

# **Merchandise Return Bulk Label API**

**USPS Web Tools™**

**Application Programming Interface**

**User's Guide**

**Document Version 1.5 (08/13/2019)**



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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).

Label APIs require extra permissions; contact the Internet Customer Care Center <https://Email.usps.com/> to request access. Indicate "Label API Access" in the subject line and explain in the body of the email:

1. How the shipper intends to purchase and apply postage to the labels
2. If the label image provided by the API will be modified in any way by the shipper or the software

## 2.0 USPS Merchandise Return Bulk Label API

### 2.1 Overview

The Merchandise Return Bulk Label Web Tool lets customers to receive Merchandise Return labels in bulk. The Merchandise Return Bulk 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=MerchReturnV4Bulk        | &XML=(see below) |
| https:// | secure.shippingapis.com | /ShippingAPI.dll | ?API=MerchReturnV4BulkCertify | &XML=(see below) |

Note: The “MerchReturnV4BulkCertify” API signature is for testing purposes and will not generate usable labels and barcodes.

## 2.3 Request Descriptions

| Tag Name                              | Occurs                           | Description   | Type    | Validation   |
|---------------------------------------|----------------------------------|---|---------|--|
| EMRSV4.0BulkRequest                   | required once                    | Used with API=MerchReturnV4Bulk   | (group) |  |
| EMRSV4.0BulkRequest / USERID          | required                         | This attribute specifies your Web Tools ID. See the Developer's Guide for information on obtaining your USERID.   | NMTOKEN |  |
| EMRSV4.0BulkRequest / Option          | required once                    | Reserved for future use   | string  | default=LEFTWINDOW<br>enumerations=RIGHTWINDOW<br>LEFTWINDOW |
| EMRSV4.0BulkRequest / 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<br>pattern=\d{1}<br>pattern=                     |
| EMRSV4.0BulkRequest / LabelCount      | Required Once                    | Number of labels to produce   | string  | Min = 1<br>Max = 30  |
| EMRSV4.0BulkRequest / ImageParameters | Optional                         | Group   | (group) |  |
| EMRSV4.0BulkRequest / ImageParameter  | Optional                         | Image options   | String  | Enumeration = 4X6LabelP<br>Enumeration = 2UP                 |
| EMRSV4.0BulkRequest / RetailerName    | required once                    | Name of Retailer receiving the return package.  | string  | minLength=1<br>maxLength=50                                  |
| EMRSV4.0BulkRequest / RetailerAddress | required once                    | Address of Retailer receiving the return package.   | string  | minLength=1<br>maxLength=50                                  |

| Tag Name                                   | Occurs        | Description  | Type           | Validation  |
|--|---------------|--|----------------|---|
| EMRSV4.0BulkRequest / PermitNumber         | required once | Permit number provided to Retailer by the local post office.   | string         | pattern=\d+   |
| EMRSV4.0BulkRequest / PermitIssuingPOCity  | required once | Post Office City that issued the permit.   | string         | minLength=1<br>maxLength=15                                       |
| EMRSV4.0BulkRequest / PermitIssuingPOState | required once | Post Office State that issued the permit.  | string         | pattern=\w{2}<br>pattern=<br>minLength=2<br>maxLength=2           |
| EMRSV4.0BulkRequest / PermitIssuingPOZip5  | required once | ZIP Code of Post Office that issued the permit.  | string         | pattern=\d{5}   |
| EMRSV4.0BulkRequest / PDUFirmName          | optional      | Postage Delivery Unit Name   | string         | minLength=0<br>maxLength=50                                       |
| EMRSV4.0BulkRequest / PDUPOBox             | required once | Postage Delivery Unit Post Office Box or Street Address.   | string         | minLength=1<br>maxLength=24                                       |
| EMRSV4.0BulkRequest / PDUCity              | required once | Postage Delivery Unit City. Supply either City and State or PO Box with ZIP Code.  | string         | minLength=0<br>maxLength=20                                       |
| EMRSV4.0BulkRequest / PDUState             | required once | Postage Delivery Unit State. Supply either City and State or PO Box with ZIP Code.   | string         | pattern=\w{2}<br>pattern=<br>minLength=2<br>maxLength=2           |
| EMRSV4.0BulkRequest / PDUZip5              | required once | Postage Delivery Unit ZIP Code. Supply either City and State or PO Box with ZIP Code.  | string         | pattern=\d{5}<br>pattern=   |
| EMRSV4.0BulkRequest / PDUZip4              | required once | Postage Delivery Unit ZIP+4 Code.  | string         | pattern=\d{4}<br>pattern=   |
| EMRSV4.0BulkRequest / ServiceType          | required once | Enter one of the valid entries: "Priority" (for Priority Mail), "First Class Package Service", "Ground".   | string         | enumeration=<br>Priority<br>First Class Package Service<br>Ground |
| EMRSV4.0BulkRequest / DeliveryConfirmation | required once | Enter "true" for Delivery Confirmation.  | boolean        |   |
| EMRSV4.0BulkRequest / 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<br>maxLength=0                                   |
| EMRSV4.0BulkRequest / WeightInPounds       | required once | Estimated weight is allowed. First Class Mail cannot exceed 13 ounces.   | integer        | minInclusive=0<br>maxInclusive=70                                 |

| Tag Name                                       | Occurs        | Description  | Type    | Validation   |
|--|---------------|--|---------|--|
| EMRSV4.0BulkRequest / WeightInOunces           | required once | Value must be numeric.   | integer | minInclusive=0<br>maxInclusive=1120                          |
| EMRSV4.0BulkRequest / ImageType                | required once | One of the valid entries: "PDF","TIF". (Note to BSA reviewing this. TIF is a valid type yet was missing. I added it. Was it missing for a reason? Delete comment when finished.) | string  | enumeration=PDF<br>enumeration=TIF                           |
| EMRSV4.0BulkRequest / SenderName               | optional      | The name of the person or company sending the email. Note: no email is returned when generating a Sample label request.  | string  |  |
| EMRSV4.0BulkRequest / 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}<br>pattern= |
| EMRSV4.0BulkRequest / RecipientName            | optional      | The name of the person or company receiving the email. Note: no email is returned when generating a Sample label request.  | string  |  |
| EMRSV4.0BulkRequest / 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}<br>pattern= |
| EMRSV4.0BulkRequest / AllowNonCleansedDestAddr | optional      | Value of 'true' bypasses destination address cleansing. Non-cleansed destination addresses may result in undeliverable packages.   | boolean | default=false  |
| EMRSV4.0BulkRequest / NineDigitRoutingZip      | optional      | Value of 'true' generates label barcode with nine digit routing zip code.  | boolean | default=false  |
| EMRSV4.0BulkRequest                            | required once |  | (alias) |  |

### 2.3.1 Request Example

```
<EMRSV4.0BulkRequest USERID="xxxxxxxxxxxx">
  <Option></Option>
  <LabelCount>3</ LabelCount >
  <ImageParameters>
    <ImageParameter>4X6LabelP</ ImageParameter >
    <ImageParameter>2UP</ ImageParameter >
  </ ImageParameters >
  <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>
</EMRSV4.0BulkRequest>
```

## 2.4 Response Descriptions

| Tag Name                                      | Occurs        | Description                        | Type     | Validation |
|---|---------------|------------------------------------|----------|------------|
| EMRSV4.0BulkResponse                          | required once | Used with API=EMRSV4.0BulkResponse | (group)  |            |
| EMRSV4.0BulkResponse / MerchandiseReturnLabel | <group>       |                                    | Required |            |
| EMRSV4.0BulkResponse / InsuranceCost          | String        | Insurance Value                    | Required |            |
| EMRSV4.0BulkResponse / PDUFirmName            | String        | Facility Name                      | Optional |            |
| EMRSV4.0BulkResponse / PDUPOBox               | String        | Facility Po Box                    | Required |            |
| EMRSV4.0BulkResponse / PDUPOBoxAbbreviation   | String        | Facility PO Box Abbreviation       | Optional |            |
| EMRSV4.0BulkResponse / PDUCity                | String        | Facility City                      | Required |            |
| EMRSV4.0BulkResponse / PDUCityAbbreviation    | String        | Facility City Name Abbreviation    | Optional |            |
| EMRSV4.0BulkResponse / PDUState               | String        | Facility State                     | Required |            |
| EMRSV4.0BulkResponse / PDUZip5                | String        | 5 character zip                    | Required |            |
| EMRSV4.0BulkResponse / PDUZip4                | String        | 4 character zip                    | Required |            |
| EMRSV4.0BulkResponse / Postnet                | String        | Numerical bar code                 | Required |            |

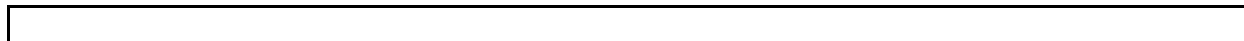
### 2.4.1 Response Example

```

<?xml version="1.0"?>
<EMRSV4.0BulkCertifyResponse>
<MerchandiseReturnLabel>xxxxxxx
</MerchandiseReturnLabel>
<InsuranceCost>4.40</InsuranceCost>
<PDUFirmName>12345678901234567890123456789012345678901234567890</PDUFirmName>
<PDUPOBox>14500 LORAIN AVE</PDUPOBox>
<PDUCity>CLEVELAND</PDUCity>
<PDUState>OH</PDUState>
<PDUZip5>44111</PDUZip5>
<PDUZip4>9998</PDUZip4>
<Postnet>44111999800</Postnet>
/EMRSV4.0BulkCertifyResponse>

```





### 3.0 Electronic Merchandise Return Service Bulk Response

#### 3.1 Merchandise Return Bulk Label Example

FROM: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
POSTAGE DUE COMPUTED  
BY DELIVERY UNIT  
POSTAGE \_\_\_\_\_  
TOTAL POSTAGE \_\_\_\_\_  
AND FEES DUE \$ \_\_\_\_\_

**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PRIORITY MAIL**

**MERCHANDISE RETURN LABEL**

PERMIT NO. 293829 GREENBELT MD 20770  
REZA DIANAT 6408 IVY LANE

**POSTAGE DUE UNIT  
US POSTAL SERVICE  
13217 NEW HAMPSHIRE AVE  
SILVER SPRING MD 20904-9998**

**USPS TRACKING #**



**9211 7000 0000 0099 9923 12**

#### 3.2 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 the Internet Customer Care Center

<https://Email.usps.com/>.