



iPostal1 – Mail Center Responsibility Checklist

Task	Responsibility
Credit Card	
Screen credit card for fraud risk	iPostal1
Terms of Service	
Customer acceptance of Terms of Service	iPostal1
Form 1583	
A dedicated iPostal1 team reviews submitted USPS form 1583s	iPostal1
Integrated Technology to facilitate online form submission including instructions and upload capability	iPostal1
Send email to customer to submit Form 1583 and ID's (once/wk for 4 weeks)	iPostal1
Provide Customers with access to online notary for 1583 notarization	iPostal1
Approve and accept customer after reviewing Form 1583 and ID's	Mail Center
Maintain a Copy of Customer Form 1583s and submit to local Post Office	Mail Center
Mailbox Management	
Respond to customer requests or questions regarding specific mail items or optional services such as shipping or content scans	Mail Center
Respond to customer questions about using the app or online mailbox	iPostal1
Comply with CMRA processes and guidelines	Mail Center
Charges	
Ensure that customer charges are collected for mailbox fee and all tasks	iPostal1
Respond to customer requests about specific credit card charges or refunds	Mail Center
Apply any refund	iPostal1
Processing and contesting chargebacks	iPostal1
Inactivate Customer	
Inactivate customer due to inappropriate behavior or abusive language	Mail Center
Inactivate customer due to non-payment	iPostal1

Of course, the iPostal1 Customer Service team is always available to provide support and answer questions.