

# PackageHub® Returns

## Frequently Asked Questions

### Materials Sourcing:

- 1. Do I have to supply the poly bags and boxes for the program?**
  - a. Yes, the store is required to keep in stock enough poly bags to provide for this program but may also choose to sell them to other customers.
- 2. What poly bags are required for the program?**
  - a. The maximum size required to stock is 12x16. They must be solid colored and sufficient to mail through the USPS for excluded returns. Poly bags are available through local and online wholesalers including Star Boxes, Amazon and Uline and are least expensive in large quantities.
- 3. What boxes can I use?**
  - a. The store is required to use no larger than an 18x18x18 corrugated box for the consolidated packaging. Smaller boxes are acceptable if there are 5 (five) or more returns that require less space. Stores are encouraged to use as small a box for consolidation as possible to safely transport the contents.
- 4. Can I use smaller poly bags and boxes?**
  - a. Both poly bags and boxes can be smaller than the specs above as long as the items are properly contained for shipment. The compensation rate for materials does not change.
- 5. How should we track inventory for reconciling payment for Polybags and boxes?**
  - a. PackageHub Connect will automatically track usage and pay accordingly, stores may wish to develop their own method for inventory management.

### Customer Packaging:

- 6. What if a customer brings in a pre-packed item?**
  - a. The return label can be placed directly on the used box or polybag as long as its condition is acceptable for individual transport (if necessary). The item can then be placed for consolidation. Items with a pre-paid label are paid at the current USPS Pitney Bowes compensation rate.
- 7. What if the item requires packaging for sufficient protection or is fragile?**
  - a. This program was initially designed for soft goods only. However, if an item requires cushioning or is too large to fit in an 18x18x18 box, the store may charge the drop-off customer for packaging. These items are to be “excluded” from consolidation.
- 8. What if we pack a fragile item and it is damaged in transit?**
  - a. Proper packaging around fragile items may be required, and the customer is responsible for associated fees. Small fragile items MAY still be consolidated but, in most cases, will be Excluded from consolidation.

## Tracking/ Recording in PostalMate:

### 9. Do I need to rescan the label produced by a QR code?

- a. No, PostalMate automatically records the tracking number in the Drop-Off screen when you scan the QR code, and the receipt can be printed or emailed to the customer.

### 10. Do I have to give a drop-off receipt?

- a. For the PBC Returns program it is highly encouraged to print or email a drop-off receipt to the customer. Stores may also choose to select the customer from their PostalMate database to provide additional visibility and a path to exceptional customer service in the future. The customer receipt will reflect "PB Consolidator" as the carrier.

### 11. How does my customer track their consolidated return?

- a. PackageHub is working on integrating Pitney Bowes tracking into the store websites. For now, the customer can be directed to <https://trackpb.shipment.co/> to track a consolidated return.

### 12. Do we need to scan the UPS Consolidated Shipment label into PostalMate or RPDO?

- a. No. PostalMate automatically records the tracking number on your UPS manifest and will upload to UPS Access Point if you have that feature enabled.

### 13. When will the customer receive their refund/return acknowledgement?

- a. One of the keystone benefits for PackageHub Connect for merchants is earlier notification of returns. In a matter of minutes, PackageHub relays the scan data to the Returns Logistics Provider (Pitney Bowes) who then sends it to their merchants. This process should greatly increase the speed at which a customer refund is completed.

## Multiple Items:

### 14. What if the customer has multiple items for one return label?

- a. All items must be placed in the same polybag or packaging. For returns that will not fit in the 12x16 poly bag, the store has the option to:
  - i. Use a larger poly bag (at store expense or charge customer for larger bag.)
  - ii. Customer can cancel the multiple item return and re-process each item individually.
  - iii. Re-package the items at the customer's expense and exclude them from consolidation. This will result in less drop-off compensation from PBC.

### 15. What if the customer has multiple returns with multiple QR codes/ labels?

- a. The customer should refer to the email or website detailing each return to determine which item belongs with which QR/ label.

### 16. Do I have to bag and label all returns immediately?

- a. For accuracy and consistency, the store is encouraged to print, package, label and seal each return BEFORE proceeding to the next item.

### 17. Does each polybag require a label?

- a. Yes. No return should ever be placed in a consolidation container without a unique ramp-ready shipping label attached to it.

## Hardware Issues

### 18. What if my scanner doesn't work?

- a. PostalMate has tested a variety of 2-D scanners that will work for the program and will be supported. Please refer to the list provided. Wired scanners may have less issues than wireless scanners.

[http://www.rscentral.org/Portals/0/Images/eBlast\\_images/PackageHub-Connect-2D-Barcode-Scanners.pdf](http://www.rscentral.org/Portals/0/Images/eBlast_images/PackageHub-Connect-2D-Barcode-Scanners.pdf)

### 19. Do I have to scan the linear bar code on a customer supplied Pitney Bowes return label?

- a. 2-D barcode scanners may read linear barcodes as well but will be the most reliable scanning QR codes. Pre-paid return labels from Pitney Bowes also display a tracking QR that can be scanned in PostalMate for better results.

### 20. What if there is lag or bar codes are not scanning into PostalMate even though we hear a beep?

- a. Some users may experience input delays due to their hardware; users should verify that each label or QR code has scanned and displays properly in the drop-off screen before proceeding to the next return.

### 21. Can I manually change a shipment to USPS- Pitney Bowes?

- a. The ability to change the carrier for a PB Consolidator parcel has been removed for security and accuracy. Please see: "Exclusions" for instructions on changing the carrier to USPS- PB.

### 22. What if my label scans as USPS Pitney Bowes?

- a. Some Pitney Bowes labels may still scan as USPS Pitney Bowes, this is because the product being returned does not qualify for consolidation. In most cases this is because the barcode has an electronic indicator built into it to allow for proper sorting and transportation through the USPS for that commodity. These items should be placed for regular USPS pickup and the customer is responsible for any required packaging fees.

### 23. Will we be compensated for other Pitney Bowes QR code labels?

- a. Some other Pitney Bowes QR labels, such as eBay, Mercari or non-participating returns merchants may also be printed in PostalMate however these packages are not part of PackageHub Returns. They should be identified simply as USPS in PostalMate and will not be included in consolidation. The store may charge accordingly for packaging or services rendered.

### 24. Should we test our label printer and barcode scanner on every station?

- a. Only one station is required to operate PackageHub Returns, however stores may wish to test the functionality in PostalMate once they have completed the PackageHub Connect Certification for the store.
- b. Optionally, the PackageHub connect can be run multiple times as long as you do not submit the certification before you are done testing each scanner.

### 25. If we have label printer issues or technical issues, will PostalMate reprint a label?

- a. Both QR generated labels and UPS consolidated shipment labels can be reprinted in Shipment History on the same day they were processed as long as they have not been manifested and picked up.

## 26. Can PackageHub Returns be processed on the PostalMate Kiosk?

- a. No, PackageHub Returns must be processed at the PostalMate POS.

## Other QR Codes:

### 27. How do I identify an eligible QR Code?

- a. The Pitney Bowes QR Code (See sample) will say “USPS Label Broker ID” at the top with a Label ID at the bottom.
- b. Not all “Label Broker” QR codes will qualify for PackageHub Returns but PM will properly decode and return a label for those that do.



### 28. Can I scan any QR code into PostalMate?

- a. Only the PBC Connect QR codes can be decoded in PostalMate, all other QR codes (Amazon, Happy Returns, FedEx, and other Label Broker QR codes) will return a message stating that the QR code is not supported. You will need to assist your customers in creating a supported shipping label to accept their drop-off.
- b. PostalMate will display a message if the user attempts to scan a non-supported QR code.

## Consolidation:

### 29. How do I consolidate or remove packages?

- a. The Consolidate packages window is designed so that stores transfer items from the staging area to the consolidated container individually by scanning the tracking number on the label. Packages can be manually moved between columns, but the most accurate method is to scan each item as it is removed from the staging area and into the shipping box. Select the “Remove” button to revert the package status to “To be consolidated” if it was inadvertently scanned.

### 30. What labels will PostalMate print once Consolidation is complete?

- a. PostalMate will print two (2) labels after consolidation: both the UPS label and the Pitney Bowes label should be placed on the shipping container. No items may be added to or removed from a container once it is “closed”.

### 31. Is there a separate carrier pickup report in PostalMate for consolidated returns?

- a. At this time, there is no separate manifest for shipments that have been consolidated. The UPS tracking number for the consolidated shipment that is recorded in PostalMate will display each included Returns USPS tracking number for reference.

### 32. What happens to the tracking numbers for “Excluded” returns?

- a. Returns that are “excluded” from consolidation will be recorded on your daily USPS carrier manifest and in your USPS- Pitney Bowes report.

## Frequency:

### 33. How often should I “Consolidate”?

- a. The program is designed to include no fewer than 5 customer returns in a single consolidated box. Stores that achieve this volume can “close” a container every day. Lower volume stores may only “close” every few days.

### 34. What if we have fewer than 5 returns?

- a. For very low volume stores, there is an Aging column in the “Consolidate packages” screen of PostalMate that will identify parcels that have been waiting in the staging area for more than 3 days. The store should run the “Exclusion” workflow for these returns and send them out with the USPS. The store will still be compensated for these returns at the PBC {Consolidated} Returns rate.

## Volume:

### 35. How many returns can go into one Consolidated container?

- a. For high volume stores, there is no maximum number of returns, however they all must fit into an 18x18x18 corrugated box.

### 36. What if the items fit in a smaller polybag or consolidated box?

- a. Stores are encouraged to use properly sized packaging, if an item safely fits in a smaller poly bag, or if the consolidated items will fit into a smaller box- use the appropriate packaging. This is better for both Pitney Bowes and the store as the compensation rate is the same for the store and the cost of shipping is less for Pitney Bowes.

### 37. What if multiple items WILL NOT fit in an 18x18x18 box?

- a. Any item(s) too large to fit in the box with at least 4 other returns should be “excluded” from consolidation and sent through the USPS.

## Discrepancies

### 38. What if there are packages in the list that are not in the “Staging” bin when I Consolidate?

- a. Those packages were most likely placed on the shelf for pickup by USPS. They should be “excluded” from the consolidation and will be compensated at the current USPS- PB rate.

### 39. What if there are more packages in the “Staging” bin than on the list?

- a. It is possible that the customer provided a duplicate QR code, and the clerk did not notice this when it was scanned. After verifying the duplicate tracking number, place the item into the consolidated container and Pitney Bowes and the Merchant will address the issue at their facility.

### 40. What if a package, scanned at the counter gets put in the USPS pile?

- a. All QR codes will produce a ramp-ready, USPS label. If they are accidentally sent with USPS, the customer return will still be processed- just not as quickly. These packages can be easily identified when the store staff closes the consolidated container and should be “excluded” at that time so that PostalMate records them as USPS Pitney Bowes packages and puts them on the correct carrier manifest.

## Location Finder

### 41. How does a customer find my store?

- One of the key features to PackageHub Returns is that eCommerce merchants will direct their customers into your stores, effectively advertising for you! The merchants' locators will identify the closest PackageHub location for their customer during the returns process. Note: Only PBC locations that have had all requirements verified will be put on the merchant's locators.
- Customers may also locate your store using the PackageHub.com locator.

### 42. How do I market this to my customers?

- Make sure you have the PBC lighted sign displayed prominently in your store window. Lighted signs are available at [www.store.rscentral.org](http://www.store.rscentral.org). You can also encourage customers to use merchants that participate in PackageHub Returns and to ask them to request PackageHub Returns from their merchant.

### 43. Can a customer take a PackageHub Returns QR code to a USPS counter?

- While the USPS Label Broker service can produce the shipping label from the QR code, the USPS is not participating in “packageless” returns. The eCommerce merchant will indicate this in their returns process instructions.

### 44. Who are the retailers who have already signed up for PackageHub Returns?

- This is a list of Pitney Bowes partners, while not all partners have enrolled in PackageHub Returns yet, Pitney is actively selling the product to them.



## Consumer Fraud/ Accuracy

### 45. Is the store responsible for verifying the contents or accuracy of a return?

- Currently, “Advanced Returns” or “Returns Verification” are not part of the PackageHub Returns program. Stores will not be held liable for customer fraud. As always, diligence and integrity is required and stores should utilize proper security standards for cameras and recording.

## Compensation

**46. What if the customer has packaging already and presents a QR code?**

- a. The store will receive the full \$1.00 compensation plus the \$.15 for the polybag, even in an instance when existing packaging is sufficient.

**47. What if an QR code return must be “excluded” from consolidation?**

- a. The store will still receive the full \$1.00 compensation. In instances where additional packaging is required, the store is permitted to charge the customer appropriately.

**48. What is the payment schedule for compensation/ reimbursement from PackageHub Business Centers?**

- a. Payment will be sent by PBC 75 days after the end of the quarter for the completed period.

## Store Fraud/ Inaccuracy

**49. What if I have figured out a way to cheat the system?**

- a. Stores attempting to manipulate the rules and requirements of PackageHub Returns will be removed from the PackageHub network and may be subject to legal recourse from PackageHub Business Centers, its partners, and affiliates.