USPS® Loyalty Program
Frequently Asked Questions

1. **What is the USPS® Loyalty Program?**

   The USPS® Loyalty Program is an incentive program for business users of the Click-N-Ship® application. The program enables registered business users to earn financial benefits when they use the Click-N-Ship® application to purchase Priority Mail® and Priority Mail Express® labels. The Base Loyalty Program allows users to earn $40 of credit for each $500 spent, which can be used up to one year from the date of issuance. The earned credits can be applied to future purchases of Priority Mail® and Priority Mail Express® labels, right within the shipping cart at checkout.

   All business customers registered on the Click-N-Ship® application on the usps.com® website are automatically enrolled in the program.

2. **What is the Welcome Bonus?**

   Any new business user will be eligible for the Loyalty Program Welcome Bonus. This allows new users of the Click-N-Ship® application to earn a one-time Welcome Bonus of $40 of credit for the first $500 spent on Priority Mail® and Priority Mail Express® labels. The Welcome Bonus is in addition to the Base Loyalty Program where users earn $40 of credit for each $500 spent on Priority Mail® and Priority Mail Express® labels. Once a new user completes the first $500 of purchases, a total of $80 of credit will be earned and available within 30 days. After the first $500 of purchases, users will continue to earn Base Loyalty Program benefits thereafter.

3. **What are the Loyalty Tiers and when will they go into effect?**

   Beginning in January 2021, USPS will implement tiers within the USPS® Loyalty Program, which will enable additional benefits along with increased spending levels on Priority Mail® and Priority Mail Express® labels through the Click-N-Ship® application. All business users are automatically enrolled in the Base Loyalty Program, which entitles them to earn $40 of credit for each $500 spent. If a business user spends $10,000 on Priority Mail® and Priority Mail Express® labels in the prior calendar year, they will be assigned to the Silver Tier, and begin to earn $50 of credit for each $500 spent. If a business user spends $20,000 in the prior calendar year, they will be assigned to the Gold Tier, and earn Commercial Base Pricing. The Loyalty tiers will be assessed and assigned at the start of each calendar year thereafter, and enable business users to increase their benefits as their volumes grow.

4. **Is the USPS® Loyalty Program for Click-N-Ship® or Click-N-Ship for Business® customers?**

   The USPS® Loyalty program is for registered business users of the Click-N-Ship® application only. Click-N-Ship for Business® users are not included in the program.

5. **How long does it take for credits to show up in my Click-N-Ship® account?**

   Credits will be available in your account 30 calendar days after each $500 spent on Priority Mail® and Priority Mail Express® labels.

6. **Do credits issued by the USPS® Loyalty Program expire?**

   Yes. Credits issued as part of the USPS® Loyalty Program will expire one year from the date of issuance.

7. Where can I check my credit balance for the USPS® Loyalty Program?

Available credits are displayed in your shipping cart during the checkout process (see image below).
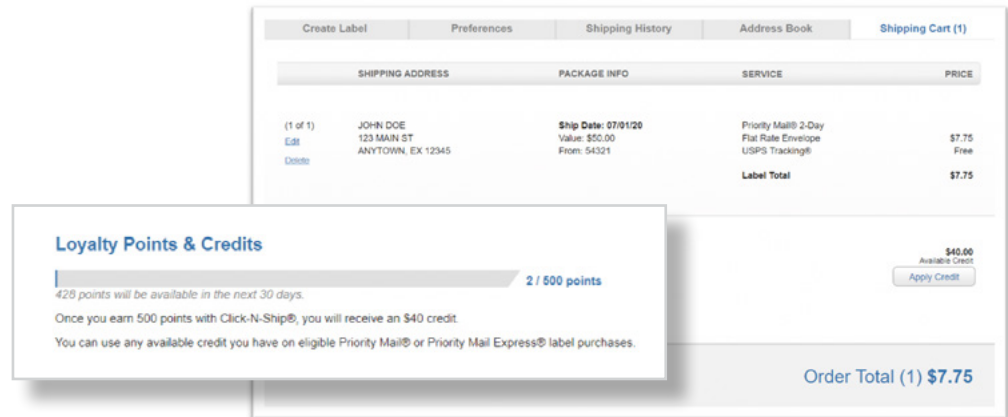
8. What USPS services offered in the Click-N-Ship® application earn credit for eligible customers as part of the USPS® Loyalty Program?

The USPS® Loyalty Program allows users to earn credits only for purchase of Priority Mail® and Priority Mail Express® labels using the Click-N-Ship® application. No other services are included in the Loyalty Program.

9. Is there a limitation, cap, or ceiling on the amount of credits I can earn as part of the USPS® Loyalty Program?

No. There is no cap or ceiling on the amount of credits that you can earn as a USPS® Loyalty Program customer. You continue to earn credits based on your assigned loyalty tier for each $500 spent. There is no ceiling on the amount spent. After January 2021, there is an increase in benefits through applications of tiers for purchases.

10. Are there any circumstances where the credits can be used outside of the Click-N-Ship® application?

The USPS® Loyalty Program applies only to business user purchases of Priority Mail® and Priority Mail Express® labels through the Click-N-Ship® application. Credits earned can only be applied to future purchases of these products through the Click-N-Ship application.

11. How do I register for the USPS® Loyalty Program?

There is no registration required. New and existing registered business users of the Click-N-Ship® application will be automatically enrolled in the USPS® Loyalty Program.

12. How are labels refunded for USPS® Loyalty Program customers?

The refund policy for labels will follow the current Click-N-Ship® refund process.

13. Is the Introductory Bonus still available?

While the Introductory Bonus is no longer available, any business user who made qualifying purchases of Priority Mail® or Priority Mail Express® labels through the Click-N-Ship® application between August 1, 2020 and September 30, 2020 is still eligible to earn this one-time $20 credit upon reaching the $500 spend level.

14. Can I unenroll from the USPS® Loyalty Program?

As business user, you can elect not to use the credits that you earn. No action is required. Credits will automatically expire one year from the date issued.