RETURN MAIL PROCESS



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Purpose:

• Step-by-step guide for processing of return mail.

Definitions:

- Return Mail:
 - o any document(s) mailed to an intended recipient that *fails* to reach its described destination through a mail-carrier service. Additionally, the mail-carrier service will return the undelivered document(s) to the location indicated on the return label (the document(s) place of origin).
- Mail-Carrier Servicer:
 - o any service provider contracted to deliver document parcels to intended recipients on behalf of the company. Examples include USPS, UPS, FedEx, or DHL.

Procedure:

• **Step 1:** Verify information printed on company mailing slip matches information provided in the intended recipient agent's profile. As seen in **Figure 1a and Figure 1b**, the address information *does not match*.

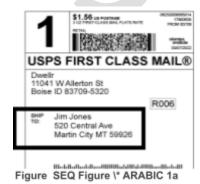




Figure 1b

- o Step 1.1: If mailing information on printed label does not match, continue to step 2.
- o **Step 1.2**: If mailing information matches, **skip** to **step 3**.
- Step 2: Print new mailing label and verify address match.
 - Step 2.1: Attach newly printed label to mailing parcel and place parcel in outgoing mail bin.
 - o Step 2.2: Notate agent file with: "Return mail processed; label error corrected."
 - o Step 2.3: Skip to step 5.
- **Step 3**: Contact intended recipient agent to verify or update mailing information. The recipient's contact information can be viewed in the **agent profile** screen. Once contact is established, verify mailing information on file is correct or in need of updating.
 - o Step 3.1: If mailing address on file is incorrect, continue to step 4.
 - o **Step 3.2:** If mailing address on file is *correct*, process mailing address through mail-carrier servicer address verification:

USPS: https://tools.usps.com/zip-code-lookup.htm

UPS: https://www.ups.com/address validator/search?loc=en US

- **Step 3.2.1:** if mail-carrier servicer does not have an address lookup verification tool, default to USPS address verification.
- o Step 3.3: If address verification suggests an edit to the address, confirm with intended recipient agent; in most cases, the mail-carrier servicer may list the address with enough difference to render mail undeliverable during automated sorting or attempted delivery. For example, the intended recipient provided their address as "Drive," whereas USPS knows the same physical address as "Street," possibly resulting in undeliverable mail.
- o **Step 3.4**: Update mailing address on the **agent profile** screen accordingly to match mail-carrier servicer recognized address.
- o **Step 3.5**: Reprint updated mailing address label; attach new label to mailing parcel and place parcel in outgoing mail bin.
- o **Step 3.6**: Notate agent file with: "Return mail processed; address on file updated to match mail-carrier recognized address."
- **Step 4:** Update incorrect mailing address on file to reflect correct address provided by intended recipient agent.
 - o **Step 4.1**: Reprint updated mailing address label; attach new label to mailing parcel and place parcel in outgoing mail bin.
 - Step 4.2: Notate agent file with: "Return mail processed; address on file updated per agent on file."
- **Step 5:** Exit **Agent Profile** screen; any changes are automatically saved.