

February 7, 2018

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service plans to revise PS Form 2856, *Damage Report of Insured Article and Contents*, to facilitate the placement of the form into MyPO.

Completing PS Form 2856 in MyPO is intended to streamline the claim process and provide a better customer experience. Revisions include deletion of instructions for completing the form and clarifying existing language.

We have enclosed final draft copies of the following:

- Revised PS Form 2856, one with and one without changes identified
- Retail Service Talk - MyPO and PS Form 2856, *Damage Report of Insured Article and Contents*
- Standard Work Instruction: PS Form 2856/MyPO
- Standard Operating Procedure (Back Office) Domestic Claims, International Inquiry and the Damaged Report Process MyPO and PS Form 2856, *Damage Report of Insured Article and Contents*
- PowerPoint Presentation – MyPO/PS Form 2856, *Damage Report of Insured Article and Contents*

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to be "Alan S. Moore".

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures



Damage Report of Insured Article and Contents

FOR POSTAL SERVICE INTERNAL USE ONLY

The Postal Service™ employee must do the following:

- Complete PS Form 3831, *Receipt for Article(s) Damaged in Mails* — give the original form to the customer, and attach a copy to the damaged article.
- Complete this PS Form 2856 as follows:
 - Complete this form away from the customer's presence.
 - Provide information for each item requested.
 - Submit the completed form according to the instructions in Item 18.

Note: Improperly completed or submitted forms cause the Postal Service to deny the customer's claim.

1a. Mailer Name		1b. Mailer Address		1c. Mailer City, State, ZIP+4® or Foreign Country or Postal Code	
2a. Addressee Name		2b. Addressee Address		2c. Addressee City, State, ZIP+4	
3a. Article/Label/Tracking Number (Include all letters and numbers) #		3b. Shipping Date (MM/DD/YYYY)		3c. Domestic or International (Check one) <input type="checkbox"/> Domestic <input type="checkbox"/> International	
4. Mailing Container Type/Brand (Check one) <input type="checkbox"/> Box <input type="checkbox"/> Ready Post® packaging <input type="checkbox"/> Tube <input type="checkbox"/> USPS® packaging (Priority Mail Express®, Priority Mail®, or Global Express Guaranteed®) <input type="checkbox"/> Flat <input type="checkbox"/> Other: _____ <input type="checkbox"/> Padded envelope				5. Mailing Container Construction (Check one) <input type="checkbox"/> Sturdy <input type="checkbox"/> Medium <input type="checkbox"/> Flimsy	
6. Damage to Mailing Container (Check all that apply) <input type="checkbox"/> No visible damage <input type="checkbox"/> Liquid damage <input type="checkbox"/> Soiled or stained <input type="checkbox"/> Cut, torn, or ripped <input type="checkbox"/> Crushed or smashed <input type="checkbox"/> Depression on box <input type="checkbox"/> Other: _____					
7. Packing Materials (Check all that apply) <input type="checkbox"/> Foam <input type="checkbox"/> Double-boxes <input type="checkbox"/> Newspaper or tissue <input type="checkbox"/> Bubble wrap <input type="checkbox"/> Styrofoam peanuts <input type="checkbox"/> No packing material submitted <input type="checkbox"/> Other: _____				8. Sufficiency of Container/Packing Material To Withstand Normal Handling <input type="checkbox"/> Sufficient <input type="checkbox"/> Insufficient	
9. Apparent Cause of Damage (Check all that apply and add comments — use Item 11 for more space if needed.) <input type="checkbox"/> Fragile contents <input type="checkbox"/> Leakage of contents <input type="checkbox"/> Shock <input type="checkbox"/> Other: _____ <input type="checkbox"/> Perishable contents <input type="checkbox"/> Inadequate packaging <input type="checkbox"/> Crushing _____ Comments: _____				10. Number of Items ____ Total items in the article ____ Number of damaged items ____ Number of missing items	
11. Additional Comments (Enter more information regarding the article and the damage.) 					
12a. Article location and Post Office™ Address (Check the appropriate box and complete Items 12b–12f — if checking the second box, also complete the date.) <input type="checkbox"/> Article located at the local Post Office <input type="checkbox"/> Article returned to the customer for repair estimate — Date returned to customer: ____/____/____					
12b. Post Office Name		12c. City	12d. State	12e. ZIP+4	12f. Unit Finance Number
13. PS Form 3831, <i>Receipt for Article(s) Damaged in Mails</i> <input type="checkbox"/> PS Form 3831 provided to customer					
14. Printed Name of Postal Service Employee		15. Signature of Postal Service Employee		16. Telephone (Include area code)	17. Round Date Stamp (Required)
18. Submission Instructions for This Completed Form Submit this completed PS Form 2856 either by fax or by mail, as follows: For Domestic Claims Fax: 650-577-4645 CLAIMS SERVICING SECTION ACCOUNTING SERVICES PO BOX 80143 ST LOUIS MO 63180-0143 For International Claims Fax: 651-306-6165 INTERNATIONAL RESEARCH GROUP UNITED STATES POSTAL SERVICE PO BOX 512318 LOS ANGELES CA 90051-0318					



Damage Report of Insured Article and Contents

FOR USPS INTERNAL USE ONLY

The USPS employee must do the following:

1. Prepare PS Form 3831, *Receipt for Article(s) Damaged in Mails*—give the original to the customer, and attach a duplicate to the article.
2. Complete this PS Form 2856 in its entirety so the Postal Service can make a final determination of the claim (approval or denial).
Note: Do not complete this form in the presence of the customer.
3. Submit the completed PS Form 2856 as noted in item 17. Failure to properly complete and submit this form will result in denial of the customer's claim.

1a. Customer Mailer Name Addressee Name		1b. Customer Mailer Address Addressee Address		1c. Customer Mailer City, State, ZIP+4® Addressee Customer City, State, ZIP+4®	
2a. Article/ Label/Tracking Number (Include all letters and numbers) # (Shipping Date (mm/dd/yyyy))			2b. Domestic or International (Check one) <input type="checkbox"/> Domestic <input type="checkbox"/> International		
3. Mailing Container Type/Brand (Check one) <input type="checkbox"/> Box <input type="checkbox"/> Ready Post® packaging <input type="checkbox"/> Tube <input type="checkbox"/> USPS® packaging (Priority Mail Express®, Priority Mail®, or Global Express Guaranteed®) <input type="checkbox"/> Flat <input type="checkbox"/> Other: _____ <input type="checkbox"/> Padded envelope			4. Mailing Container Construction (Check one) <input type="checkbox"/> Sturdy <input type="checkbox"/> Medium <input type="checkbox"/> Flimsy		
5. Damage to Mailing Container (Check all that apply) <input type="checkbox"/> No visible damage <input type="checkbox"/> Liquid damage <input type="checkbox"/> Soiled or stained <input type="checkbox"/> Cut, torn, or ripped <input type="checkbox"/> Crushed or smashed <input type="checkbox"/> Depression on box <input type="checkbox"/> Other: _____					
6. Packing Materials (Check all that apply) <input type="checkbox"/> Foam <input type="checkbox"/> Newspaper/Tissue <input type="checkbox"/> Bubble wrap <input type="checkbox"/> No packing material submitted <input type="checkbox"/> Double-boxes <input type="checkbox"/> Other: _____ <input type="checkbox"/> Styrofoam peanuts			7. Sufficiency of Container/Packing Material To Withstand Normal Handling <input type="checkbox"/> Sufficient <input type="checkbox"/> Insufficient <input type="checkbox"/> Not sure		
8. Apparent Cause of Damage (Check all that apply and add comments — use Item 10 for more space if needed.) <input type="checkbox"/> Fragile contents <input type="checkbox"/> Leakage of contents <input type="checkbox"/> Shock <input type="checkbox"/> Other: _____ <input type="checkbox"/> Perishable contents <input type="checkbox"/> Inadequate packaging <input type="checkbox"/> Crushing _____ Comments: _____			9. Number of Items ____ Total items in the article ____ Number of damaged/missing items		
10. Additional Comments (Enter more information regarding the article and the damage.) 					
11a. Article location and Post Office Address (Check the appropriate box and complete Items 11b–11f — if checking the second box, also complete the date.) <input type="checkbox"/> Article located at the local Post Office <input type="checkbox"/> Article returned to the customer for repair estimate — Date returned to customer: ____/____/____					
11b. Post Office Name		11c. City	11d. State	11e. ZIP+4®	11f. Unit Ten Digit Finance Number
12. PS Form 3831, <i>Receipt for Article(s) Damaged in Mails</i> <input type="checkbox"/> PS Form 3831 provided to customer					
13. Printed Name of USPS Employee		14. Signature of USPS Employee		15. Telephone (Include area code)	16. Round Date Stamp (Required)
17. Submission Instructions for This Completed Form Submit this completed PS Form 2856 either by fax or by mail, as noted below: For Domestic Claims Fax: 650-677-4645 CLAIMS SERVICING SECTION ACCOUNTING SERVICES PO BOX 80143 ST LOUIS MO 63180-0143					
For International Claims Fax: 651-306-6165 INTERNATIONAL RESEARCH GROUP UNITED STATES POSTAL SERVICE PO BOX 512318 LOS ANGELES CA 90051-0318					

RETAIL SERVICE TALK

MyPO and PS Form 2856, Damage Report of Insured Article and Contents

Overview:

PS Form 2856 in MyPO

PS Form 2856, *Damage Report of Insured Article and Content*, can now be accessed in MyPO. Filling out PS Form 2856 in MyPO streamlines the claim process and provides a better customer experience because the claim is resolved quicker. The status updates in MyPO will inform the Post Office when to return the article to the customer or send it to the Mail Recovery Center (MRC).

To access PS Form 2856 in MyPO, you will need to log into MyPO first.

1. In the Tasks and Actions section, select Fill Form button.
2. In the dropdown box, select PS Form 2856 and continue with completing the form.
3. You can save and retrieve at a later date, reset the form, cancel, or submit
3. When the form has been completed and is ready for submission, select the submit button.
4. Print, round stamp, sign the copy, and retain in your office files.

From the Task List, you can select an individual article number to view and/or open to finish completing if it was saved.

Domestic

There are five possible claim statuses that will show up on the open task summary page.

- 1) **Saved Draft:** This represents a damage claim that was started and saved, but never submitted. Possible actions that can be taken are:
 - a. **SAVE DRAFT** – This action will save the form with all of the entered data. The claim will then be listed as an open task in MyPO so that it can be retrieved and completed at a later time. It will show a status of "Saved Draft".
 - b. **RESET FORM** – This action will clear all of the input fields on the form in the event a user would prefer to start over and re-enter all of the information.
 - c. **CANCEL** – This action will close out the form without saving anything and return the user back to the MyPO main screen.
 - d. **SUBMIT** – This action will perform some additional verification on the entered data and then forward the completed form to the claim department for processing. Prior to submission, the user will be asked to acknowledge that the entered data is correct to the best of their knowledge.
 - e. **DELETE DRAFT** – This action will delete the claim from the system. This option is only available for draft claims.
- 2) **Send to MRC – Paid in Full:** This represents a submitted claim that has been authorized to receive a full payment. Possible actions are:
 - a. **CLOSE CLAIM** – This action will mark the claim as closed (removing it from the open task list). As part of the close out process, you will get a prompt to print out a mailing label to send the package to the Mail Recovery Center.
 - b. **PDF REPRINT** – This option will provide a hard copy of the damage claim for filing purposes.
- 3) **Send to MRC – Partial Payment:** This represents a submitted claim that has been authorized to receive a partial payment. Possible actions are:
 - a. **CLOSE CLAIM** – This action will mark the claim as closed (removing it from the open task list). As part of the close out process, you will get a prompt to print out a mailing label to send the package to the Mail Recovery Center.

- b. **PDF REPRINT** – This option will provide a hard copy of the damage claim for filing purposes.
- 4) **Return to Customer – No Payment:** This represents a claim that has been identified as not being eligible for a payment. The package is to be returned to the customer. Possible actions are:
 - a. **CLOSE CLAIM** – This action will mark the claim as closed (removing it from the open task list).
 - b. **PDF REPRINT** – This option will provide a hard copy of the damage claim for filing purposes.
- 5) **Return to Customer – No Claim:** This represents a claim that has been denied. The package is to be returned to the customer. Possible actions are:
 - a. **CLOSE CLAIM** – This action will mark the claim as closed (removing it from the open task list).
 - b. **PDF REPRINT** – This option will provide a hard copy of the damage claim for filing purposes.

International

There will not be a status message in MyPO for International. Please follow the rules below:

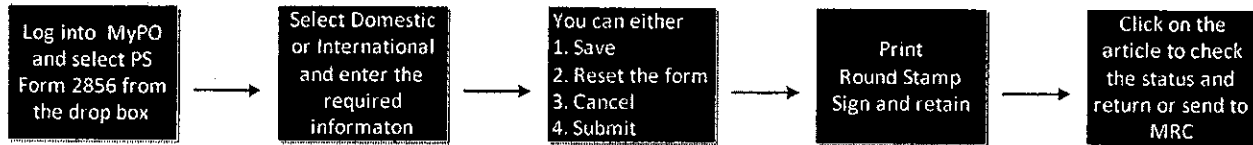
Retain the article until the claim has been resolved. If the claim was paid, if there are no appeals filed, and if the article is over \$25, please send it to the MRC. If under \$25, you can dispose of it. If the claim was denied and there are no appeals filed, please return the article to the customer.

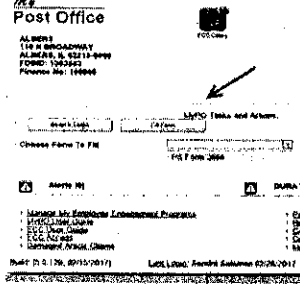
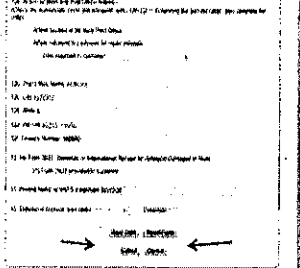
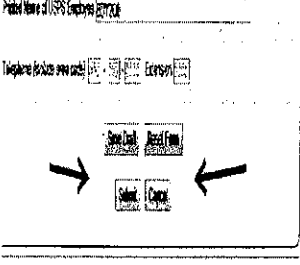
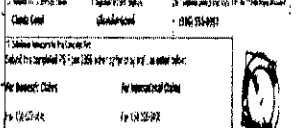
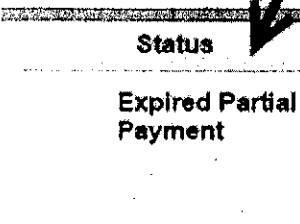
NOTE: International customers have 60 days to file an appeal. Before returning an article back to the customer or sending it to the MRC, please wait at least 75 days before calling the automated IVR for a status. If there are no appeals filed – you may return the article if denied or send it to the MRC if paid.

MRC Mailing Label

All packages mailed to the MRC should be mailed with the label provided in **MyPO**. To print the label, you must first select Close Claim at the bottom of PS Form 2856. A message will ask, "Are you sure you want to close this claim?" Select "YES" and then select Print Label. On the label in the designated area, enter the Post Office name with the ZIP Code, the date mailed to the MRC, and the Claim Article number.

Standard Work Instruction: PS Form 2856/MyPO



MyPO	Important Steps	Key Points	Reasons for Key Points
	<p>Log into MyPO</p> <p>Select PS Form 2856 from the drop down</p>	<p>Request access to MyPO</p> <p>PS Form 2856, <i>Damage Report of Insured Article and Contents</i> is accessible in MyPO.</p> <p>This form is used for internal purposes only and should not be given to the customer.</p>	<p>Must have access to MyPO to utilize PS Form 2856.</p> <p>The Claims Department makes decisions based on the completed form.</p>
	<p>Select Domestic or International</p> <p>Complete the entire form</p>	<p>If the article is domestic, you must select the domestic form. If the article is international, you must select international.</p> <p>You must complete the required fields.</p>	<p>Selecting the proper type of article will send the information on the form to the correct department.</p>
	<p>Choose one of the following:</p> <p>Save</p> <p>Reset the form</p> <p>Cancel</p> <p>Submit</p>	<p>You can start the form and choose to save and come back to it later.</p> <p>If you make a mistake, you can reset the form or cancel.</p> <p>Once completed, select the submit button.</p>	<p>Once the form is submitted, the Claims Department will review the necessary information to make a decision.</p>
	<p>Print, sign, and file a copy</p>	<p>After submitting the form, print a copy, sign it, and file it for the Post Office records.</p>	<p>Retain a signed copy at the Post Office.</p>
	<p>Status message for domestic articles only</p>	<p>When the claim has been resolved, MyPO will receive one of the following status messages:</p> <ul style="list-style-type: none"> ▪ Expired No Payment ▪ Expired Partial Payment ▪ Expired Paid in Full ▪ Expired No Claim 	<p>The status message will include instructions to either return to the customer or send it to the MRC.</p>



Standard Operating Procedure (Back Office) Domestic Claims, International Inquiry and the Damaged Report Process MyPO and PS Form 2856, Damage Report of Insured Article and Content

A customer may file a claim for a package that was lost or delivered with damaged or missing contents if mailed with the following services; insurance, Collect on Delivery (COD), Registered Mail with insurance, Priority Mail Express, and Priority Mail. If an insured package (article) is lost or is delivered with damaged or missing contents, the Postal Service will reimburse the customer for the value of the article and the contents at the time of mailing or for the repair costs, up to the applicable amount of USPS insurance.

For a damaged article with insurance, the customer may file a claim immediately, but for a lost article with insurance, the customer may file the claim no sooner than 15 days from the mailing date and no later than 60 days from the mailing date. See Section DMM 609 for more information concerning domestic claims.

Postal Service employees are responsible for properly completing and submitting PS Form 2856, *Damage Report of Insured Article and Contents*. Completing and submitting PS Form 2856 in MyPO in a timely manner is essential to the claim process. PS Form 2856 is for internal use only and should not be printed and given to the customer. If access is not available in MyPO, please fill out a hardcopy PS Form 2856 and submit to the address on the form.

Customer brings in a damaged article:

The Retail Associate should determine if the article is Domestic or International.

For Domestic – Retail Associate should ask the customer if a claim has been filed. If not, direct the customer to www.usps.com/domestic-claims to file a claim online. A customer who is unable to file online may call 1-800-275-8777 to receive a Domestic Claim Form in the mail.

For International – Retail Associate should determine if the customer is the sender of the article. If yes, the item must be a returned item — then ask if an inquiry has been initiated. If an inquiry has not been initiated, direct the customer to <https://www.usps.com/help/claims.htm> to file an International Inquiry online. A customer who is unable to file online may call the International Research Group (IRG) at 1-800-222-1811 or 1-800-Ask-USPS, but the PS Form 2856 still needs to be completed. If the customer is the recipient, proceed with filling out PS Form 2856, but also advise the customer to contact the foreign sender to initiate the inquiry with the Foreign Post.

Handling a Damaged Article at the Local Post Office for Customer:

When the customer presents the damaged article at the local Post Office, the Retail Associate should follow the steps below.

Steps:

1. Ask if the customer is requesting total damage, or would want to take the article to a reputable dealer for a repair estimate.
 - a. If total damage, complete **PS Form 3831, Receipt for Articles Damaged in Mails**.

- a. **CLOSE CLAIM** – This action will mark the claim as closed (removing it from the open task list).
- b. **PDF REPRINT** – This option will provide a hard copy of the damage claim for filing purposes.

Domestic Hardcopy PS Form 2856

Postal Service employees are responsible for properly completing and submitting PS Form 2856, *Damage Report of Insured Article and Contents*. Completing and submitting PS Form 2856 in MyPO in a timely manner is essential to the claim process. PS Form 2856 is for internal use only and should not be printed and given to the customer. If access is not available in MyPO, please fill out a hardcopy PS Form 2856 and submit to the address on the form. Domestic customers have 30 days to file an appeal. Before returning an article to the customer or sending it to the MRC, please wait at least 45 days before calling the automated IVR for a status. If there are no appeals filed – you may return the article if denied or send it to the MRC if paid

International

There will not be a status message in MyPO for International. Please follow the rules below:

Retain the article until the claim has been resolved. If the claim was paid, if there are no appeals filed, and if the article is over \$25, please send it to the MRC. If under \$25, you can dispose of it. If the claim was denied and there are no appeals filed, please return the article to the customer.

NOTE: International customers have 60 days to file an appeal. Before returning an article back to the customer or sending it to the MRC, please wait at least 75 days before calling the automated IVR for a status. If there are no appeals filed – you may return the article if denied or send it to the MRC if paid.

MRC Mailing Label

All packages mailed to the MRC should be mailed with the label provided in *MyPO*. To print the label, you must first select Close Claim at the bottom of PS Form 2856. A message will ask, "Are you sure you want to close this claim?" Select "YES" and then select Print Label. On the label in the designated area, enter the Post Office name with the ZIP Code, the date mailed to the MRC, and the Claim Article number.

***MyPO/PS Form 2856,
Damage Report of Insured Article
and Contents***

Revenue and Field Accounting (RAFA)

Overview

PS Form 2856, *Damage Report of Insured Article and Contents*

A customer may file a claim for an insured package that was:

- Lost or
- Delivered with damaged or missing contents

The following are eligible insured services:

- Insurance
- Collect on Delivery (COD)
- Registered Mail with insurance
- Priority Mail Express
- Priority Mail.

Overview (cont.)

If an insured package (article) is lost or is delivered with damaged or missing contents, the Postal Service will reimburse the customer for the value of the article and the contents at the time of mailing or for the repair costs, up to the applicable amount of USPS insurance.

Filing Tolerances – Domestic Only

- **For a damaged article with insurance, a claim may be filed immediately.**
- **For a lost article with insurance, the customer may file the claim as follows:**
 - **No sooner than 15 days from the mailing date and**
 - **No later than 60 days from the mailing date**
 - **See DMM 609 for more information concerning domestic claims**

Damaged Process

- **An article is considered damaged or with contents missing if it is received by either the addressee or mailer in a damaged condition or with missing contents. There are two ways that a customer may bring in a damaged article:**
 - 1) A customer who files a Domestic Claim or initiates an International Inquiry may receive a correspondence letter with instructions to present the item(s) and mailing container (including the wrapping, packaging, and any other contents received) to a Post Office for inspection.**
 - 2) A customer can also bring a damaged or missing contents item into the Post Office without receipt of any correspondence.**

Benefits & Features

PS Form 2856 in MyPO

- **Filling out the Form in MyPO:**
 - **Streamlines the claims process**
 - **Provides a better customer experience because the claim is resolved quicker**
 - **Provides status updates in MyPO to inform the Post Office when to return the article to the Customer or send to the MRC**
 - **Saves time and money**

Login to MyPO Office



My
Post Office

UserName:

Password:

Login MyPO

Restricted Information

WARNING! FOR OFFICIAL USE ONLY

This is a U.S. Government computer system and is intended for official and other authorized use only. Unauthorized access or use of this system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code (Title 18 U.S.C. § 1030). All information on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy using this system. Any authorized or unauthorized use of this computer system signifies consent to and compliance with postal service policies and these terms.

Select PS Form 2856

- Click on Fill Form and select PO Form 2856 from the drop down:

My Post Office

ALBERS
110 N BROADWAY
ALBERS, IL 62215-9998
FDBID: 1352583
Finance No: 160060

ECC Cases

Search Tasks Fill Form

Choose Form To Fill

MyPO Tasks and Actions:

PS Form 2856

Alerts (0)

DURAT Activities (0)

- [Manage My Employee Engagement Programs](#)
- [MYPO User Guide](#)
- [ECC User Guide](#)
- [ECC Access](#)
- [Damaged Article Claims](#)

Build: [5.0.129.02/15/2017] Last Login: Sandra Salsman 02/28/2017 11:43:37 CST

- [Partnership Agreement](#)
- [Reports Module](#)
- [CAO Core Language](#)
- [Consumer Advocate](#)
- [Mail Recovery Center Search Request](#)

Complete PS Form 2856

■ Select Domestic or International and complete the entire form



Damage Report of Insured Article and Contents

FOR USPS INTERNAL USE ONLY

The USPS employee must do the following:
1. Prepare PS Form 3831, *Receipt for Article(s) Damaged in Mails* — give the original to the customer, and attach a duplicate to the article.
2. Complete this PS Form 2856 in its entirety so the Postal Service can make a final determination of the claim (approval or denial).
Note: Do *not* complete this form in the presence of the customer.
3. Submit the completed PS Form 2856. Failure to properly complete and submit this form will result in denial of the customer's claim.

Domestic or International (Check one)
 Domestic International

1a. Mailer First Name
Mailer Middle Initial
Mailer Last Name

1b. Mailer Address

1c. Mailer City

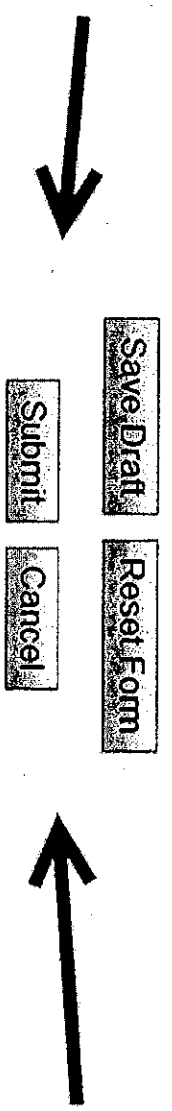
2a. Addressee First Name
Addressee Middle Initial

You can do the following:

- **Save and retrieve at a later date**
- **Reset the form and start over**
- **Cancel – which deletes the information**
- **Submit – which will directly flow into the claims system.**

Printed Name of USPS Employee

Telephone (include area code) - - Extension



Task List

- View the task list for 2856 Damage Claims
- Open the 2856 Damage Claims
- You can select an individual article number to view or finish completing if it was saved

2856 - Damage Claims		93	
Show All		Task List	
Search Tasks			
Tracking Number	Addressee Information	Shipping Date	Status
9505612478517027057187	LISA SMITH 701 PALO DURO DR NE	Fri 01/27/2017	Expired No Payment
9405511699000339608867	ELIZABETH TARZON 24390 W NIPPERSIK RD	Mon 01/30/2017	Saved
EL096926914US	TRACY TESTER 1523 WINTER CHASE DR	Sun 07/31/2016	Expired Partial Payment
9505516599416347031096	GRAY GRAY 1523 WINTER CHASE DR	Wed 11/30/2016	Saved
940550969937307026064	PURPLE PURPLE 1523 WINTER CHASE DR	Wed 11/30/2016	Saved
1315149000003708486	TEST TEST 1523 WINTER CHASE DR	Tue 02/14/2017	Saved
9201990138601123618276	S S 1523 WINTER CHASE DR	Wed 11/02/2016	Saved
9406103699300006544960	PINK PINK 1523 WINTER CHASE DR	Wed 11/30/2016	Saved

Status

Session will Timeout in 29:58

Show All Task List

856 - Damage Claims 93

Search Tasks

Tracking Number	Addressee Information	Shipping Date	Status
M067699329	HARRY HENDERSON 1523 WINTER CHASE DR	Thu 01/01/2015	Expired Partial Payment
9506100007296260000101	SANDY TEST 1523 WINTER CHASE DR	Wed 11/09/2016	Expired No Payment
9405510895199003870296	MICKEY MOUSE 1523 WINTER CHASE DR	Fri 01/13/2017	Expired No Payment
9201990138501123518275	S S 1523 WINTER CHASE DR	Tue 02/14/2017	Saved
9506100007296250000101	CHRIS BARR 1523 WINTER CHASE DR	Fri 07/08/2016	Expired No Payment
9505510049947041071360	ORANGE ORANGE 1523 WINTER CHASE DR	Wed 11/30/2016	Saved
95466488752266666	ELIJAH TUCKER 100 LAKE ST	Thu 12/29/2016	Saved
94055102009386503572724	JAKE MAURER 2554 SPALDING AVE	Thu 01/26/2017	Expired Paid In Full

Domestic Status

Five Possible Statuses in the Task Summary Page

For Domestic Claims Only

- 1) **Saved Draft:** This represents a damage claim that was started and saved, but never submitted. Possible actions that can be taken are:
 - a. **SAVE DRAFT** – This action will save the form with all of the entered data. The claim will then be listed as an open task in MyPO so that it can be retrieved and completed at a later time. It will show a status of “Saved Draft”.
 - b. **RESET FORM** – This action will clear all of the input fields on the form in the event a user would prefer to start over and re-enter all of the information.
 - c. **CANCEL** – This action will close out the form without saving anything and return the user back to the MyPO main screen.
 - e. **SUBMIT** – This action will perform some additional verification on the entered data and then forward the completed form to claim department for processing. Prior to submission, the user will be asked to acknowledge that the entered data is correct to the best of their knowledge.
 - f. **DELETE DRAFT** – This action will delete the claim from the system. This option is only available for draft claims.

Domestic Status

Five Possible Statuses in the Task Summary Page For Domestic Claims Only

- 2) Send to MRC – Paid in Full: This represents a submitted claim that has been authorized to receive a full payment. Possible actions are:
 - a. CLOSE CLAIM – This action will mark the claim as closed (removing it from the open task list). *As part of the close out process, you will get a prompt to print out a mailing label to send the package to the Mail Recovery Center.*
 - b. PDF REPRINT – This option will provide a hard copy of the damage claim for filing purposes.
- 3) Send to MRC – Partial Payment: This represents a submitted claim that has been authorized to receive a partial payment. Possible actions are:
 - a. CLOSE CLAIM – This action will mark the claim as closed (removing it from the open task list). *As part of the close out process, you will get a prompt to print out a mailing label to send the package to the Mail Recovery Center.*
 - b. PDF REPRINT – This option will provide a hard copy of the damage claim for filing purposes.

Domestic Status

Five Possible Statuses in the Task Summary Page For Domestic Claims Only

- 4) Return to Customer – No Payment: This represents a claim that has been identified as not being eligible for a payment. The package is to be returned to the customer. Possible actions are:
 - a. CLOSE CLAIM – This action will mark the claim as closed (removing it from the open task list).
 - b. PDF REPRINT – This option will provide a hard copy of the damage claim for filing purposes.
- 5) Return to Customer – No Claim: This represents a claim that has been denied. The package is to be returned to the customer. Possible actions are:
 - a. CLOSE CLAIM – This action will mark the claim as closed (removing it from the open task list).
 - b. PDF REPRINT – This option will provide a hard copy of the damage claim for filing purposes.

International Status

International Status

There will not be a status message in MyPO for International. Please follow the rules below:

- Retain the article until the claim has been resolved. If the claim was paid, if there are no appeals filed, and if the article is over \$25, please send it to the MRC. If under \$25, you can dispose of it. If the claim was denied and there are no appeals filed, please return the article to the customer.

- **NOTE:** International customers have 60 days to file an appeal. Before returning an article back to the customer or sending it to the MRC, please wait at least 75 days before calling the automated IVR for a status. If there are no appeals filed – you may return the article if denied or send it to the MRC if paid.

MRC Label

Packages mailed to the MRC should be mailed with the label provided in *MyPO* (see next slide)

Send to:

Mail Recovery Center
125 Villanova Drive
Atlanta, GA 30378-2507

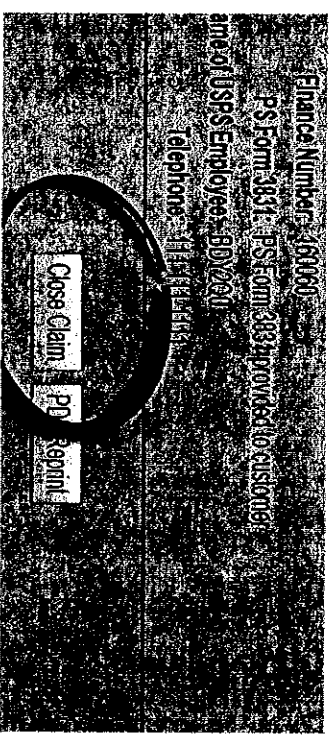
Processed Claim

Post Office: ALBERS - 02215-0000
Date Sent: 3/02/2017
Claim Article #: 13151480000003709486

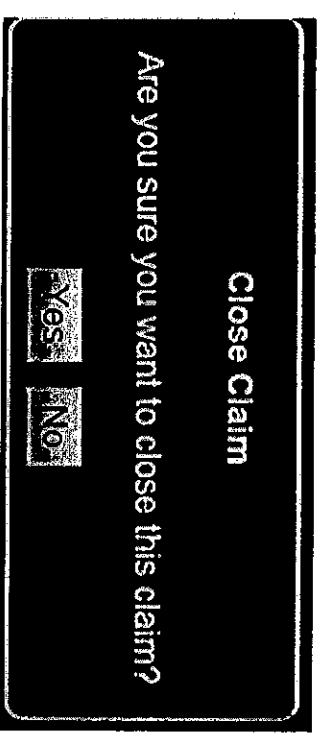
MRC Label

Printing the MRC Label in MyPO

Step 1. Close the Claim



Step 2. Select Yes



Step 3. Select Print



Retain a Copy

File a Copy

Complete PS Form 2856, *Damage Report of Insured Article and Contents* in its entirety in MYPO and submit.

- **Print**
- **Round stamp**
- **sign the copy**
- **Retain the copy in your office files**