

Can you send this to your customers and have them take a copy into the local post office along with the completed PS Form 3533. If at that point they still get no local action, the Post Office can call me:

Hank Heren
Postage Technology Management
Washington DC 20260-4200
202.268.5053:

Here is the reference in our Domestic Mail Manual:

Chapter 604 section,

9.3.2 Unused, Dated Postage Evidencing System Indicia, Except PC Postage Indicia

Unused, dated postage meter indicia are considered for refund only if complete, legible, and valid. PC Postage indicia refunds are processed under [9.3.3](#). All other metered postage refund requests must be submitted as follows:

- a. Authorized users must submit the request to their local Post Office. The refund request must include proof that the person or entity requesting the refund is the authorized user of the postage meter that printed the indicia. Acceptable proof includes a copy of the lease, rental agreement, or contract.
- b. Authorized users must include the items bearing the unused postage with their request to their local Post Office. The items must be sorted by meter used and then by postage value shown in the indicia, and must be properly faced and bundled in groups of 100 identical items when quantities allow. The request is processed by the USPS. The postmaster approves or denies the refund request.
- c. Authorized users must submit the refund request within 60 days of the date(s) shown in the indicia.
- d. When unused metered postage is affixed to a mailpiece, the refund request must be submitted with the entire envelope or wrapper. For those items with postage affixed to a large container (i.e., cardboard box), a sufficient portion of the container with the postage affixed must be included to validate that the item was never deposited with the USPS. The unused metered postage must not be removed from the mailpiece once applied.
- e. Indicia printed on labels or tapes not adhered to wrappers or envelopes must be submitted loose and must not be stapled together or attached to any paper or other medium. Self-adhesive labels printed without a backing may be submitted on a plain sheet of paper.
- f. If a part of one indicium is printed on one envelope or card and the remaining part on one or more, the envelopes or cards must be fastened together to show that they represent one indicium.
- g. Refunds are allowable for indicia on metered reply envelopes only when it is obvious that an incorrect amount of postage was printed on them.
- h. The refund request must be submitted with Form 3533. A separate Form 3533 must be completed for each meter for which a refund is requested. All identifying information and all sections related to the refund requested must be completed. Charges for processing a refund request for unused, dated meter indicia are as follows:
 1. If the total face value of the indicia is \$350.00 or less, the amount refunded is 90% of the face value. USPS may process the refund payment locally via a no-fee postal money order.
 2. If the total face value is more than \$350.00, the amount refunded is reduced by a figure representing \$35.00 per hour, or fraction thereof, for the actual hours to process the refund, with a minimum charge of \$35.00. The postmaster will submit the approved Form 3533 to the USPS Imaging and Scanning Center for payment processing through the Accounting Service Center.