enter a unique USPS Tracking #: (with a help icon)

- 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 | |

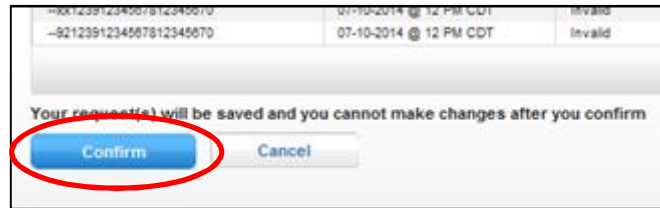
The following package intercepts has errors and will not be stored:

| USPS TRACKING # | CREATED ON | STATUS | ERROR MESSAGE | INTERCEPT TYPE |
|--------------------------|------------------------|---------|---|------------------|
| 9415201200450078901202 | 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 |
| --9212391234567812345670 | 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 |
| --9212391234567812345670 | 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 |
| --9212391234567812345670 | 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 |
| --9212391234567812345670 | 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 |
| --9212391234567812345670 | 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 |
| --9212391234567812345670 | 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

10

- 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.



- 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.

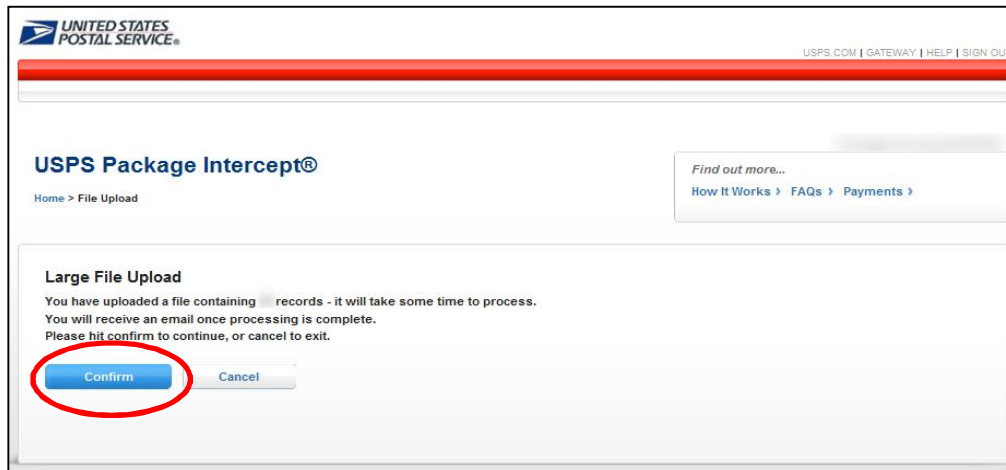
Step 4: Final Confirmation

By clicking submit, your request will be processed. If your package is successfully intercepted, a fee will be charged to your account. Your request cannot be changed or cancelled. The USPS Package Intercept fee is \$11.50 per request, it is automatically charged to your account, and is not refundable. Additional postage fees may apply to complete the request.
[See Terms and Conditions](#)

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.*

| Large File Upload Requests | | |
|--------------------------------|------------------------|-------------|
| FILE NAME | CREATED ON | STATUS |
| 20160654_201305182333.txt | 05-14-2014 @ 6 AM CDT | In Progress |
| 20160654_201305182331.txt | 03-20-2014 @ 1 PM CDT | Completed |
| 159010_201310041004.txt | 10-08-2013 @ 8 AM CDT | Completed |
| 200793_201301011011.txt | 09-19-2013 @ 1 PM CDT | Completed |
| 200793_2013010110112B.txt | 09-19-2013 @ 11 AM CDT | Completed |
| 159010_201308011210.txt | 08-07-2013 @ 1 PM CDT | Completed |
| 159010_201308011200renamed.txt | 08-06-2013 @ 8 AM CDT | Completed |
| 900001472_201307230922.txt | 07-23-2013 @ 3 PM CDT | Completed |
| 900001472_201307221647.txt | 07-23-2013 @ 11 AM CDT | Completed |
| 900001472_201307161015.txt | 07-18-2013 @ 8 AM CDT | Completed |

16 items found, displaying 1 to 10. [First/Prev] 1, 2 [Next/Last]

- 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.

Large File Upload Requests

| FILE NAME | CREATED ON | STATUS |
|----------------------------|------------------------|-----------|
| 20166654_201305182333.txt | 05-14-2014 @ 6 AM CDT | Completed |
| 20166654_201305182332.txt | 03-20-2014 @ 1 PM CDT | Completed |
| 20166654_201305182331.txt | 03-20-2014 @ 1 PM CDT | Completed |
| 159010_201310041004.txt | 10-08-2013 @ 8 AM CDT | Completed |
| 200793_2013010110126.txt | 09-19-2013 @ 11 AM CDT | Completed |
| 159010_201308131322.txt | 08-16-2013 @ 5 PM CDT | Completed |
| 159010_201308011210.txt | 08-07-2013 @ 1 PM CDT | Completed |
| 900001472_201307221647.txt | 07-23-2013 @ 11 AM CDT | Completed |
| 900001472_201307161015.txt | 07-18-2013 @ 8 AM CDT | Completed |
| 900001472_201307120915.txt | 07-18-2013 @ 7 AM CDT | Completed |

18 items found, displaying 1 to 10. [First/Prev] 1, 2 [Next/Last]

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

UNITED STATES POSTAL SERVICE® USPS.COM | GATEWAY | HELP | SIGN OUT

Package Intercept (34420200)

USPS Package Intercept® Find out more...
How It Works > FAQs > Payments >

Home > See All Requests

See Intercepts Placed in the last: Filename:

Most Recent Requests

| USPS TRACKING # | CREATED ON | STATUS | INTERCEPT TYPE | FILE NAME |
|------------------------------|-----------------------|-----------|----------------|---------------------------|
| --xx1x9380620045053552201295 | 05-14-2014 @ 7 AM CDT | Not Found | Redirect | 20166654_201305182333.txt |

One item found. 1

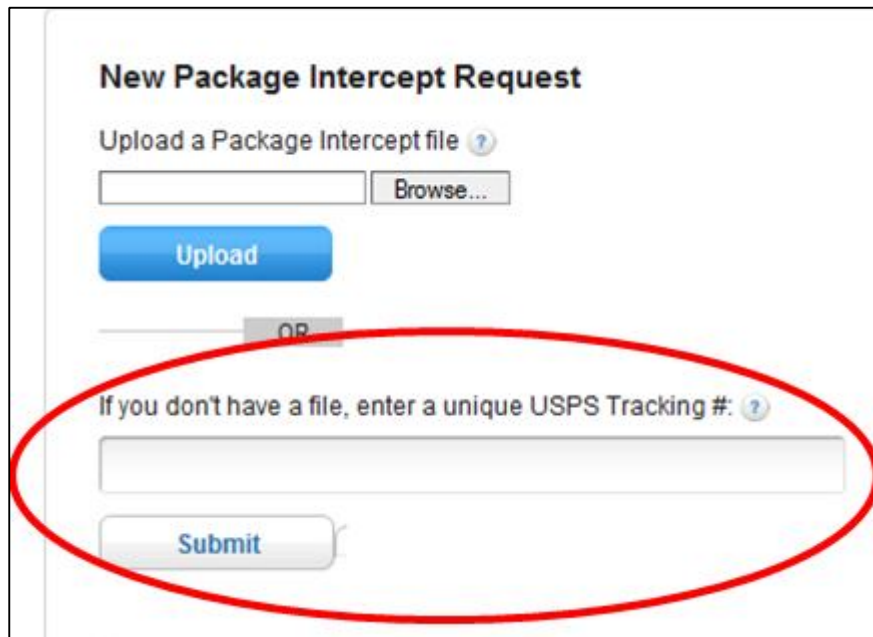
Failed Large File Upload Requests

| USPS TRACKING # | CREATED ON | ERROR MESSAGE | INTERCEPT TYPE | FILE NAME |
|--------------------------|-----------------------|---|------------------|---------------------------|
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| --xx12391234567812345670 | 05-14-2014 @ 7 AM CDT | Invalid Origin Address | Redirect | 20166654_201305182333.txt |
| 9415201200450078901202 | 05-14-2014 @ 7 AM CDT | Malpiece with this Tracking# cannot be intercepted | Redirect | 20166654_201305182333.txt |
| --9212391234567812345670 | 05-14-2014 @ 7 AM CDT | Extra Services are not available for Return to Sender intercepts on this mail class | Return to Sender | 20166654_201305182333.txt |

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.



New Package Intercept Request

Upload a Package Intercept file ?

Browse...

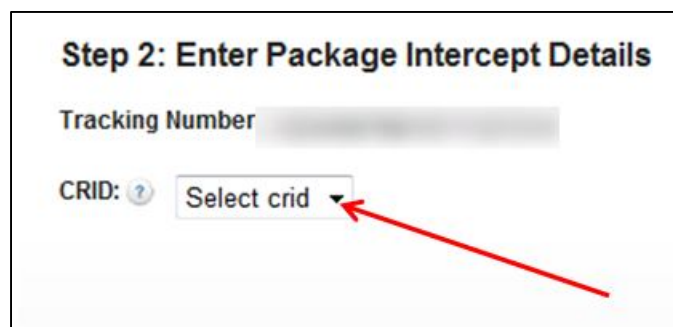
Upload

OR

If you don't have a file, enter a unique USPS Tracking # ?

Submit

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



Step 2: Enter Package Intercept Details

Tracking Number

CRID: ?

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

Step 2: Enter Package Intercept Details

Tracking Number:

CRID:

Permit:

MailerID:

Please enter the address information for this package:

* indicates a required field

| | |
|---|---|
| <p>Sender:</p> <p>*Name / Company <input type="text"/></p> <p>*Street Address: <input type="text"/></p> <p>Apt / Suite / Other <input type="text"/></p> <p>*City <input type="text"/></p> <p>*State Select State <input type="text"/></p> <p>*ZIP Code™ <input type="text"/></p> <p>* <input type="button" value="CHECK ADDRESS"/></p> | <p>Original Destination:</p> <p>*Name / Company <input type="text"/></p> <p>*Street Address: <input type="text"/></p> <p>Apt / Suite / Other <input type="text"/></p> <p>*City <input type="text"/></p> <p>*State Select State <input type="text"/></p> <p>*ZIP Code™ <input type="text"/></p> <p>* <input type="button" value="CHECK ADDRESS"/></p> |
|---|---|

Select a Request Type:

Hold For Pickup Return to Sender Redirect

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


Step 2: Enter Package Intercept Details

Tracking Number:

CRID:

Permit:

MailerID:



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

Please enter the address information for this package:

* indicates a required field

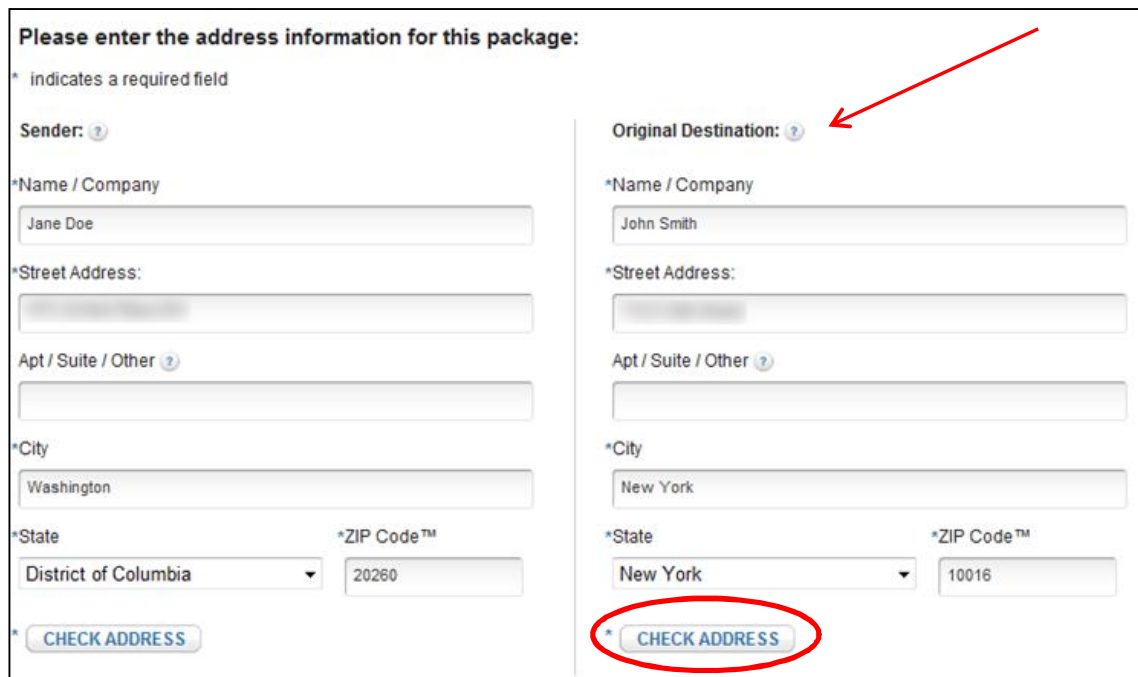
| | |
|---|---|
| <p>Sender: ?</p> <p>*Name / Company Jane Doe</p> <p>*Street Address: [Redacted]</p> <p>Apt / Suite / Other ? [Redacted]</p> <p>*City Washington</p> <p>*State District of Columbia</p> <p>*ZIP Code™ 20260</p> <p>CHECK ADDRESS</p> | <p>Original Destination: ?</p> <p>*Name / Company John Smith</p> <p>*Street Address: [Redacted]</p> <p>Apt / Suite / Other ? [Redacted]</p> <p>*City New York</p> <p>*State New York</p> <p>*ZIP Code™ 10016</p> <p>* CHECK ADDRESS</p> |
|---|---|

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.

Please enter the address information for this package:

* indicates a required field

| | |
|--|--|
| Sender: ? | Original Destination: ? |
| *Name / Company Jane Doe | *Name / Company John Smith |
| *Street Address: [Redacted] | *Street Address: [Redacted] |
| Apt / Suite / Other ? [Redacted] | Apt / Suite / Other ? [Redacted] |
| *City Washington | *City New York |
| *State District of Columbia | *State New York |
| *ZIP Code™ 20260 | *ZIP Code™ 10016 |
| * <input type="button" value="CHECK ADDRESS"/> | * <input type="button" value="CHECK ADDRESS"/> |



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

Select a Request Type:

Hold For Pickup ? Return to Sender ? Redirect ?

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.

Select a Request Type:

Hold For Pickup [?] Return to Sender [?] Redirect [?]

You have selected HOLD FOR PICKUP.

On the next screen, you will be able to choose the Post Office within your specified ZIP Code.

Add Extra Services

| | |
|--|---|
| <p>Signature Confirmation</p> <p><input checked="" type="radio"/> No Signature Service</p> <p><input type="radio"/> Signature Confirmation</p> <p><input type="radio"/> Adult Signature Required</p> <p><input type="radio"/> Adult Signature Restricted Delivery</p> | <p>Insurance</p> <p><input checked="" type="radio"/> No Insurance</p> <p><input type="radio"/> Insurance</p> |
|--|---|

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.

Step 3: Review Package Intercept Request Details

Details

| USPS TRACKING # | CREATED ON | STATUS | INTERCEPT TYPE | FILE NAME |
|-----------------|------------|-------------------|------------------|-----------|
| | | Ready to Submit ? | Return to Sender | |

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

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.

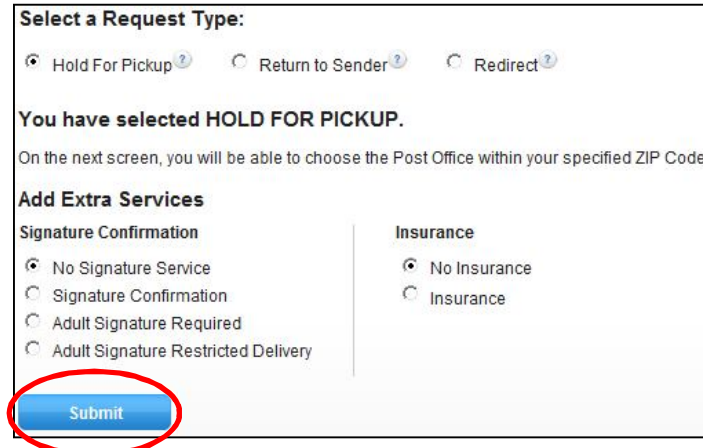
Step 4: Final Confirmation

By clicking submit, your request will be processed. If your package is successfully intercepted, a fee will be charged to your account. Your request cannot be changed or cancelled. The USPS Package Intercept fee is \$11.50 per request, it is automatically charged to your account, and is not refundable. Additional postage fees may apply to complete the request.
[See Terms and Conditions](#)

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.



Select a Request Type:

Hold For Pickup [?] Return to Sender [?] Redirect [?]

You have selected HOLD FOR PICKUP.

On the next screen, you will be able to choose the Post Office within your specified ZIP Code.

Add Extra Services

Signature Confirmation

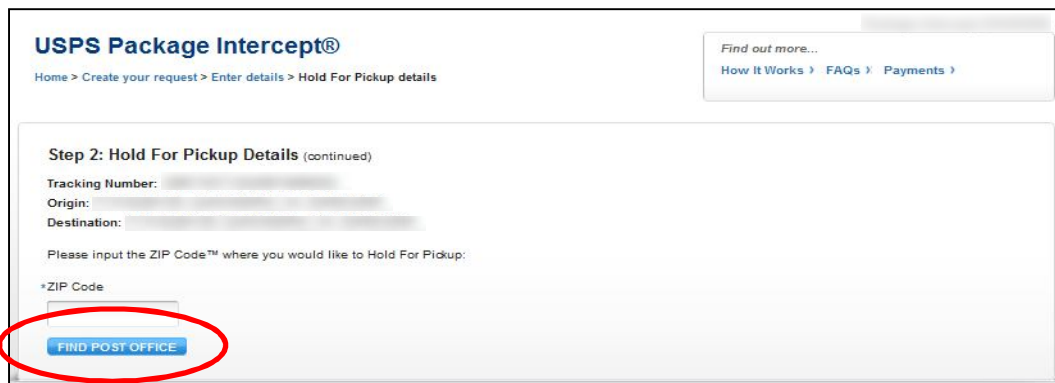
No Signature Service
 Signature Confirmation
 Adult Signature Required
 Adult Signature Restricted Delivery

Insurance

No Insurance
 Insurance

Submit

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



USPS Package Intercept®

Home > Create your request > Enter details > Hold For Pickup details

Find out more...
[How It Works](#) > [FAQs](#) > [Payments](#) >

Step 2: Hold For Pickup Details (continued)

Tracking Number: [REDACTED]
Origin: [REDACTED]
Destination: [REDACTED]

Please input the ZIP Code™ where you would like to Hold For Pickup:

*ZIP Code

FIND POST OFFICE

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



*ZIP Code

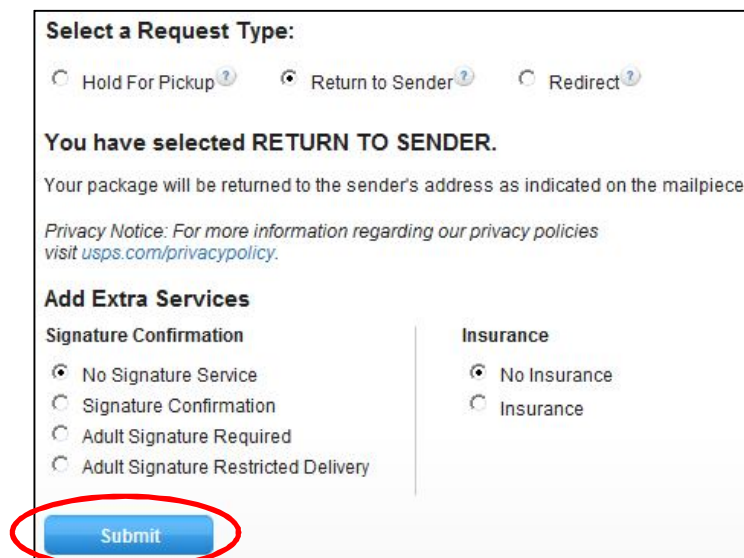
FIND POST OFFICE

Select the Post Office to Hold For Pickup from the below list:

Submit

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.



Select a Request Type:

Hold For Pickup [?] Return to Sender [?] Redirect [?]

You have selected RETURN TO SENDER.

Your package will be returned to the sender's address as indicated on the mailpiece.

Privacy Notice: For more information regarding our privacy policies visit usps.com/privacypolicy.

Add Extra Services

Signature Confirmation

No Signature Service

Signature Confirmation

Adult Signature Required

Adult Signature Restricted Delivery

Insurance

No Insurance

Insurance

Submit

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.

Step 3: Review Package Intercept Request Details

Details

| USPS TRACKING # | CREATED ON | STATUS | INTERCEPT TYPE | FILE NAME |
|-----------------|------------|-----------------|------------------|-----------|
| | | Ready to Submit | Return to Sender | |

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

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

Step 4: Final Confirmation

By clicking submit, your request will be processed. If your package is successfully intercepted, a fee will be charged to your account. Your request cannot be changed or cancelled. The USPS Package Intercept fee is \$11.50 per request, it is automatically charged to your account, and is not refundable. Additional postage fees may apply to complete the request.

[See Terms and Conditions](#)

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.

Select a Request Type:


Hold For Pickup [?]
 Return to Sender [?]
 Redirect [?]

You have selected to REDIRECT your package.

Please enter the new destination address to redirect this package:

* indicates a required field

*Name / Company

*Street Address 

Apt / Suite / Other [?]

*City

*State *ZIP Code™

*

Add Extra Services

Signature Confirmation

No Signature Service
 Signature Confirmation
 Adult Signature Required
 Adult Signature Restricted Delivery

Insurance

No Insurance
 Insurance

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

Step 3: Review Package Intercept Request Details

Details

| USPS TRACKING # | CREATED ON | STATUS | INTERCEPT TYPE | FILE NAME |
|-----------------|------------|------------------------------|------------------|-----------|
| | | Ready to Submit [?] | Return to Sender | |

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

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

Step 4: Final Confirmation

By clicking submit, your request will be processed. If your package is successfully intercepted, a fee will be charged to your account. Your request cannot be changed or cancelled. The USPS Package Intercept fee is \$11.50 per request, it is automatically charged to your account, and is not refundable. Additional postage fees may apply to complete the request.
[See Terms and Conditions](#)

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. 🚫 Unable to locate information on tracking number, please check and try again.

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. Invalid

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

3. Canceled

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

4. Not Interceptable

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.

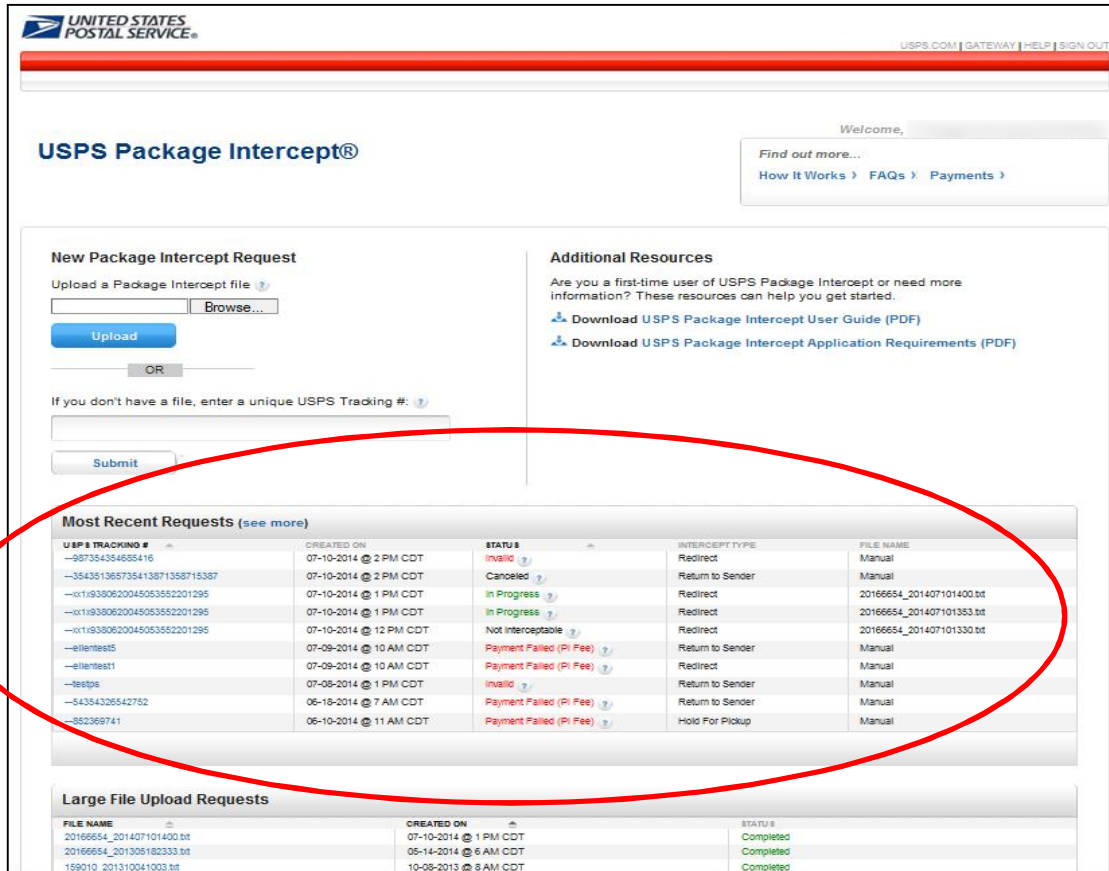
5. Payment Failed (PI Fee)

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.



The screenshot shows the USPS Package Intercept® web interface. At the top, there is a navigation bar with the USPS logo and links for 'USPS.COM | GATEWAY | HELP | SIGN OUT'. Below this, a 'Welcome,' message is displayed with a 'Find out more...' link and sub-links for 'How It Works', 'FAQs', and 'Payments'.

The main content area is divided into two sections: 'New Package Intercept Request' and 'Additional Resources'. The 'New Package Intercept Request' section includes an 'Upload a Package Intercept file' button with a 'Browse...' link, an 'Upload' button, and an 'OR' separator. Below this is a field for 'If you don't have a file, enter a unique USPS Tracking #' and a 'Submit' button. The 'Additional Resources' section provides information for first-time users and links to download the 'USPS Package Intercept User Guide (PDF)' and 'USPS Package Intercept Application Requirements (PDF)'.

The 'Most Recent Requests (see more)' section is highlighted with a red oval. It contains a table with the following data:

| USPS TRACKING # | CREATED ON | STATUS | INTERCEPT TYPE | FILE NAME |
|------------------------------|------------------------|-------------------------|------------------|---------------------------|
| -987354354555416 | 07-10-2014 @ 2 PM CDT | Invalid | Redirect | Manual |
| -354351365735413871358715387 | 07-10-2014 @ 2 PM CDT | Canceled | Return to Sender | Manual |
| -x119380620045053552201295 | 07-10-2014 @ 1 PM CDT | In Progress | Redirect | 20166654_201407101400.txt |
| -x119380620045053552201295 | 07-10-2014 @ 1 PM CDT | In Progress | Redirect | 20166654_201407101333.txt |
| -x119380620045053552201295 | 07-10-2014 @ 12 PM CDT | Not Interceptable | Redirect | 20166654_201407101330.txt |
| -ellentes5 | 07-09-2014 @ 10 AM CDT | Payment Failed (Pi Fee) | Return to Sender | Manual |
| -ellentes11 | 07-09-2014 @ 10 AM CDT | Payment Failed (Pi Fee) | Redirect | Manual |
| -98896 | 07-09-2014 @ 1 PM CDT | Invalid | Return to Sender | Manual |
| -54354326542752 | 06-18-2014 @ 7 AM CDT | Payment Failed (Pi Fee) | Return to Sender | Manual |
| -857369741 | 06-10-2014 @ 11 AM CDT | Payment Failed (Pi Fee) | Hold For Pickup | Manual |

Below the 'Most Recent Requests' table is the 'Large File Upload Requests' section, which contains a table with the following data:

| FILE NAME | CREATED ON | STATUS |
|---------------------------|-----------------------|-----------|
| 20166654_201407101400.txt | 07-10-2014 @ 1 PM CDT | Completed |
| 20166654_201305182333.txt | 05-14-2014 @ 6 AM CDT | Completed |
| 159010_201310041003.txt | 10-08-2013 @ 8 AM CDT | Completed |

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

| Most Recent Requests (see more) | | | | |
|---|-----------------------|----------|------------------|-----------|
| USPS TRACKING # | CREATED ON | STATUS | INTERCEPT TYPE | FILE NAME |
| -987354354685416 | 07-10-2014 @ 2 PM CDT | Invalid | Redirect | Manual |
| -354351365735413871358715387 | 07-10-2014 @ 2 PM CDT | Canceled | Return to Sender | Manual |

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

USPS Package Intercept®

[Home](#) > [Package Intercept Request Details](#)

[Find out more...](#)

[How It Works](#) > [FAQs](#) > [Payments](#) >

Package Intercept Request Details

Request Info

Request Date: 7/10/14
 Request ID:
 Tracking Number:
 New Tracking Number:
 Package Intercept Type: Redirect
 Request Type: Manual
 Class of Mail:
 Extra Services: Signature Confirmation: No
 Adult Required: No
 Adult Restricted: No
 Registered: No
 Includes \$50 Insurance

Cost Info

PI Fee: N/A
 Postage: N/A

Status/Progress

1. Invalid

Sender's Address

Name / Company:
 Street Address:
 Apt / Suite / Other:
 City, State, ZIP Code™:

Original Destination Address

Name / Company:
 Street Address:
 Apt / Suite / Other:
 City, State, ZIP Code™:

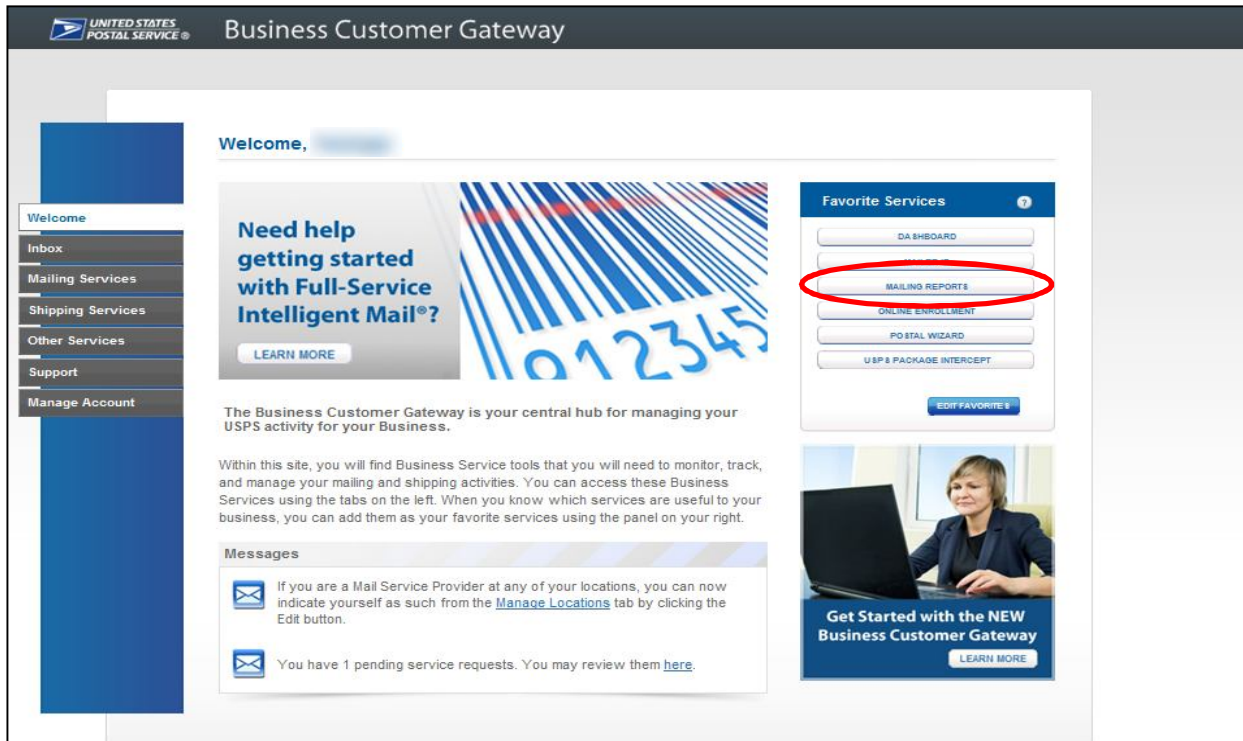
You are requesting to have this mailpiece REDIRECTED:

Name / Company:
 Street Address:
 Apt / Suite / Other:
 City:
 State:
 ZIP Code™:

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.



The screenshot shows the Business Customer Gateway interface. On the left is a navigation menu with options: Welcome, Inbox, Mailing Services, Shipping Services, Other Services, Support, and Manage Account. The main content area features a welcome message, a promotional banner for Full-Service Intelligent Mail, and a 'Favorite Services' panel. The 'Mailing Reports' button in the 'Favorite Services' panel is circled in red. Below the banner, there is a message section with two items: one about Mail Service Providers and another about pending service requests. At the bottom right, there is a 'Get Started with the NEW Business Customer Gateway' banner.

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


HOME | HELP | CUSTOMER CARE | SIGN OUT

Manage Mailing Activity

- > Home
- > Summary
- > Balance and Fees
- > Postal Wizard
- > Electronic Data Exchange
- > Mailing Reports
- > Dashboard
- > Manage Permits
- > IMsb Tool
- e-VS Customer**
- > e-VS Monthly Account and Sampling Summary
- > eVS/PRS Dashboard
- > Manifest Search
- > Mailer ID Report
- > Third Party Billing Reports
- > Dispute Queue
- > eVS Alerts
- > Call Tag Service Report
- PRS Customer**
- > PRS Monthly Account and Sampling Summary
- > eVS/PRS Dashboard
- > Manifest Search
- > Mailer ID Report
- > Call Tag Service Report

Home > Mailing Reports

Mailing Reports

- [View Transactions](#)
- [Pending Postage Statements](#)
- [Induction Activity Report \(eInduction\)](#)
- [Electronic Verification Activity \(EVS\)](#)
- [Parcel Return Service \(PRS\)](#)
- [BRM Invoice Detail Report](#)
- [Customer MRS Detail Report](#)
- [Customer MRS Summary Report](#)
- [Mail Entry Invoice Report](#)
- [Mailing Summary Report](#)
- [Mail Quality Reports](#)
- [Mailer Scorecard](#)
- [View Historical Permit Transactions](#)
- [Carbon Accounting Statement](#)
- [Tech Credit Report](#)
- [QBRM Verification Assessment Report](#)
- [QBRM Additional Postage Due Report](#)

Full Service

- [Data Distribution/Informed Visibility Dashboard](#)
- [Push Subscription Profile](#)
- [Full Service Seamless Acceptance Failure Jobs](#)

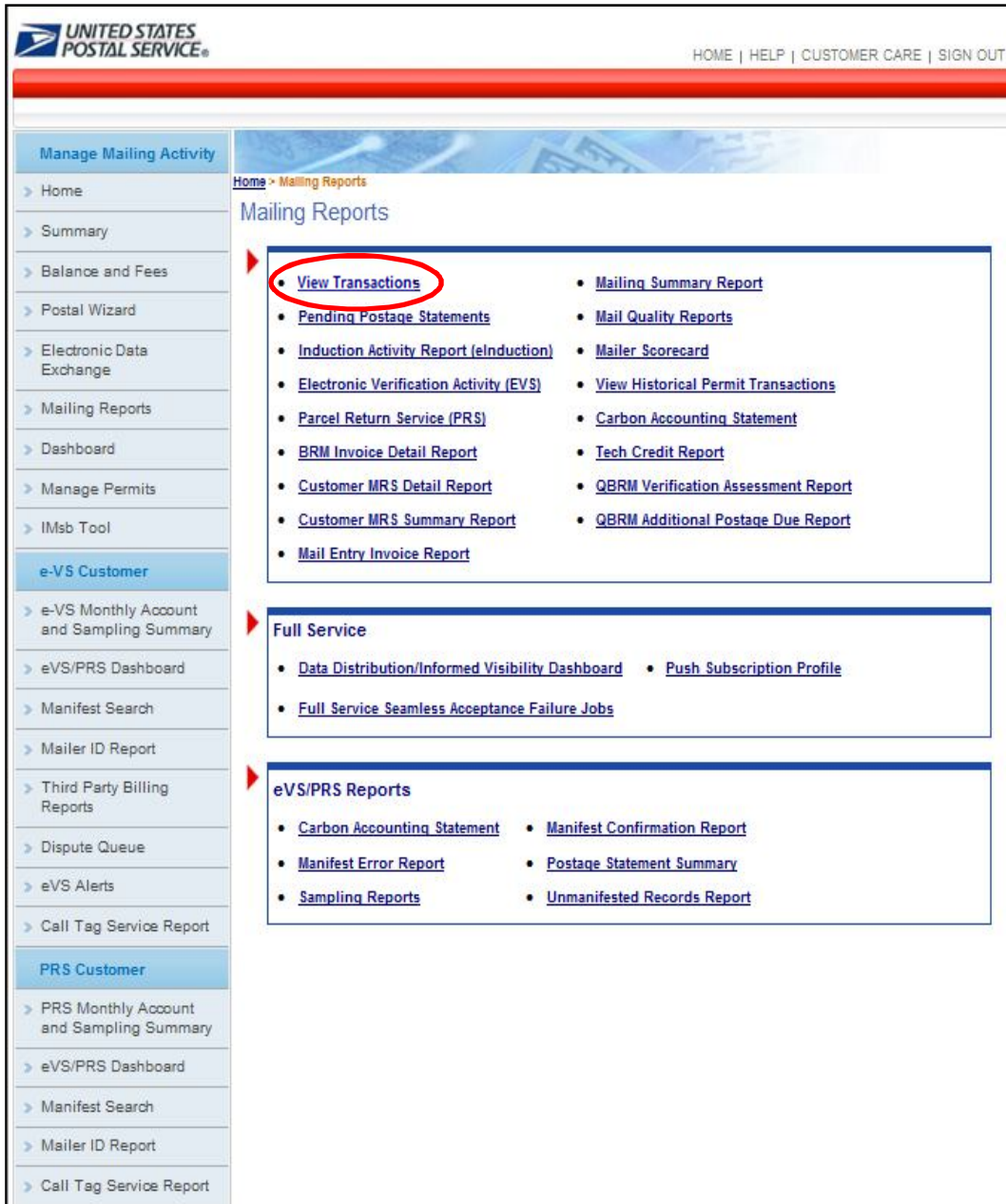
eVS/PRS Reports

- [Carbon Accounting Statement](#)
- [Manifest Confirmation Report](#)
- [Manifest Error Report](#)
- [Postage Statement Summary](#)
- [Sampling Reports](#)
- [Unmanifested Records Report](#)

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.



The screenshot shows the USPS Mailing Reports homepage. The left sidebar contains navigation links for 'Manage Mailing Activity', 'e-VS Customer', and 'PRS Customer'. The main content area is titled 'Mailing Reports' and features a list of report links. The 'View Transactions' link is highlighted with a red circle.

UNITED STATES POSTAL SERVICE® HOME | HELP | CUSTOMER CARE | SIGN OUT

Manage Mailing Activity

- > Home
- > Summary
- > Balance and Fees
- > Postal Wizard
- > Electronic Data Exchange
- > Mailing Reports
- > Dashboard
- > Manage Permits
- > IMsb Tool

e-VS Customer

- > e-VS Monthly Account and Sampling Summary
- > eVS/PRS Dashboard
- > Manifest Search
- > Mailer ID Report
- > Third Party Billing Reports
- > Dispute Queue
- > eVS Alerts
- > Call Tag Service Report

PRS Customer

- > PRS Monthly Account and Sampling Summary
- > eVS/PRS Dashboard
- > Manifest Search
- > Mailer ID Report
- > Call Tag Service Report

Home > Mailing Reports

Mailing Reports

- **View Transactions**
- Pending Postage Statements
- Induction Activity Report (eInduction)
- Electronic Verification Activity (EVS)
- Parcel Return Service (PRS)
- BRM Invoice Detail Report
- Customer MRS Detail Report
- Customer MRS Summary Report
- Mail Entry Invoice Report
- Mailing Summary Report
- Mail Quality Reports
- Mailer Scorecard
- View Historical Permit Transactions
- Carbon Accounting Statement
- Tech Credit Report
- QBRM Verification Assessment Report
- QBRM Additional Postage Due Report

Full Service

- Data Distribution/Informed Visibility Dashboard
- Push Subscription Profile
- Full Service Seamless Acceptance Failure Jobs

eVS/PRS Reports

- Carbon Accounting Statement
- Manifest Confirmation Report
- Manifest Error Report
- Postage Statement Summary
- Sampling Reports
- Unmanifested Records Report

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

Home > [Mailing Reports](#) > [View Transactions](#)

Transactions

The date range for any search must be 125 days or less. Transactions only appear on this report for 1 year and 1 month after the transaction date. If you need to retain this data for a longer period of time, please download the data while it is available and store the information on your computer.

Search for Transactions

| | | | |
|---------------------------|-------------------------|------------------------|------------------------------------|
| Location CPI One | Transaction Type All | Account Type All | Permit / Pub Number starts with |
| Customer Reference Number | Adjustments | End Date 07/11/2014 | SEARCH |

If you encounter an error or slow performance during the following: Enter a value, select an option, and/or reduce the date range of the search. They do not reflect the "Start Date" and "End Date" range.

| Account # | Permit / Pub CRID | PO of Permit | Tran Type | Pstg Strt # | Job ID | Cust Ref # | CAPS Tran # | Begin Balance | Amount | End Balance | Pieces | Verifications | User Details |
|-----------|-------------------|----------------|-----------------------------|-------------|--------|------------|-------------|---------------|--------|-------------|--------|---------------|--------------|
| | | | Adjustment | N/A | N/A | | | | | Debit | | | piS |
| | | IL MATTOON, IL | Adjustment | N/A | N/A | | | | | Debit | | | piS |
| | | IL MATTOON, IL | Adjustment | N/A | N/A | | | | | Debit | | | piS |
| | | | Fee Payment | N/A | N/A | | | | | Debit | | | SYS |
| | | IL MATTOON, IL | Adjustment | N/A | N/A | | | | | Debit | | | piS |
| | | | Fee Payment | N/A | N/A | | | | | \$0.00 | | | SYS |

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

NOTE: These are the 10 most recent transactions from the past 3 months. They do not reflect the "Start Date" and "End Date" range.

| Account # | Permit / Pub CRID | PO of Permit | PO of Mailing | Date | Tran Type | Pstg Strt # | Job ID | Cust Ref # | CAPS Tran # | Begin Balance | Amount | End Balance | Pieces | Verifications | User Details |
|-----------|-------------------|--------------|---------------|------------|-----------------------------|-------------|--------|------------|-------------|---------------|--------|-------------|--------|---------------|--------------|
| | | | | 07/10/2014 | Adjustment | N/A | N/A | | | | | Debit | | | piS |
| | | | | 07/10/2014 | Adjustment | N/A | N/A | | | | | Debit | | | piS |
| | | | | 07/10/2014 | Adjustment | N/A | N/A | | | | | Debit | | | piS |
| | | | | 05/23/2014 | Fee Payment | N/A | N/A | | | | | Debit | | | SYS |
| | | | | 05/14/2014 | Adjustment | N/A | N/A | | | | | Debit | | | piS |
| | | | | 04/18/2014 | Fee Payment | N/A | N/A | | | | | \$0.00 | | | SYS |

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

| Account Information | |
|---------------------|--|
| Account Number: | |
| Permit: | |
| Company: | |
| Address: | |
| Where Issued: | |
| Comments: | |
| Current Balance: | |
| Contact: | |
| Phone Number: | |
| Finance Number: | |

Adjustment Transaction

Transaction Number: [REDACTED]
Date of Adjustment: 07/10/2014

Referenced Trans. Number: N/A Referenced Trans. Date: N/A

Amount of Adjustment: [REDACTED]

New Balance: CAPS Debit

Reason: Package intercept flat fee
AIC: [REDACTED]
Location: [REDACTED]
Clerk's Initials: [REDACTED]

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

