

Reship as a Shipping Services Option

**National Postal Forum
San Diego, CA**

May 1, 2011

Agenda

- **Introductions**
- **Housekeeping**
- **Premium Forwarding Service®**
- **Reshipment Service**
- **Workshop Quiz Questions**
- **Questions**

Introduction

- **Karen F. Key**
USPS
Manager, Outbound Parcels
- **Arnetta L. Wilson**
USPS
A/Product Manager

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Housekeeping



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USPS® Premium Forwarding Service®



**Arnetta L. Wilson
A/Product Manager**

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USPS Reshipping and Forwarding Services

Service	Features	Duration	Cost
Premium Forwarding Service	<ul style="list-style-type: none"> Reships all your mail from a primary address to a temporary address Limited to consumer use 	<ul style="list-style-type: none"> 2 weeks up to 1 year 	<ul style="list-style-type: none"> Enrollment fee \$15 Weekly reshipment fee \$14.75
Permanent Change of Address (COA)	<ul style="list-style-type: none"> Free piece-by-piece forwarding of First-Class Mail® and Periodicals, Packages Services Mail forwarded locally Excludes Standard Mail® and non local Package Services Mail without special endorsement For business and consumer use 	<ul style="list-style-type: none"> 12 months for First-Class Mail 60 days for Periodicals 	<ul style="list-style-type: none"> \$1 verification fee if filed online or by telephone
Temporary Change of Address (COA)	<ul style="list-style-type: none"> Same as Permanent COA except for duration 	<ul style="list-style-type: none"> 15 days up to 6 months 60 days for Periodicals 	<ul style="list-style-type: none"> \$1 verification fee if filed online or by telephone
Reship	<ul style="list-style-type: none"> Gathers mail addressed to business Post Office boxes or business street addresses and dispatches it under an agreement between the USPS and the mailer 	<ul style="list-style-type: none"> Length of agreement 	<ul style="list-style-type: none"> Pickup fee Weight/zone rate for service class (Express Mail or Priority Mail)

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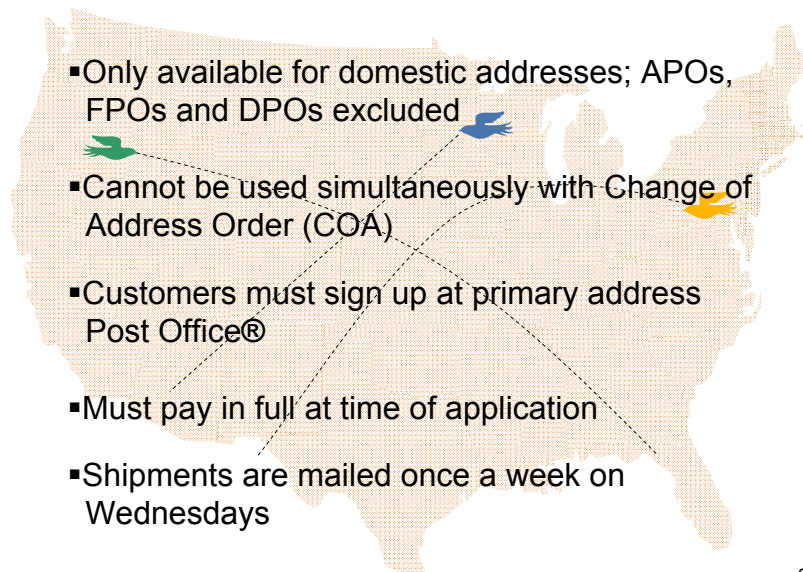
Premium Forwarding Service®

Service Description

- A domestic reshipment service for consumers
- Individual or household
- Bundled and mailed via Priority Mail®
- Redirects all mail to a temporary address
- Minimum two weeks, maximum one year



Premium Forwarding Service



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Premium Forwarding Service

Features and Benefits

- Mail ships regardless of mailer endorsements
- “Outside” parcels shipped via Priority Mail®, Express Mail® or postage due
- Accountable mail shipped separately
- Mail requiring a scan or additional postage rerouted separately



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Disposition of Mail Chart

United States Postal Service® Premium Forwarding Service® (PFS®)

This chart identifies what mail could incur additional postage charges.

Shape	Standard Mail (With Delivery Confirmation™ or other extra svc requiring scan or signature)	Standard Mail (Without Delivery Confirmation) (bulletins, small parcels, Direct Advertising Mail)	Package Services (With extra svc requiring scan or signature)	Package Services (Without Delivery Confirmation or other extra svc—Parcel Post, merchandise, books, recordings)
Letters and Flats	N/A	Included	Postage Due	Postage Due
Parcel (small)	Postage Due	May be included	Postage Due	Postage Due
Parcel (too large for PFS package)	Postage Due	Postage Due	Postage Due	Postage Due

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Premium Forwarding Service

Users

- Snowbirds
- Executives on assignments
- Employees on temporary job assignments
- Students, including training or educational relocations
- Family members assisting with extended family care



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Premium Forwarding Service

Enrollment

- In person enrollment at Post Office required
- Identification required to verify customer's identity and primary address match
- \$15.00 to enroll and \$14.75 for each weekly shipment



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Premium Forwarding Service

Enrollment

- PS Form 8176, *PFS Application*
 - Available online at usps.com

<http://www.usps.com/forms/pdf/ps8176.pdf>

- Post Office retail location

- Enrollment Option
 - Primary address Post Office retail (includes stations and branches)

The image shows the PS Form 8176, Premium Forwarding Service (PFS) Application. It is a detailed form with multiple sections for personal information, address, and payment details. The form is titled 'Premium Forwarding Service (PFS) Application' and includes a USPS logo. It contains various fields for the applicant's name, address, and contact information, as well as sections for payment and enrollment options.

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Premium Forwarding Service

Payment Options

- Must pay in full at time of application
 - Cash or Check
 - Credit Card
 - Debit Card
- Enrollment fee nonrefundable
- Refunds are available for weeks not used



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**UNITED STATES
POSTAL SERVICE**

**Premium Forwarding Service®
(PFS®) Application**

Instructions
PLEASE READ CAREFULLY BEFORE YOU COMPLETE THIS FORM.
Instructions for completing this form are printed on the reverse of Copy 3 — Origin Post Office Delivery Unit ("Copy 3 [card stock]") of this form. Press firmly and legibly when completing this form — you are making three copies.
The Terms and Conditions governing this service are printed on the reverse of Copy 2 — Customer.
By providing your signature in Item 17, you are indicating that you understand and agree to the terms of this service agreement.
Submit this application **only** to the Post Office™ that serves your primary address (including any of its stations or branches). Only the Post Office (including any of its stations or branches) that serves your primary address for this service may accept and process this application.
Shaded Items 18-21 are for Official Use Only. Only Postal Service™ personnel may complete these items.

1. Premium Forwarding Service® (PFS®) requested for: <input type="checkbox"/> Individual <input type="checkbox"/> Entire Household		2. Customer Name (Last, First, MI)		3. Customer E-mail Address (Optional)	
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Primary and Temporary Address Information

4. Primary Local Address (Number, street, suite, apt., PO Box, etc.)			4a. Primary Contact Telephone Number(s), including Area Code (Plus extension if appropriate)		
5. City	6. State	7. ZIP+4®	8. For Puerto Rico address only, print Urbanization Name, if appropriate		
9. Temporary Address (Number, street, suite, apt., PO Box, etc.)			9a. Temporary Contact Telephone Number(s), including Area Code (Plus extension if appropriate)		
10. City	11. State	12. ZIP+4®	13. For Puerto Rico address only, print Urbanization Name, if appropriate		

Relevant Dates and Customer Signature

14. Start Date (MM/DD/YYYY)		15. End Date (MM/DD/YYYY)		16. Resume Mail Delivery Date (Before completing this date please read the instruction for item 16 on the reverse of Copy 3 [card stock]) (MM/DD/YYYY)	
17. Customer Signature By signing this form, you acknowledge that you agree to the Terms and Conditions of the PFS program as printed on the reverse of Copy 2 — Customer.					
				Signature	
				Application Date	


Privacy Notice
The information you provide will be used to reship your mail to a new location. Collection is authorized by 39 U.S.C. 404. Filing this form is voluntary, but we cannot provide Premium Forwarding Service without it. We do not disclose your information, except in the following limited circumstances: to government agencies or bodies as required to perform official duties; to mailers, only if they already possess your old address; in legal proceedings or for service of process; to law enforcement as needed for a criminal investigation; or to contractors who help fulfill the service. For more information on our privacy policies, see our privacy file on usps.com.

Postal Service Official Use Only

18. Last Shipment Date (Must be a Wednesday. Please use instructions for items 18-21 on the reverse of Copy 3 [card stock]) (MM/DD/YYYY)		19. Type of Photo ID (Please recent type of ID — e.g., driver's license, passport, etc. — but do not record the number. Only government-issued photo IDs are acceptable — credit cards or IDs issued by private companies are not acceptable.)	
20. Origin Post Office Name and Address (Please print or use address stamp.)		21. Postal Service Employee (Please verify that you have received the payment and endorsement fee, indicate the total amount received, and initial and date this form.) Total amount received for PFS: \$ _____ (Indicate the amount of the nonrefundable endorsement fee)	
		Initials	
		Date Received	

PS Form 8176, January 2011 PSN 7530-07-005-0197 Distribution: Copy 1 — Origin Post Office

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**UNITED STATES
POSTAL SERVICE**

**Premium Forwarding Service®
(PFS®) Application**

Instructions
PLEASE READ CAREFULLY BEFORE YOU COMPLETE THIS FORM.
Instructions for completing this form are printed on the reverse of Copy 3 — Origin Post Office Delivery Unit ("Copy 3 [card stock]") of this form. Press firmly and legibly when completing this form — you are making three copies.
The Terms and Conditions governing this service are printed on the reverse of Copy 2 — Customer.
By providing your signature in Item 17, you are indicating that you understand and agree to the terms of this service agreement.
Submit this application **only** to the Post Office™ that serves your primary address (including any of its stations or branches). Only the Post Office (including any of its stations or branches) that serves your primary address for this service may accept and process this application.
Shaded Items 18-21 are for Official Use Only. Only Postal Service™ personnel may complete these items.

1. Premium Forwarding Service® (PFS®) requested for: <input type="checkbox"/> Individual <input type="checkbox"/> Entire Household		2. Customer Name (Last, First, MI)		3. Customer E-mail Address (Optional)	
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Primary and Temporary Address Information

4. Primary Local Address (Number, street, suite, apt., PO Box, etc.)			4a. Primary Contact Telephone Number(s), including Area Code (Plus extension if appropriate)		
5. City	6. State	7. ZIP+4®	8. For Puerto Rico address only, print Urbanization Name, if appropriate		
9. Temporary Address (Number, street, suite, apt., PO Box, etc.)			9a. Temporary Contact Telephone Number(s), including Area Code (Plus extension if appropriate)		
10. City	11. State	12. ZIP+4®	13. For Puerto Rico address only, print Urbanization Name, if appropriate		

Relevant Dates and Customer Signature

14. Start Date (MM/DD/YYYY)		15. End Date (MM/DD/YYYY)		16. Resume Mail Delivery Date (Before completing this date, please read the instruction for item 16 on the reverse of Copy 3 [card stock]) (MM/DD/YYYY)	
17. Customer Signature By signing this form, you acknowledge that you agree to the Terms and Conditions of the PFS program as printed on the reverse of Copy 2 — Customer.					
				Signature	
				Application Date	

Privacy Notice
The information you provide will be used to reship your mail to a new location. Collection is authorized by 39 U.S.C. 404. Filing this form is voluntary, but we cannot provide Premium Forwarding Service without it. We do not disclose your information, except in the following limited circumstances: to government agencies or bodies as required to perform official duties; to mailers, only if they already possess your old address; in legal proceedings or for service of process; to law enforcement as needed for a criminal investigation; or to contractors who help fulfill the service. For more information on our privacy policies, see our privacy file on usps.com.

SERVICE TERMS AND CONDITIONS

This document identifies the Terms and Conditions under which the United States Postal Service® makes this service available to you. By signing this application, you are stating that you have read and understand this document, and you agree to be bound by its terms and conditions. Submit this application *only* to the Post Office™ that serves your primary address (including any of its stations or branches).

SERVICE DEFINITION

USPS® Premium Forwarding Service® (PFS®) is a personalized service for reshipping mail using a Priority Mail® shipment from a primary residential address (or P.O. Box with certain restrictions) to a temporary address. Some mailpieces, such as those requiring a delivery scan or signature, Express Mail® items, and pieces required to be sent separately as "outsides," are rerouted piece by piece (see rules 9 and 10 below).

Service Rules for Retail Signup

1. PFS is available only to and from domestic addresses, not including APOs, FPOs, DPOs, and other destinations requiring a customs declaration, such as ZIP Code™ prefix 969 (international mail).
2. An official temporary or permanent Change of Address Order (PS Form 3575) cannot be active simultaneously with PFS.
3. This service reships mail for an entire household or for an individual addressee from a primary address. Business addresses and centralized delivery points are generally ineligible.
4. Customers can have all their mail delivered to a temporary address for a minimum of 2 weeks up to a maximum of 1 year. All mail is reshipped regardless of mailpiece endorsements.
5. Shipments are mailed once a week on Wednesday except for those pieces required to be shipped separately. PFS is not a guaranteed service; no refunds are allowed for delayed shipments.
6. Ask the Retail Associate or refer to Notice 123, *Price List*, for the nonrefundable enrollment fee and the weekly shipment fee. Customers must pay for the entire period of service at the time of application. The customer may pay for the service with cash, check, credit card, or debit card.
7. When applying, customers must provide two types of identification; one must contain a photo and cannot be a credit card or private ID. Customers must provide evidence of residency at the primary address.
8. The **start date** is the first day the customer wants the Postal Service to hold the mail for reshipment. The **end date** is the last day the customer will accept mail delivered to the temporary address.
9. Mail requiring a scan, signature, or additional postage at delivery will be rerouted separately. Examples of such mail include Express Mail® delivery, mail bearing Delivery Confirmation™ service or return receipt, postage due mail, and insured mail — see the Disposition of Mail Chart, which is available at Post Offices and also online at usps.com® (search "Premium Forwarding Service," click on the entry, and then at the PFS web page, click on the button for "Conditions of Use").
10. Some packages rerouted separately from the weekly shipment to the temporary address will arrive at the temporary address postage due at the appropriate price of postage (see the Disposition of Mail Chart, which is available at Post Offices and also online at usps.com® — search "Premium Forwarding Service," click on the entry, and then at the PFS web page, click on the button for "Conditions of Use"):
 - a. **Express Mail® service:** Express Mail articles are rerouted immediately to the temporary address and will not be included in the PFS package. No additional charges will apply.
 - b. **Priority Mail® service:** Priority Mail articles are *not* held for reshipment in the PFS package, unless doing so *would not* delay its delivery to the temporary address. No additional charges will apply.
 - c. **First-Class Mail® packages:** First-Class Mail packages that do not fit in the weekly shipment will be rerouted separately at no additional charge.
 - d. **Standard Mail® service:** Standard Mail pieces will be included in the PFS package if they fit (after letters, flats or large envelopes, and magazines are inserted). Otherwise, they will be shipped postage due at the 1-pound Parcel Post® price and the appropriate zone regardless of the initial postage on the piece. Refer to <http://postcalc.usps.gov/Zonecharts> for information about Postal Service™ mailing zones. The appropriate postage due postage will be collected at the point of delivery.

Instructions for completing PFS Application form:

1. Indicate if this application is for a single individual or the entire household. Check the appropriate box.
 2. Provide the last name, first name, and middle initial of the PFS applicant.
 3. Provide an e-mail address where the PFS applicant can be reached. This information is optional.
 4. Provide the primary address *from* where the mail will be reshipped.
 - 4a. Provide a telephone number where the customer can be reached at the primary address. The telephone number can be a land line or cell phone.
 - 5 – 7. Provide the city, state, and ZIP+4® of the primary address *from* where the mail will be reshipped.
 8. If necessary, follow the specific instructions for Puerto Rico in line 8.
 9. Provide the temporary address to where the mail will be reshipped.
 - 9a. Provide a telephone number where the customer can be reached at the temporary address. The telephone number can be a land line or cell phone and can also be the same as the primary phone number.
 - 10 – 12. Provide the city, state, and ZIP+4 of the temporary address to where the mail will be reshipped.
 13. If necessary, follow the specific instructions for Puerto Rico in line 13.
 14. Indicate when the service is to start. The start date is the first day you want the Postal Service™ to hold the mail for reshipment through PFS.
 15. Indicate when the service is to end. The end date is the last day you want to receive mail at the temporary address.
 16. Indicate when you want the Postal Service to resume normal mail delivery at the primary local address. This date must not exceed 2 weeks past the end date of the service.
 17. Sign and date the application. Your signature confirms your acceptance of the terms and conditions printed on the reverse of Copy 2 — Customer.
- The Privacy Notice is provided for the customer's information — the customer should read the Privacy Notice.
18. **For Official Use Only:** The Postal Service employee calculates the last shipment date based on the customer's start and end dates and enters it here. This date must be a Wednesday because PFS Priority Mail shipments are mailed on Wednesdays.
 19. **For Official Use Only:** The Postal Service employee writes in the type of identification used to verify the customer's identity and primary address match.
 20. **For Official Use Only:** The Postal Service employee provides the name and address of the office accepting the application. Only the Post Office™ (including any of its stations or branches) that serves the customer's primary address for this service may accept and process this application.
 21. **For Official Use Only:** The Postal Service employee does the following: calculates the postage based on the number of Wednesday shipments between the start date and the end date; verifies that the payment and enrollment fee have been received; indicates the total amount received; and provides his/her initials and the date to indicate acceptance of the customer's application and verification of the customer's identity and address match.

Reminder: Do NOT send a copy of this form to Postal Service Headquarters.

Distribution: Copy 1 — Origin Post Office
Copy 2 — Customer
Copy 3 (Record of PFS Mail Shipments) — Origin Post Office Delivery Unit

For more information on PFS, please see Publication 621, *PFS Guidebook for Employees: An Introduction to Premium Forwarding Service*, available on the Postal Service internal web page at <http://blue.usps.gov/cpim/ftp/pubs/pub621.pdf>.

PS Form 8176, January 2011 (Copy 3 — Origin Post Office Delivery Unit, Reverse)

Premium Forwarding Service

- Ships **all** mail as Priority Mail - weekly
- Residential customers
- \$15 to start / \$14.75 a week
- Nonrefundable enrollment fee

Current Forwarding Options

- Permanent Change of Address
- Temporary Change of Address
 - First-Class Mail®
 - Magazines/Newspapers (60 days)
 - No catalogs
 - No newsletters



- Domestic address
- Min. – 2 weeks / Max. - 1 year
- Sent each Wednesday & arrives 1–3 days later
- Mailer endorsements

Likely Uses

- Snowbirds
- Executive assignments
- Temporary job assignments
- Students
- Extended family care



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Premium Forwarding Service

UNITED STATES POSTAL SERVICE®

HOME | CUSTOMER SERVICE | SIGN IN

FIND A ZIP CODE | CALCULATE POSTAGE | PRINT A SHIPPING LABEL | SCHEDULE A PICKUP | LOCATE A POST OFFICE | TRACK & CONFIRM

Business > Household > Buy Stamps & Shop > All Products & Services > About USPS & News >

Search USPS.com

Home | All Products & Services | Options for Receiving Mail | Premium Forwarding Service

Premium Forwarding Service

It's like taking your mailbox with you!

Going away from home for awhile? Have all your mail sent to you at your temporary address!

Premium Forwarding Service® (PFS®) is a domestic service for residential customers. With this service, USPS® forwards ALL of your mail from your permanent address to a temporary address. Enroll at your local Post Office™.

Some features of PFS include:

- Most mail is forwarded once a week via Priority Mail®; some mail is reshipped separately, but immediately upon arrival at the primary address.
- Your mail will be forwarded to you on a weekly basis if you are away for a minimum of two weeks up to one year.
- See [Fees](#)
- Your permanent address does not change and your temporary address is not provided to mailers.

Some benefits of PFS include:

- You do not miss important mail while you are away.
- All your mail reaches you, most via Priority Mail. (See [Fees](#))

Frequently Asked Questions
Get answers to your questions about Premium Forwarding Service. [Go >](#)

Conditions of Use
Find out if you qualify to use Premium Forwarding Service. [Go >](#)

Locate a Post Office
Sign up at the local Post Office near your primary or permanent residence. [Go >](#)

Shipping & Mailing
Mailing & Shipping Guidelines
Options for Receiving Mail
Home Delivery
Change of Address
Change of Address FAQs
Premium Forwarding Service
Premium Forwarding Service - Terms and Conditions
Hold Mail
Redelivery Service
PO Box Service
Receive Mail at Other

Website: <http://www.usps.com/receive/premiumforwarding/>

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USPS® Premium Forwarding Service®



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Reshipment Service



Karen F. Key
Manager, Outbound Parcels

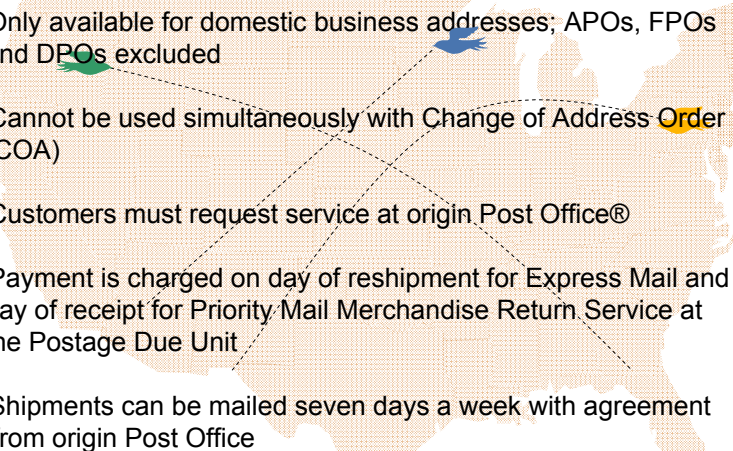
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Service Description

- USPS gathers mail from business post office boxes and business street addresses based on agreement
- Mail is dispatched to customer (addressee) as either:
 - Express Mail
 - Priority Mail
- Frequency must be specified when agreement is established
- Customer must provide the tags and labels to origin Post Office(s)

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Reshipment Service

- 
- Only available for domestic business addresses; APOs, FPOs and DPOs excluded
 - Cannot be used simultaneously with Change of Address Order (COA)
 - Customers must request service at origin Post Office®
 - Payment is charged on day of reshipment for Express Mail and day of receipt for Priority Mail Merchandise Return Service at the Postage Due Unit
 - Shipments can be mailed seven days a week with agreement from origin Post Office

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Postage Payment

Service	Express Mail	Priority Mail
Transit Time	1 to 2 Days	2 to 3 Days
Postage and Fees	Paid by Express Mail Corporate Account or federal agency "Postage and Fees Paid" indicia	Paid against the Merchandise Return Service Permit
Maximum Weight	70 lbs.	70 lbs.
Pickup on Demand	\$15.30	N/A
Accounts required for Short Paid, Merchandise Return Service (MRS) or Business Reply Mail (BRM)	<ul style="list-style-type: none"> • Postage-Due • MRS • BRM Account 	<ul style="list-style-type: none"> • Postage-Due • MRS • BRM Account

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Extra Services

-
- 7002 0030 000L 4155 3513
CERTIFIED MAIL
 8002 1040 000L 3965 7943
RETURN RECEIPT FOR MERCHANDISE
 7002 0030 000L 4155 3513
 United States Postal Service
DELIVERY CONFIRMATION™
 3007 0040 0000 0003 2633
INSURED MAIL - DOMESTIC ONLY
 7002 0030 000L 4155 3513
 United States Postal Service
SIGNATURE CONFIRMATION™
 8005 0270 000L 30L4 0000
 86 237 794 027 US

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Activation of Reshipment Service

2b

8a

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- Customer must complete Corporate Account / Custom Designed Agreement and provide to postmaster where mail will originate

- Permit holder must make a written request and send the request to the postmaster where the merchandise return service permit is authorized

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Sample Tag and Label (Current)



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Top 10 Industries That Use Reshipment

Industry	SIC Code
Service Related	7399 / 8911
Political Organization	8651
Direct Mail Advertising Services	7331
Services – Advertising Agency	7311 / 7319
Communication Services	7319 / 4899
Religious Organization	8661
National, State and Commercial Banking	6059

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References

- Express Mail Reshipment
 - Domestic Mail Manual 507.6.6
- Priority Mail Reshipment
 - Domestic Mail Manual 507.11.7
- Reshipment Checklist

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Proposed Redesign ***Reshipment Service***

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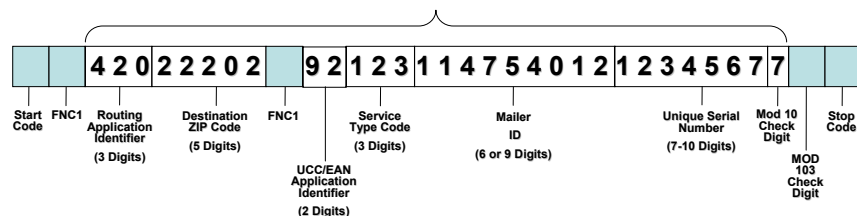
Redesign for Reshipment Service

- Conducted survey with internal and external customers
- Two options for service
 - End to End Reship includes parcel, flats and letters
 - Create sort plan for large volume letter mailers
- Improve and automate service
 - Visibility
 - Performance
 - Volume and revenue tracking

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Redesign

- Establish an Intelligent Mail Package Barcode for service
 - Service Type Code (3)
 - Mailer ID (9)
 - EDW Reports
 - Scan Events (7)



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Scan Events for Reshipment Service

Express Mail

- TBD Reshipped
- 10 Enroute (passive)
- 08 Mis-sent
- 07 Arrival at Unit
- 02 Attempted
- 01 Delivered
- TBD Picked Up by Agent/Customer

Priority Mail

- TBD Reshipped
- 10 Enroute (passive)
- 08 Mis-sent
- 07 Arrival at Unit
- 02 Attempted
- 01 Delivered
- TBD Picked Up by Agent/Customer

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Redesign Proposals

Description	Express Mail	Priority Mail
USPS provided labels	X	X
USPS provided shipping containers	X	X
Notification of reshipments to impacted offices	X	X
Status of shipments thru text, email or extract file	X	X
Product visibility packaging and IMpb	X	X
Mailer ID	X	X
Payment method (Origin)		X
Activation through Business Customer Gateway	X	X
Online authorization form / agreement	X	X
Establish handling fee	X	X
Limit Reship Service to 6 Days a week (Mon – Sat)	X	X

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Redesign Next Steps

- Establish reshipment webpage on usps.com
- Publish Federal Register Notice
- Update Domestic Mail Manual (DMM)
- Create Reship Guidebook
- Update Postal Operations Manual (POM)
- Establish extract file for customers
 - PS Form 1357S (Customer - Request for computer access)

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Workshop Quiz Questions

Question 1:

Reshipment is available for both Express Mail and Priority Mail service. **True or False**

Question 2:

PS Form 8176 (Premium Forwarding Service) application is not available online. **True and False**

Question 3:

Pickup on Demand fee is charged on all Priority Mail reshipments. **True and False**

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Workshop Quiz Questions

Question 4:

Premium Forwarding Service is available for APO, FPO and DPO destinations. **True or False**

Question 5:

PS Form 5637 (Corporate Account/Customer Designed Agreement) is required to activate both Express Mail and Priority Mail Reshipment Service. **True or False**

Question 6:

The \$15.00 Premium Forwarding Service enrollment is refundable. **True or False**



Reshipment Service

