

# Merchandise Return V4.0 Label API

USPS Web Tools™

Application Programming Interface

User's Guide

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## 1.0 Introduction to Web Tools

This document contains a Reference Guide to the Merchandise Return Bulk Label API. See the Developer's Guide to learn the administrative process for gaining access to the Web Tools APIs as well as the basic mechanism for calling the APIs and processing the results. The Developer's Guide also contains information on testing and trouble-shooting.

Note: The Request Parameter sections present the XML input tags for generating live requests along with the restrictions on the values allowed. An error message will be returned if an incorrect value is entered. Also, be aware of the maximum character amounts allowed for some tags. If the user enters more than those amounts, an error will not be generated. **The Web Tool will simply pass in the characters up to the maximum amount allowed and disregard the rest.** This is important since the resulting value could prevent a correct response.

When building the XML request, pay particular attention to the **order and case** for tags. An error message will be returned if an incorrect value is entered. Remember that all data and attribute values in this document are for illustration purposes and are to be replaced by your actual values.

### 1.1 Before you get started:

For information on registering and getting started with Web Tools, please refer to the [Step-By-Step guide](#) found on the [Technical Documentation](#) section of the Web Tools page on [usps.com/webtools](https://usps.com/webtools).

Use of Merchandise Return Service requires that a USPS permit account be set up on site at a local USPS facility. For more information, see <https://www.usps.com/business/return-services.htm>.

## 2.0 USPS Merchandise Return V4.0 Label API

### 2.1 Overview

The Merchandise Return V4.0 Label Web Tool lets customers to receive Merchandise Return labels. The Merchandise Return V4.0 Label API returns Merchandise Return labels that are requested by the client.

### 2.2 API Signature

Scheme	Host	Path	API	XML
https://	secure.shippingapis.com	/ShippingAPI.dll	?API=MerchandiseReturnV4	&XML=(see below)
https://	secure.shippingapis.com	/ShippingAPI.dll	?API=MerchReturnCertifyV4	&XML=(see below)

Note: The “MerchReturnCertifyV4” API signature is for testing purposes and will not generate usable labels and barcodes.

## 2.3 Request Description

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Request	required once	Used with API=MerchandiseReturnV4	(group)	
EMRSV4.0Request / Option	required once	Specifies what type of #10 window envelopes will be used to mail the label to the Customer address.	string	default=LEFTWINDOW enumeration=RIGHTWINDOW LEFTWINDOW
EMRSV4.0Request / Revision	optional repeating up to 1 times	This is for versioning of the API's and for triggering response tags for future versions. In this API use a value of 1 to trigger new functionality. For Example: 1	string	minLength=0 pattern=\d{1} pattern=
EMRSV4.0Request / CustomerName	required once	Name of customer returning package.	string	minLength=1 maxLength=100
EMRSV4.0Request / CustomerAddress1	required once	Secondary address unit designator and number (such as an apartment or suite number (APT 202, STE 100)).	string	minLength=1 maxLength=50
EMRSV4.0Request / CustomerAddress2	required once	Address of customer returning the package.	string	minLength=1 maxLength=50
EMRSV4.0Request / CustomerCity	required once	City of customer returning the package.	string	minLength=1 maxLength=28
EMRSV4.0Request / CustomerState	required once	State of customer returning the package.	string	pattern=\w{2} pattern= minLength=2 maxLength=2
EMRSV4.0Request / CustomerZip5	required once	ZIP Code of customer returning the package.	string	pattern=\d{5}
EMRSV4.0Request / CustomerZip4	required once	ZIP+4 Code of customer returning the package.	string	pattern=\d{4} pattern=
EMRSV4.0Request / RetailerName	required once	Name of Retailer receiving the return package.	string	minLength=1 maxLength=50
EMRSV4.0Request / RetailerAddress	required once	Address of Retailer receiving the return package.	string	minLength=1 maxLength=50
EMRSV4.0Request / PermitNumber	required once	Permit number provided to Retailer by the local post office.	string	pattern=\d+
EMRSV4.0Request / PermitIssuingPOCity	required once	Post Office City that issued the permit.	string	minLength=1 maxLength=28

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Request / PermitIssuingPOState	required once	Post Office State that issued the permit.	string	pattern=\w{2} pattern= minLength=2 maxLength=2
EMRSV4.0Request / PermitIssuingPOZip5	required once	ZIP Code of Post Office that issued the permit.	string	pattern=\d{5}
EMRSV4.0Request / PDUFirmName	optional	Postage Delivery Unit Name	string	minLength=0 maxLength=50
EMRSV4.0Request / PDUPOBox	required once	Postage Delivery Unit Post Office Box or Street Address.	string	minLength=1 maxLength=24
EMRSV4.0Request / PDUCity	required once	Postage Delivery Unit City. Supply either City and State or PO Box with ZIP Code.	string	minLength=0 maxLength=28
EMRSV4.0Request / PDUState	required once	Postage Delivery Unit State. Supply either City and State or PO Box with ZIP Code.	string	pattern=\w{2} pattern= minLength=2 maxLength=2
EMRSV4.0Request / PDUZip5	required once	Postage Delivery Unit ZIP Code. Supply either City and State or PO Box with ZIP Code.	string	pattern=\d{5} pattern=
EMRSV4.0Request / PDUZip4	required once	Postage Delivery Unit ZIP+4 Code.	string	pattern=\d{4} pattern=
EMRSV4.0Request / ServiceType	required once	Enter one of the valid entries: "Priority" (for Priority Mail), "First Class Package Service", or "Ground".	string	enumeration= <ul style="list-style-type: none"> <li>• Priority</li> <li>• First Class Package Service</li> <li>• Ground</li> </ul>
EMRSV4.0Request / DeliveryConfirmation	required once	Enter "true" for Delivery Confirmation.	boolean	
EMRSV4.0Request / InsuranceValue	required once	Numeric currency with dollars and cents (no dollar sign). If insurance is not required, leave value blank. A value of "0.00" will result in an error being returned.	decimal string	minExclusive=0.0 maxLength=0
EMRSV4.0Request / MailingAckPackageID	optional	Deprecated. Retailer assignable number. Superseded by the Merchandise Return Service Number assigned automatically.	string	minLength=0 maxLength=24
EMRSV4.0Request / WeightInPounds	required once	Estimated weight is allowed. First Class Mail cannot exceed 13 ounces.	integer	minInclusive=0 maxInclusive=70

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Request / WeightInOunces	required once	Value must be numeric.	integer	minInclusive=0 maxInclusive=1120
EMRSV4.0Request / RMA	required once	RMA restricted to 2-7 decimal digits when RMAPICFlag=Y.	string	minLength=0 maxLength=24
EMRSV4.0Request / RMAPICFlag	Required once		string	
EMRSV4.0Request / ImageType	required once	One of the valid entries: "TIF", "PDF"	string	enumeration=PDF enumeration=TIF
EMRSV4.0Request / SenderName	optional	The name of the person or company sending the email. Note: no email is returned when generating a Sample label request.	string	
EMRSV4.0Request / SenderEMail	optional	E-mail address of sender. Valid e-mail addresses must be used. Note: No e-mail is returned when generating a Sample label request.	string	pattern=(([\w\-\.\.])+)@((([\w-]+\.\.)))[a-zA-Z]{2,4} pattern=
EMRSV4.0Request / RecipientName	optional	The name of the person or company receiving the email. Note: no email is returned when generating a Sample label request.	string	
EMRSV4.0Request / RecipientEMail	optional	E-mail address of recipient. Valid e-mail addresses must be used. Note: No e-mail is returned when generating a Sample label request.	string	pattern=(([\w\-\.\.])+)@((([\w-]+\.\.)))[a-zA-Z]{2,4} pattern=
EMRSV4.0Request / RMABarcode	optional	Value of 'true' generates the RMA barcode on the label. System will assume "false" if no value is entered.	boolean	default=false
EMRSV4.0Request / AllowNonCleansedDestAddr	optional	Value of 'true' bypasses destination address cleansing. Non-cleansed destination addresses may result in undeliverable packages.	boolean	default=false
EMRSV4.0Request / AllowNonCleansedCustAddr	optional	Value of 'true' bypasses customer address cleansing. Non-cleansed customer addresses may result in undeliverable packages.	boolean	default=false
EMRSV4.0Request / NineDigitRoutingZip	optional		string	
EMRSV4.0Request / Content	optional	Special Contents of package	(group)	

Tag Name	Occurs	Description	Type	Validation				
EMRSV4.0Request / Content / ContentType	required once – if content included	<p>Use to specify ContentType. Available types are:</p> <table border="1"> <tr> <td><b>ContentType</b></td> </tr> <tr> <td>HAZMAT</td> </tr> <tr> <td>PERISHABLE</td> </tr> <tr> <td>FRAGILE</td> </tr> </table> <p>Example: &lt; ContentType &gt;HAZMAT&lt;/ ContentType &gt;</p> <p><b>Note:</b> USPS-produced packaging, including Flat Rate and Regional Rate, cannot be used to ship live animals. Error response will be returned.</p>	<b>ContentType</b>	HAZMAT	PERISHABLE	FRAGILE	string	Enumeration= HAZMAT PERISHABLE FRAGILE
<b>ContentType</b>								
HAZMAT								
PERISHABLE								
FRAGILE								
EMRSV4.0Request / GroundOnly	Optional	Specifies the package is to be transported Ground Only	boolean	default=false				
EMRSV4.0Request / Oversized	Optional	Specifies the package is Oversized	boolean	default=false				
EMRSV4.0Request	required once	Used with API=MerchandiseReturnV4	(alias)					

### 2.3.1 Request Example

```

XML Sample Request:
- <MRSV4.0Request USERID="XXXXXXXXXXXX" >
  <Option>RIGHTWINDOW</Option>
  <CustomerName>Janice Dickens</CustomerName>
  <CustomerAddress1>Ste 201</CustomerAddress1>
  <CustomerAddress2>7 N Wilkes Barre Blvd</CustomerAddress2>
  <CustomerCity>Wilkes Barre</CustomerCity>
  <CustomerState>PA</CustomerState>
  <CustomerZip5>18702</CustomerZip5>
  <CustomerZip4 />
  <RetailerName>XYZ Corp.</RetailerName>
  <RetailerAddress>123 Main St</RetailerAddress>
  <PermitNumber>293829</PermitNumber>
  <PermitIssuingPOCity>New York</PermitIssuingPOCity>
  <PermitIssuingPOState>NY</PermitIssuingPOState>
  <PermitIssuingPOZip5>10001</PermitIssuingPOZip5>
  <PDUFirmName>PDU Firm Co.</PDUFirmName>
  <PDUPOBox>PO Box 100</PDUPOBox>
  <PDUCity>Wilkes Barre</PDUCity>
    
```

```

<PDUState>PA</PDUState>
<PDUZip5>18702</PDUZip5>
<PDUZip4>1234</PDUZip4>
<ServiceType>Priority</ServiceType>
<DeliveryConfirmation>False</DeliveryConfirmation>
<InsuranceValue />
<MailingAckPackageID>ID00001</MailingAckPackageID>
<WeightInPounds>0</WeightInPounds>
<WeightInOunces>10</WeightInOunces>
<RMA>RMA 123456</RMA>
<RMAPICFlag>False</RMAPICFlag>
<ImageType>TIF</ImageType>
<RMABarcode>False</RMABarcode>
</EMRSV4.0CertifyRequest>
    
```

## 2.4 Response Description



Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Response	required once		(group)	
EMRSV4.0Response / Zone	required once	Postal Zone Indicates the number of postal rate zones between the origin and destination ZIP Codes.	string	
EMRSV4.0Response / MerchandiseReturnLabel	required once	Binary representation of the label in the form selected (PDF, TIF).	base64Binary	
EMRSV4.0Response / (choice)	required once	One of two mutually-exclusive package numbers will be returned depending on the value of the EMRSV4.0Request/DeliveryConfirmation boolean.	(choice)	
EMRSV4.0Response / (choice) / DeliveryConfirmationNumber	if used: required once	Delivery Confirmation number for the package.	string	
EMRSV4.0Response / (choice) / MerchandiseReturnNumber	if used: required once	Merchandise Return Service Number for the package.	string	
EMRSV4.0Response / InsuranceCost	required once	Cost of the insurance.	decimal	

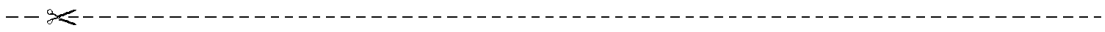


Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Response / PDUFirmName	Optional	Postage Delivery Unit Name. Returned if provided in request XML.	string	
EMRSV4.0Response / PDUPOBox	required once	Postage Delivery Unit Post Office Box or Street Address.	string	
EMRSV4.0Response / PDUPOBoxAbbreviation	Optional	Abbreviated Postage Delivery Unit Post Office Box or Street Address	string	
EMRSV4.0Response / PDUCity	required once	Postage Delivery Unit City. Supply either City and State or PO Box with ZIP Code.	string	
EMRSV4.0Response / PDUCityAbbreviation	Optional	Abbreviated Postage Delivery Unit City. Supply either City and State or PO Box with ZIP Code.	string	
EMRSV4.0Response / PDUState	required once	Postage Delivery Unit State.	string	
EMRSV4.0Response / PDUZip5	required once	Postage Delivery ZIP Code.	string	pattern=\d{5}
EMRSV4.0Response / PDUZip4	Required once		string	
EMRSV4.0Response / Postnet	required once	Postage Delivery Unit text representation of Postnet barcode. Deprecated; the Postnet barcode is no longer displayed on the label.	string	minLength=0
EMRSV4.0Response / CustomerAddress1	required once	Secondary address unit designator and number (such as an apartment or suite number (APT 202, STE 100)).	string	minLength=0
EMRSV4.0Response / CustomerAddress2	required once	Address of customer returning the package.	string	minLength=1
EMRSV4.0Response / CustomerCity	required once	City of customer returning the package.	string	minLength=1
EMRSV4.0Response / CustomerState	required once	State of customer returning the package.	string	length=2
EMRSV4.0Response / CustomerZip5	required once	ZIP Code of customer returning the package.	string	pattern=\d{5}
EMRSV4.0Response / CustomerZip4	required once	ZIP+4 Code of customer returning the package. May be blank.	string	pattern=\d{4} pattern=

Tag Name	Occurs	Description	Type	Validation
EMRSV4.0Response / CustomerPostnet	required once	Customer text representation of Postnet barcode. Deprecated; the Postnet barcode is no longer displayed on the label.	string	minLength=0
EMRSV4.0Response / RDC	optional repeating up to 1 times		string	
EMRSV4.0Response / LogMessage	optional repeating up to 1 times	A text message for integrators of this API. It may contain additional information about this particular request/response, or general information about the API or Web Tools. In typical implementations, whenever this tag is encountered, the message is written to the console log file for later analysis.	string	
EMRSV4.0CertifyResponse	required once		(alias)	

## 2.4.1 Merchandise Return V2 Label Example

<b>ID# 1</b> <b>FROM:</b> GJ 6406 IVY LN GREENBELT, MD 20770		<b>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</b>
<b>POSTAGE DUE COMPUTED BY ACCEPTANCE POST OFFICE</b>		
POSTAGE _____ INSURANCE FEE <u>62.90</u> TOTAL POSTAGE AND FEES DUE \$ _____	<b>PRIORITY</b>  0024	
INSURANCE DESIRED BY <u>\$ 4800.01</u> PERMIT HOLDER FOR (VALUE)		
<b>USPS SIGNATURE TRACKING #</b>		
		
<b>9266 8000 0000 0099 9910 39</b>		
<b>RMA #:</b> 		
<b>1</b> <b>MERCHANDISE RETURN LABEL</b> PERMIT NO.293829 GREENBELT MD 20770 RT 6406 IVY LANE		
<b>POSTAGE DUE UNIT</b> US POSTAL SERVICE 6406 IVY LANE GREENBELT MD 20770-1234		




### Customer Mailing Instructions

1. Please use a laser or laser-quality printer.
2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended.
3. Place label so that it does not wrap around edge of package.
4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to the Pickup Options page accessible via [www.usps.com](http://www.usps.com).
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY.
6. If insurance is required, the article must be presented at a Post Office or to a rural carrier for postmark.
7. If mailing acknowledgement is required, the article and Online e-Label Record must be presented at a Post Office or to a rural carrier for postmark.

### Online e-Label Record

<b>FROM:</b> GJ 6406 IVY LN GREENBELT, MD 20770	
<b>I.D. #1</b>	
ROUND DATE _____ STAMP _____	
ACCEPTANCE EMPLOYEE INITIALS _____	
<b>MERCHANDISE RETURN MAILING ACKNOWLEDGMENT</b> PERMIT NO.293829 GREENBELT MD 20770 RT 6406 IVY LANE	

## 2.4.2 Merchandise Return V3 Label Example

ID# ID00001		<b>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</b> 
<b>FROM:</b> GARRISON JOHNS 6406 IVY LANE GREENBELT, MD 20770		
<b>POSTAGE DUE COMPUTED BY ACCEPTANCE POST OFFICE</b> POSTAGE _____ TOTAL POSTAGE AND FEES DUE \$ _____		
PRIORITY 0024		
USPS TRACKING #  9211 7000 0000 0099 9923 05		
		RMA 123456 <b>MERCHANDISE RETURN LABEL</b> PERMIT NO 293829 GREENBELT MD 20770 REZA DIANAT 6406 IVY LANE
		<b>POSTAGE DUE UNIT</b> US POSTAL SERVICE 6406 IVY LN GREENBELT MD 20770-1441

Customer Mailing Instructions

1. Please use a laser or laser-quality printer.
2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended.
3. Place label so that it does not wrap around edge of package.
4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to the Pickup Options page accessible via [www.usps.com](http://www.usps.com).
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPIE.
6. If mailing acknowledgement is required, the article and Online e-Label Record must be presented at a Post Office or to a rural carrier for postmark.

<b>Online e-Label Record</b>	
<b>FROM:</b> GARRISON JOHNS 6406 IVY LANE GREENBELT, MD 20770	
I.D. #ID00001	
ROUND DATE _____ STAMP _____	
ACCEPTANCE EMPLOYEE _____ INITIALS _____	
<b>MERCHANDISE RETURN MAILING ACKNOWLEDGMENT</b> PERMIT NO.293829 GREENBELT MD 20770 REZA DIANAT 6406 IVY LANE	

### 2.4.3 Merchandise Return V4 Label Example

<p>ID# ID00001</p> <p><b>FROM:</b> GARRISON JOHNS 6406 IVY LN GREENBELT MD 20770-1441</p> <p><b>POSTAGE DUE COMPUTED BY POSTAGE DUE UNIT</b> POSTAGE TOTAL POSTAGE AND FEES DUE \$ _____ PERISHABLE - DO NOT DELAY</p>	<p><b>PRIORITY MAIL</b></p> <p>0024</p>	<p><b>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</b></p> 
<p>USPS TRACKING #</p>  <p>9311 7699 3201 9999 9050 83</p>	<p><b>MERCHANDISE RETURN LABEL</b></p> <p>PERMIT NO 293829 GREENBELT MD 20770 REZA DIANAT 6408 IVY LANE</p> <p><b>POSTAGE DUE UNIT</b> US POSTAL SERVICE 13217 NEW HAMPSHIRE AVE SILVER SPRING MD 20770-1234</p>	

**Online e-Label Record**

<p><b>FROM:</b> GARRISON JOHNS 6406 IVY LN GREENBELT MD 20770-1441</p> <p><b>PRIORITY MAIL</b> PKG ID 9311 7699 3201 9999 9050 83</p>
<p>ROUND DATE STAMP</p>
<p><b>MERCHANDISE RETURN MAILING ACKNOWLEDGMENT</b></p> <p>PERMIT NO 293829 GREENBELT MD 20770 REZA DIANAT 6408 IVY LANE</p>
<p>GARRISON JOHNS 6406 IVY LN GREENBELT MD 20770-1441</p>

**Mailing Instructions**

1. Please use a laser or laser-quality printer.
2. Adhere shipping label to package with tape or glue - DO NOT TAPE OVER BARCODES OR WHERE POSTAGE AND FEE INFORMATION IS TO BE RECORDED. Be sure all edges are secure and any previous delivery address and barcode is covered. Self-adhesive label is recommended.
3. Place label so that it does not wrap around edge of package.
4. Packages weighing 13 ounces or more may not be placed in Postal Service collection boxes. For information on Pickup options, go to usps.com.
5. Each shipping label number is unique and can be used only once - DO NOT PHOTOCOPY OR FAX. Only the original label can be accepted.
6. If mailing acknowledgement is required, the article and the Online e-Label Record must be presented at a Post Office.

### 2.5 Error Responses

Error conditions are handled at the main XML document level. When parsing, it is best to check for an error document first before checking for good data. Error documents have the following format:

```
<Error>
  <Number></Number>
  <Source></Source>
  <Description></Description>
```

```
<HelpFile></HelpFile>  
<HelpContext></HelpContext>  
</Error>
```

Where:

- Number = the error number generated by the Web Tools server.
- Source = the component and interface that generated the error on the Web Tools server.
- Description = the error description.
- HelpFile = [reserved for future use].
- HelpContext = [reserved for future use].

Errors that are further down in the hierarchy also follow the above format.

An <Error> element may be returned at the top (response) level if there is a problem with the syntax of the request, or if a system error occurs.

If you need assistance with an error response, contact our Internet Customer Care Center  
<https://Email.usps.com/>.