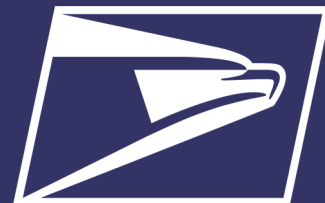


eVS Refund Request Policy

Fact Sheet



EVS REFUND REQUEST

- Request VAE access through BCG.
- Access eVS through BCG.
- Choose between Other Refund Request or Request Refund for Unused Labels.

Customers that utilize Package Intercept, Premium Forwarding Service - Commercial (PFSC), Click-N-Ship Business Pro and the Electronic Verification System (eVS) to mail commercial packages may request refunds through eVS. Refund requests are submitted to eVS through the Business Customer Gateway (BCG). All refund requests must be submitted within 60 days from the date of mailing or the date of the label, and must be submitted with appropriate supporting documentation. All refund requests must be submitted through eVS. An email request will not be accepted as a refund request.

EVS REFUND REQUEST REQUIREMENTS

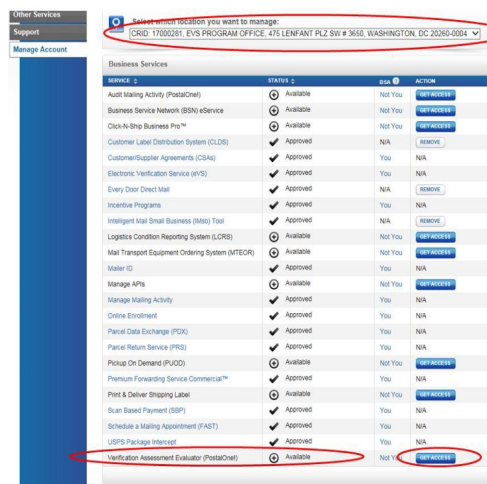
- All refund requests, including refunds for unused labels, must be submitted through the eVS landing page at the BCG by the Verification Assessment Evaluator (VAE)
- Requests must be submitted within 60 days from the date of mailing
- Provide a clear explanation of reasons for the discrepancy and corrective action taken by the mailer to prevent future reoccurrences
- Provide supporting documentation for the refund (i.e., date of mailing/label, IMPb, postage amount, transaction ID, etc).
- Refund requests should include a calculated refund amount and the data to support the calculated amount.
- Emails will not be accepted as refund requests.

STEPS TO REQUEST REFUNDS THROUGH EVS:

A) GET VAE ACCESS:

⇒ Obtain Verification Assessment Evaluator (VAE) Access:

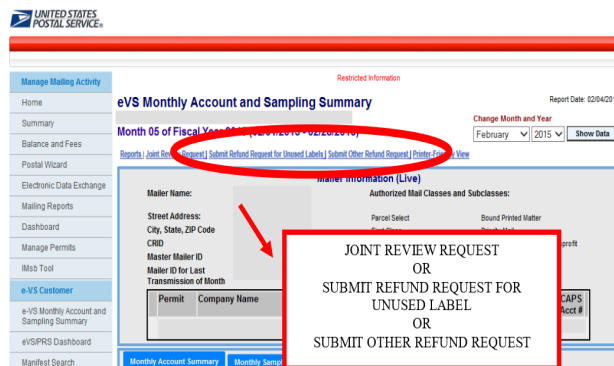
- Login to Business Customer Gateway (BCG)
- Click (on the left of the menu) MANAGE ACCOUNT
- 4 tabs will display on the top - CLICK MANAGE SERVICES
- For customers with multiple locations select the CRID in the top location box drop down that the eVS permit is linked to.
- Verification Assessment Evaluator (*Postal One!*) VAE is at the bottom.
- Click the blue button to the right GET ACCESS.



B) LOGIN TO EVS LANDING PAGE:

⇒ Log into the BCG page.

- Click on the Shipping Services Tab and select the eVS "Go To Service" button
- From the eVS landing page, users can click on the following links for refund request: "Submit Refund Request for Unused Label", "Submit Other Refund Request".





REFUND TIMELINES

- A refund request should be submitted within 60 days of the mailing date or label date. Refund requests not submitted within that time frame may be denied.
- Refunds are placed into a pool along with other refunds that must be processed by USPS HQ eVS analysts.
- USPS has an estimated time frame of 45 days from the request date to respond to refund requests.

ASSISTANCE/ QUESTIONS:

- Any questions or requests for assistance can be directed to the eVS Helpdesk:
1-877-264-9693

C) OTHER REFUND REQUEST:

⇒ Select Other Refund Request:

- If the Other Refund Request link is selected from the landing page, the user can provide information, attach files and submit the Refund Request.
- On the refund screen enter:
 - ◇ Date of Dispute.
 - ◇ Type of Dispute: Select "Other" from the dropdown box.
 - ◇ The dollar amount of the dispute.
 - ◇ The reason why the dispute occurred. This should at a minimum include: the date, IMpb, postage amount, transaction ID or reference the attached doc.
 - ◇ Any steps that were taken to prevent the dispute from repeating.
 - ◇ Browse to attach the file(s) that include the date, IMpb, postage amount, transaction ID, etc.
 - ◇ Click submit

D) REFUND REQUEST FOR UNUSED:

⇒ Select Refund for Unused Labels:

- If submit Refund Request for Unused Labels link is selected from the landing page, the user has two options to submit PICs.
 - 1) Manually enter the PICs in the field box area
 - 2) Upload a text (.txt) file with the multiple PICs (can include domestic and international, 1 PIC per line).After PICs have been manually entered or uploaded, user would select "Submit" button.
- After the Refund Request is submitted, the VAE will receive an email confirmation with a case number assigned.
- The VAE can use the case number to monitor the case status in the Dispute Queue or provide additional information as needed by clicking on the Case Number hyperlink.
- If submitting a refund request other than for Unused Labels, the VAE can monitor the case status or attach a new attachment to support an existing case without having to open a new request. The VAE will not be able to attach a new attachment if submitting a refund request for unused labels.
- The VAE can enter Comments or attach any additional files to support an existing case.
- If submitting a refund request for Unused Labels, the VAE can view the case status after selecting the Unused Label Refund Report link from the Dispute Case Homepage. The VAE can toggle between system approved, scanned, sampled, and denied unused labels.