

RETURN MAIL PROCESS



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Purpose:

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

Definitions:

- **Return Mail:**
 - 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:**
 - 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 SEQ Figure * ARABIC 1a



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.
 - o **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.
 - o **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.

Related Documents:

[Agent Profile Setup](#)

[Agent Profile Update](#)

[Agent Profile Deactivation](#)