

Elimination of No Postage Label Options through the Web Tools APIs

1. Why is the Postal Service removing the No Postage Label Options available through the Web Tools APIs?

The Postal Service is continually looking for ways to improve our products and services and secure revenue. In order to provide the very best API offering, we need to periodically update our processes. The removal of the No Postage option will allow the Postal Service to provide better service for domestic and international shipping labels that are being printed through Web Tools APIs without compromising customer experience and revenue assurance.

2. When will the No Postage Label option no longer be available for customers through Web Tools?

The United States Postal Service will update Web Tools APIs on February 23, 2018. The update will discontinue the No Postage Label options currently available to customers. Web Tools APIs will continue to provide options for customers to print domestic and international postage paid labels.

3. Which Web Tools APIs are impacted by the removal of the No Postage Label option?

The February 23, 2018 update will affect Web Tools Shipping Label APIs: Domestic and International.

The following Web Tool APIs will no longer support the No Postage option:

- Delivery Confirmation V2, V3, V4 (Priority Mail, First-Class Package Service, Retail Ground, Media Mail, Library Mail)
- Signature Confirmation V3, V4 (Priority Mail, First-Class Package Service, Retail Ground, Media Mail, Library Mail)
- Express Mail Label (Priority Mail Express)
- Hold For Pickup Express (Priority Mail Express Hold For Pickup)
- Hold For Pickup First Class (First-Class Mail Hold For Pickup)
- Hold For Pickup Priority (Priority Mail Hold For Pickup)
- Open Distribute Priority V2 (Priority Mail Open and Distribute)
- Express Mail International (Priority Mail Express International 2976B)
- First Class Mail International (First Class Package International Service and First Class Mail International 2976)

- Priority Mail International (Priority Mail International 2976A)
- GXG Get Label (Global Express Guaranteed)
- Customs CN22 V2 (Customs Form 2976)
- Customs CP72 V3 (Customs Form 2976A)

4. What other options are available to customers to generate labels with postage?

The Postal Service has several available alternatives for generating Intelligent Mail Package barcoded shipping labels with postage:

- Click-N-Ship®: For customers shipping 1 or 50 packages per month, you can easily pay for postage and print shipping labels online.
- Click-N-Ship® Business Pro™: For shipments of at least 50 pieces or a combined weight of 50 lbs. or more, Click-N-Ship Business Pro is downloadable desktop software for printing labels.
- PC Postage: Authorized partners of USPS providing products and services for customer to purchase and print labels 24 hours a day, 7 day a week at their convenience.
- Retail: 32,000 convenient retail locations available for customers to pay for postage and ship packages directly from USPS.
- Approved Shipping Consolidators: A USPS Approved Shipping Consolidator is a private retailer with a packaging and shipping operation – they may provide a variety of shipping services.

Customers seeking more information on printing postage labels, postage payment, and PC Postage vendor options can find additional information located at:

<https://www.usps.com/business/postage-options.htm>

5. Will there be any other changes to Web Tools APIs Label services?

Yes, the update will affect Web Tools APIs No Postage option within Shipping Labels: Domestic and International APIs. All other Web Tools APIs will continue to provide the same services after the updates.

6. How will customers be notified about the update?

Customers will receive a formal email with a letter attachment notifying them about the February 23, 2018 update. The letter will provide customers information on alternative USPS shipping label service and contact information for shipping inquiries.

7. Who should customers contact for more information on printing labels with postage and shipping options?

If you are a Web Tools label API customer that generates a large volume of mail, or have customized shipping needs, we can provide additional support. Contact your local Postmaster or USPS Sales Manager or send an email to: Sales@usps.gov for more information on our shipping services.

Customers who currently create USPS shipping labels through third party software should contact their software provider for additional support.

Customers seeking additional support who integrate directly with the Web Tools APIs are advised to contact the USPS Web Tools Program Office at webtools@usps.gov.