GPO's Depository Distribution division has begun using UPS as its small package pickup contractor. There is now a new process for return labels. This streamlined process will allow for fewer misdirected packages.

1. When Distribution receives a request for a return label, that request will be entered into the UPS Ship Master.
2. The request is then forwarded to the UPS processing office in your area.
3. The UPS Driver will come directly to your facility, pick up the box, label the box, and return it to GPO’s Depository Distribution division.

If your mail is received in a central facility, such as a mailroom, you should take the package to that area for pickup. The pickup should take place within 24 hours after entry into the UPS Ship Master.