



(Use blue or black ink and print within the boxes.)

Application for Refund of Fees, Products and Withdrawal of Customer Accounts

Part 1 - Application (Customer complete and submit to local Post Office™ for processing)

Customer/Company Name
[Grid of 25 boxes]

Attention
[Grid of 25 boxes]

Mailing Address (Address to which the funds will be mailed) [Grid of 25 boxes] Apt. or Suite No. [Grid of 5 boxes]

City [Grid of 25 boxes] State [Grid of 2 boxes]

ZIP + 4® [Grid of 10 boxes] Telephone No. (Include area code) [Grid of 12 boxes]

Amount of Refund Request \$ [Grid of 10 boxes] Customer Account No. or Postage Meter No. [Grid of 15 boxes]

X Signature of Customer [Line] Date of Request (MM/DD/YYYY) [Grid of 10 boxes]

Privacy Act Statement

Your information will be used to process and respond to your transaction. Collection is authorized by 39 USC 401, 403, 404, 410, 2008 & 31 USC 7701. Providing the information is voluntary, but if not provided, we may not process your refund request. We do not disclose your information to third parties without your consent, except to facilitate the transactions, to act on your behalf or request. We may only disclose your information as follows: in relevant legal proceedings; to law enforcement when the USPS® or requesting agency becomes aware of a violation of law; to a congressional office on your behalf; to contractors and other entities aiding us to fulfill the service (service providers); to entities authorized to perform audits; to labor organizations as required by law; to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; and to the Merit Systems Protection Board or Office of Special Counsel. For information regarding our Privacy Policy visit www.usps.com.

Request Disbursement For: (Select the appropriate box)

- Refund Postage and Fees (AIC 553)
 - Post Office PVI Error - Issued Locally (Attach spoiled/misprint label to this form)
 - Refund of Special Service Fees - Service not rendered (Certified Mail,™ Registered Mail,™ Delivery Confirmation™, etc.)
- Spoiled/Unused Printed Customer Meter Postage (AIC 526) (Legible postage meter stamps must be submitted to USPS.)
- Refund of Permit Postage and Fees (AIC 528) (Damaged printed mailing, refund of annual fee)
- Refund of Fees and Retail Services (AIC 535) (PO Box keys and service fees)
- Refund for Postal Service™ Related Products (AIC 608) (e.g., merchandise)
- Refund Miscellaneous Non-Postal Service Revenue - (AIC 624) (Previously recorded into AIC 126)
- Express Mail® Refunds (AIC 676) (Postage and fees for service failure or not rendered)
- Sure Money® Refund (AIC 645/646) - Issued Locally
- Withdrawal from Advance Deposit Account (AIC 470/453)
 - Close Account
 - Partial Refund
- Other Refunds (AIC _____) Explanation: _____

Value Added Services (AIC 541) - Refunds to mailing agents that perform value added service and submit mail at discounted rates. This refund will require the Customer Tax Identification Number (TIN).

Customer TIN# [Grid of 10 boxes]

Part 2 - Verification of Disbursements (This area is for Official use only)

Post Office [Grid of 10 boxes] Approved Amount of Disbursement \$ [Grid of 10 boxes]

Post Office ZIP + 4 [Grid of 10 boxes] Finance Number and Unit ID [Grid of 12 boxes] Telephone No. (Include area code) [Grid of 12 boxes]

Print Contact Name [Grid of 25 boxes]

Certifying Employee Signature _____ Date _____ Witness Signature _____ Date _____

Part 3 - Postage or Meter Stamps (excluding PC Postage®)**(For Official Use Only)**

The customer's meter must be licensed at the refunding office, and complete, legible, and valid unused meter stamps must be submitted by the licensee within 60 days from the dates shown on the indicia. Those produced by PC Postage systems are not refundable at the window. Charges are assessed at 10% off the face value of the indicia, if the total is \$350 or less. If the total face value is more than \$350, a charge of \$35 per hour is assessed for the actual hours to process the refund; the minimum charge is \$35.

Meter Manufacturer _____

Meter Serial No. _____

Meter License _____

*(Group and list by postage units or value)**(Group and list by postage units or value)*

Number of Pieces	Amount Each	Postage Value	Number of Pieces	Amount Each	Postage Value
Total Postage Value			Total Postage Value		
Grand Total of Postage Value					\$
Less Charges <i>(10% of face value or \$35 per hour if over \$350. Minimum charge is \$35.)</i>					—
Post Offices must destroy customer meter stamps to prevent reuse. The manager and a witness must sign to certify that the meter impressions listed above were destroyed.				Total To Be Refunded	
				\$	
Supervisor/Manager Signature		Date	Witness Signature		Date

Part 4 - Special Services and Other Refunds *(Note: Fees for registered, insured, and COD services are not ordinarily refundable.)*

Explain the reason for the requested refund:

Amount of Refund to Which Claimant is Entitled
(In accordance with USPS policy)

\$**Part 5 - Disbursements for Refunds** *(Issued Locally)*

- 1) Postal Service official and witness must verify this claim and enter the approved amount in the "Approved Amount of Disbursement".
- 2) Certifying Postal Service official and witness are required to print and sign as authorization for payment or withdrawal of trust account.
- 3) Ensure the proper accounting entries are performed on PS Form 1412.
- 4) For cash refund issued, obtain payee's signature below. For money order refund issued enter the money order serial number below.
- 5) **DO NOT SUBMIT PS Form 3533 to Scanning and Imaging Center if a refund is issued locally.**

Payee Signature or Money Order Serial Number: _____

Date _____

Part 6 - Disbursements Processed by the Accounting Service Center (ASC)

- 1) Postal Service official and witness must verify this claim and enter the approved amount in the "Approved Amount of Disbursement".
- 2) Certifying Postal Service official and witness are required to print and sign as authorization for payment or withdrawal of trust account.
- 3) Ensure the proper accounting entries are performed:
 - a) If this is a refund, use the appropriate AIC for the refund. *(See "Request Disbursement For" section.)*
 - b) If this is a withdrawal from an advance deposit account, use the appropriate AIC 453 for BRM/Postage Due or AIC 470 for permit.
 - c) Ensure the offset to AIC 280, Disbursement Sent to ASC, is performed either in Form 1412 or Postal One!® system.
 - d) Attach the supporting AIC 280 documentation (PS Form 3544 or 3533-X) to the PS Form 3533.
- 4) **SUBMIT PS Form 3533 with attached AIC 280 supporting documentation to the USPS Scanning and Imaging Center.**
- 5) Customer will receive the payment from USPS. **NOTE:** Maintain a copy of the PS Form 3533 locally for 90 days.

9.3.2 General Standards for Metered Indicia Refunds

Unused metered indicia are postage amounts (which may include fees) already imprinted onto any mailpiece, shipping label or meter strip (stamp) that was never mailed. Such meter indicia are considered for refund only if complete, legible, and valid. Authorized users must submit requests within 60 days of the date(s) shown in the indicia. Requests must include proof (such as a copy of the lease or contract) that the person or entity requesting the refund is the authorized user of the postage meter that printed the indicia. See 9.3.3 for additional standards applicable to dated, unused metered indicia and 9.3.4 for additional standards applicable to undated, unused metered indicia. For both types of unused metered indicia, submit refund requests as follows:

- a. The items with unused postage 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.
- b. Submit a refund request with a separate Form 3533 for each meter for which a refund is requested. Complete all identifying information and sections of the form. Charges for processing a refund request for unused, dated meter indicia are as follows, depending on the total face value of the indicia:
 1. When the total face value of the indicia is \$500.00 or less, the amount refunded is 90% of the face value. USPS may process the refund payment via a no-fee postal money order.
 2. When the total face value of the indicia is more than \$500.00, the amount refunded is the total face value reduced by \$50.00 per hour for the USPS time to process the refund, with a minimum charge of \$50.00. The charge is \$50.00 for each hour spent, with the last fraction of an hour treated as a full hour. Payment processing for refunds of \$500.01 or more is through the Accounting Service Center.
- c. If a request is denied, the authorized user may appeal within 30 days of the ruling to the Manager, Pricing and Classification Center (see 608.8.0), who issues the final agency decision. The original meter indicia must be submitted with the appeal