

Welcome to
USPSCONNECT™
Local

Let's get started



**I'M A
SMALL BIZ
WITH
BIG PLANS**



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HELLO,
NEIGHBOR

2 WELCOME

USPSCONNECT™
Local





WELCOME TO

USPSCONNECT™

Local

Thank you for signing up for USPS Connect™! We couldn't be more excited to help you connect with your local customers and we look forward to working together to make our communities stronger. Because when your business succeeds, so does the neighborhood.

With USPS Connect Local, our goal is to help you grow every step of the way. That's why we're making it easy for you to get started. Follow the simple steps in this packet and you'll be well on your way to exceeding customer expectations with same-day and next-day delivery.*

LET'S GET STARTED!



YOU'VE GOT ORDERS.



HERE ARE FIVE STEPS TO LOCAL DELIVERY

From prep to hand-off, we've made the entire process easy. In five simple steps, you'll be ready to send.

1

PROCESS ORDERS.

Prepare and process your customer orders for ZIP Codes served by the participating USPS Connect Local facilities. A listing of participating ZIP Codes can be found on uspsconnect.com/local.

2

PAY/PRINT.

Use the USPS Click-N-Ship® application to find hand-off locations; prepay postage with Visa Checkout®, PayPal® or a credit card; print your shipping labels; electronically generate shipping manifests (SCAN Forms) and receive tracking numbers. For a more detailed look at the Click-N-Ship process, see the next page.

3

GENERATE SCAN FORM.

When you go to the Click-N-Ship application to create prepaid shipping labels for your packages or envelopes, you will be prompted to generate and print PS Form 5630, Shipment Confirmation Acceptance Notice (SCAN Form). This short form conveniently links every package or envelope in the shipment to one bar code to save you time at hand-off. If you are dropping off packages or envelopes at multiple facilities, a SCAN Form will be generated for each location.

4

HAND OFF.

Bring your prepaid labeled packages or envelopes to the designated postal facility between 5 a.m. and 7 a.m. for same-day delivery* or at least 30 minutes before the back dock closes for next-day delivery. Ensure that a postal employee has accepted all of your packages, either by scanning them individually or by scanning the SCAN Form barcode. Free pickup is also available for next-day delivery.

5

CONFIRM DELIVERY.

All you have to do to receive delivery confirmation is set up notifications through Click-N-Ship. It's fast and easy!








PREPPING AN ORDER?



HERE'S HOW TO GET STARTED.

We've updated the **Click-N-Ship**® application to work harder for USPS Connect™ Local Partnerships.

USPS CONNECT LOCAL RATES		PACKAGES	MAIL
	SAME-DAY DELIVERY	X	X
	NEXT-DAY DELIVERY	X	X
	6 DAY/WEEK SERVICE	X	X
	SUNDAY DELIVERY	X	N/A
	INCLUDED SUPPLIES	X	X

MAKING LABELS

UNITED STATES POSTAL SERVICE® **Click-N-Ship**®
 9482 9036 9930 0000 0028 23 0021 7000 0717 7037
 \$2.99 US POSTAGE U.S. POSTAGE PAID
 121152021 0B 7 0z Mailed from 77037 10001000
USPS CONNECT™ LOCAL MAIL
 JANE DOE
 514 W BERTRAND ST
 HOUSTON TX 77037-2704 0000
 C004
 SHIP TO:
 JANE DOE
 414 W BERTRAND ST
 HOUSTON TX 77037-2702
 USPS TRACKING #
 9482 9036 9930 0000 0028 23
 Drop-off ODU Location: NORTH SHEPHERD
 7511 N SHEPHERD DR
 HOUSTON TX 77088

- 1 To begin, log in and double-check that your return address is correct. Then, enter your shipping date and recipient information following the normal Click-N-Ship process. Ensure the address you've entered is serviceable by a participating USPS Connect Local facility. If you want to receive tracking notifications, select "Send me tracking notifications."
- 2 Next, select the option to "Ship by Package Weight" and enter the weight and dimensions of your package. Then, select "USPS Connect Local" when prompted to choose a service type. Under "Package Type" select "USPS Connect Local" (or select USPS Connect Local Mail if using the mail service). Finally, select any available extra services you'd like to add.
- 3 From here, you can add the label to your cart and either check out or create more labels. Once finished, select "Billing Information" to proceed to the payment screen. To complete checkout, select "Print and Pay."
- 4 If you'd prefer to ship from your place of business, you can even schedule a pickup and order supplies right from the Click-N-Ship application.

USPS CONNECT
Local



PLANNING A HAND-OFF?



BRING YOUR SCAN FORM.

A **Shipment Confirmation Acceptance Notice (SCAN) Form** makes it possible to receive bulk acceptance scans on your packages, making hand-offs faster and more efficient for you.

The final step in the checkout process is generating a SCAN Form. After checkout, you'll be able to indicate whether or not you plan on creating additional labels later in the day. If you check the box indicating that you'll be creating more labels later in the day, your SCAN Form will not be generated until after your last checkout of the day. If you leave the box unchecked, a SCAN Form will be generated for printing along with your shipping labels.

Tip: If you plan on creating more labels later in the day but end up not doing so, you can find and print from the SCAN Form tab in the Click-N-Ship® menu bar.

Type of Mail		Volume
Priority Mail Express®		
Priority Mail®		
First-Class Package Service®		
Returns		
International®		
Other		
Total		

*Start time for products with service guarantees will begin when mail arrives at the local Post Office™ and items receive individual processing and acceptance scans.

B. USPS Action

USPS EMPLOYEE: Please scan upon pickup or receipt of mail.
Leave form with customer or in customer's mail receptacle.

USPS SCAN AT ACCEPTANCE

SAMPLE

9175 9969 0017 2612 3456 77

PS Form 5630, November 2016 PSN 7530-06-000-4335

SCAN FORM (PS FORM 5630)

The SCAN Form, though not required for package acceptance, is designed to provide partners with better tracking and visibility for package shipments. It also streamlines and speeds up hand-off by linking all the packages in a shipment to one barcode. When a postal employee scans the barcode, every package in the shipment receives an "Acceptance" event from the Postal Service. This allows direct-to-consumer shippers to show their customers that their items have been shipped.

Remember: You **will not** have the option to print at a Post Office™ location and you must hand off all prepaid labeled packages in your group at the same time, at the same drop-off location (listed on each of your Connect Local labels). **If not, additional charges may apply.**

NEED SUPPLIES?



WE'VE GOT YOU COVERED.

USPS Connect™ Local Flat Rate boxes, bags, envelopes and stickers are available at no additional cost.

**USPS CONNECT LOCAL
SUPPLIES ARE HERE
TO SUPPORT YOUR
BUSINESS:**



PLACE AN ORDER

USPS Connect Local supplies are available to order through the Click-N-Ship® application while printing and paying for postage. The following packaging supplies will be available to order.

Item No.	USPS Connect Local Supplies	Order Increments	Outside Dimensions
CLFRB	Connect Local Flat Rate Box	25	12"(W) X 3-1/2" (H) X 14-1/8" (L)
CLFRB X	Connect Local Flat Rate Box	10	12"(W) X 3-1/2" (H) X 14-1/8" (L)
CLFRB V	Connect Local Flat Rate Box	5	12"(W) X 3-1/2" (H) X 14-1/8" (L)
CLB-S	Connect Local Flat Rate Small Poly Bag	10	9"(W) X 12"(L)
CLB-L	Connect Local Flat Rate Large Poly Bag	10	14"(W) X 17"(L)
CLB	Connect Local Large Tyvek Bag*	10	14"(W) X 17"(L)
CLP	Connect Local Pad of Labels (100)	1	2"(W) X 3"(L)
CLR	Connect Local Roll of Labels (100)	1	2"(W) X 3"(L)
CLT	Connect Local Roll of Tape (100)	1	1-7/8"(W) X 328"(L)
Item No.	USPS Connect Local Mail Supplies		Outside Dimensions
CLME	Connect Local Mail Flat Rate Envelope	10	9-1/2"(W) X 12-1/2"(L)
CLMLE	Connect Local Mail Legal Flat Rate Envelope	10	9-1/2"(W) X 15"(L)
CL-ML	Connect Local Mail Roll of Labels (100)	1	2"(W) X 3"(L)

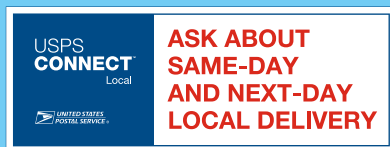
*USPS Connect Local Reusable Large Tyvek Bags will be available until supplies are depleted.

READY TO BUILD YOUR BUSINESS?



WE'VE GOT THE RIGHT TOOLS.

As a USPS Connect™ Local Participant, you're getting a suite of solutions tailor-made for your neighborhood and your needs.



LOCAL DELIVERY STICKER

Each USPS Connect Local Participant gets a window cling to make their customers aware that same-day and next-day shipping are available to the community.

EVERY DOOR DIRECT MAIL® (EDDM®)

EDDM can extend your reach to every door in the neighborhood and drive more customers to your business. Just choose a ZIP Code™, identify routes you want to reach and we'll deliver your direct mail to every active address in that area.

USPS.COM®

From loyalty rewards to marketing support to streamlined shipping options, you can find all the tools and services you need to boost your small business on our website.

As a Participant of the USPS Connect Local program, your company could even be included in our USPS Shipping Local Directory.



ANY QUESTIONS?



WE'RE HERE TO HELP.

Do I need to use Click-N-Ship® to make same-day and next-day USPS Connect™ Local shipments?

Yes. The only way for USPS Connect Local Participants who have accepted the terms and conditions to generate labels is through Click-N-Ship—a free service that lets you print labels yourself.

What is the maximum weight for USPS Connect Local services?

USPS Connect Local packages and shipments should weigh no more than 25 lbs. The USPS Connect Local Mail maximum is 13 ounces.

How many USPS Connect Local packages can I hand off at a participating Post Office™ facility?

There are no minimums or maximums per hand-off.

Where can I access the SCAN Form, which allows all of my USPS Connect Local packages to be accepted with one scan at hand-off?

Click-N-Ship will auto-generate the PS Form 5630 (SCAN Form) for shipping labels. Though it's not required for shipment, an employee can then scan this form at hand-off to accept packages in bulk.

Am I required to confirm my USPS Connect Local shipment with an employee at hand-off?

Yes. For quicker hand-off, you should present a PS Form 5630, Shipment Confirmation Acceptance Notice (SCAN Form). If you don't have the form, an employee will need to scan each individual package, which may take longer.

How early and how late can I hand off USPS Connect Local shipments?

For same-day delivery, USPS Connect Local packages must be handed off between 5 a.m. and 7 a.m. Packages dropped off after 7 a.m. and at least 30 minutes before the back dock closes will be delivered the next day, including Sunday, if available at the location. *Please note that same-day delivery may not be available at all locations.*

Does the return address on my label have to be a local address?

No. The return address should be from the Participant's place of business and does not have to be local. The recipient's address, however, must be within the delivery area of the hand-off location.

Can I hand off USPS Connect Local packages at multiple Post Office facilities?

Yes. You can hand off at multiple facilities if each facility is participating in the USPS Connect Local program and your shipments meet the terms of the Agreement.

Can I hand off my USPS Connect Local shipments at a retail counter?

No. For optimum efficiency, USPS Connect Local Participants must hand off packages at the back dock or at the Business Mail Entry Unit, if the office has one.

What if I accidentally hand off my package at a Post Office facility that doesn't serve the destination ZIP Code™?

The office will contact you to retrieve the shipment or the package will be scanned as mis-shipped and redirected to the correct location at an additional cost.

MORE ANSWERS.

How should I prepare my USPS Connect™ Local shipments for hand-off?

You can find package preparation information at usps.com/ship/packages.htm.

Do all packages in a hand-off need to be addressed to the same ZIP Code™?

No. Packages can be addressed to a mixture of any of the ZIP Codes serviced by that Post Office™ facility, and they do not need to be separated.

Can I make multiple hand-offs in one day?

Yes. You can make multiple hand-offs per day as long as they meet the terms of the Agreement.

Are USPS Connect Local branded Flat Rate packaging supplies required for USPS Connect Local shipments?

No, they're not required, but if you'd like to order supplies, you can find instructions on page 6 of this document.

How can I determine which ZIP Codes qualify for USPS Connect Local?

Please visit [usps.com/ship/packages.htm](#) to search for participating ZIP Codes.

Do I need to make an appointment to bring USPS Connect Local parcels to the participating offices?

No appointment is needed to bring USPS Connect Local parcels.

What rates do participants pay when they use USPS Connect Local?

The USPS Connect Local shipping rates are available in Notice 123 under The USPS Connect Local Mail rate is found in the Click-N-Ship application. As of 2022, it's \$2.95 per mailpiece, weighing up to 13 oz.

Will the postage-paid amount be visible on the Click-N-Ship label?

Yes. The postage-paid amount will be visible on the Click-N-Ship label. Removing the postage-paid amount from the label is currently under evaluation.

Is pick-up available for USPS Connect Local?

Yes. Free package pick-up is available for both shipping and mailing services when scheduled through Click-N-Ship. Free package pick-up occurs at the same time your mail is delivered by your letter carrier. On demand pick-up is available for USPS Connect Local Shipping Services for an additional fee of \$25. On-demand pick-up is not available for USPS Connect Local Mail Services.

Is Sunday delivery available?

Yes. Sunday delivery is available for USPS Connect Local Shipping Services in many locations for an additional fee. Sunday delivery is not available for USPS Connect Local Mail Services. Speak with your USPS Representative for details.



HAVE MORE QUESTIONS?

Contact your USPS® Representative for more information.

PHONE: 1-855-698-7772 (1-855-MYUSPSCONNECT)

EMAIL: USPSCconnect@usps.gov





USPSCONNECT™

Local

NEED TO GET IN TOUCH?

WE'RE AT YOUR SERVICE.

Support is only a call or email away.

We're ready to help guide you through the process. We'll show you how to use our shipping and mailing tools and provide our expertise to ensure that you get the most efficiency and value from USPS Connect™ Local. If you have any questions, you can reference your completed Agreement or your USPS® Representative will be happy to help.

We truly appreciate your participation in USPS Connect Local. The program was created specifically for businesses like yours—to empower you through our local network and help your business thrive.

We can't wait to see how you'll take advantage of this great opportunity, and we're looking forward to helping you deliver for your community.

PHONE: 1-855-698-7772 (1-855-MYUSPSCONNECT)

EMAIL: USPSCconnect@usps.gov

