

MANAGE PICKUP REQUESTS

The Manage Pickup Requests tool allows users to view and schedule pickup requests.

What is the Manage Pickup Requests tool?

- Allows users to view and schedule pickup requests for individual locations
- Shows any pending pickup requests for the upcoming week, a history of requests, and if requests have been rejected
- Users can see if there is a pickup problem then take action and request a new pickup if needed
- Showcases all mailers sent out based on the “expectations” set up in DTS Connex (pickups that are not scanned or picked up by USPS are not tracked)

Why use this tool?

- Optimizes the pickup request process by allowing users to view and schedule pickups as needed for individual locations
- Provides increased control of the pickup process, including partners who don't have a BSN with USPS
- Reduces time spent setting up pickups by avoiding the need to delete and re-create a new mailer

How does it work?

- Access by selecting “Manage” in the navigation bar then “Manage Pickup Requests”
- Select a location # and a date range then select “Search”
- View “Upcoming Requests,” “Historical Requests,” and “Rejected Requests” as relevant including the “Requested Pickup Date” and the “Confirmation Number”
- Select “Request Pickup” to schedule a new pickup