



POSTAL NEWS

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U.S. Postal Service Offers Happy Returns After the Holidays

New national TV commercial highlights stress-free returns at usps.com

WASHINGTON — Did the horrid holiday sweater featured in the U.S. Postal Service's latest television commercial airing nationwide find its way under your tree this holiday season? Rest assured the Postal Service has a range of products and services that make it quick, easy and hassle-free to send back the boots that don't fit, a duplicate copy of your favorite author's latest book or that holiday sweater from Aunt Edna you'll never wear.

By combining free Priority Mail Flat Rate Boxes and the user-friendly tools on usps.com to print postage and even request a free package pickup, it's more convenient than ever for consumers to manage post-holiday returns. Plus, you can use your own box or the box the unwanted gift was shipped in, up to 70 pounds, to return it.

"The value and convenience of the Postal Service's shipping solutions don't end when the holidays do," said Gary Reblin, vice president Domestic Products. "After the holidays, the same products and services offer the easiest, most stress-free solution for returning gifts. By going online to print postage and request a free package pickup, there's no need to visit the Post Office — everything can be done from your home or office."

Priority Mail Flat Rate Boxes take the added hassle out of trying to determine the cost of shipping, with "if it fits, it ships," low flat-rate prices. Priority Mail Flat Rate boxes are available free at the Post Office or at usps.com, and the Postal Service will deliver them right to your door free of charge.

Customers also save money on all Priority Mail and Express Mail shipping products when using [click-n-ship](http://usps.com/click-n-ship) to print postage. And when the package is ready for shipping, they can go to usps.com/pickup to schedule free package pickups from the home or office. Unlike other shipping companies, there's never a fee for this service.

Merchants can cash in on the convenience and value of USPS Returns as well, simplifying how your customers and customer service teams request print labels. Enhanced tracking, flat-rate payments that reduce package transit time and the Postal Service's delivery network covering 230,600 routes make USPS Returns the best shipping solution to help companies boost customer loyalty and repeat purchases.

The Postal Service's "[Thank You](#)" national television commercial shows you how to take the stress out of returns in just 30 seconds. With a simple click, print and ship, USPS makes returning unwanted gifts easy.

The U.S. Postal Service receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

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Please Note: For broadcast quality video and audio, photo stills and other media resources, visit the USPS Newsroom at <http://about.usps.com/news/welcome.htm>.

A self-supporting government enterprise, the U.S. Postal Service is the only delivery service that reaches every address in the nation — 151 million residences, businesses and Post Office™ Boxes. The Postal Service™ receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. With 32,000 retail locations and the most frequently visited website in the federal government, *usps.com*®, the Postal Service has annual revenue of more than \$65 billion and delivers nearly 40 percent of the world's mail. If it were a private sector company, the U.S. Postal Service would rank 35th in the 2011 Fortune 500. In 2011, Oxford Strategic Consulting ranked the U.S. Postal Service number one in overall service performance of the posts in the top 20 wealthiest nations in the world. *Black Enterprise* and *Hispanic Business* magazines ranked the Postal Service as a leader in workforce diversity. The Postal Service has been named the Most Trusted Government Agency for six years and the sixth Most Trusted Business in the nation by the Ponemon Institute.

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