Welcome to our guest speaker Lucy Kelly, owner of Bloom by bel monili and bel monili.
Navigating the Post Office

- Overview with some tips and tricks from a United States Postal Service Employee
- Deep dive into all things SHIPPING with Lucy Kelly
- Q & A Time
- Handmade Arcade Virtual Marketplace participant updates and news
Ways to avoid a holiday shipping headache

After Black Friday, the holiday season is in full swing.

Tuesday and Thursday tend to be slower days at most post offices.

Wednesday is steady, but not crazy.

Monday and Fridays are the busiest days.

Use the machine in the lobby.
   If available and not broken, try to use the machine in the lobby to weigh your package and print postage labels.
Ways to avoid a holiday shipping headache

Do NOT wait until the marketplace ends to ship.

- As orders come in, package, label, and prepare orders for shipping.
- Mail your packages as soon as possible.
- Be sure that your shipping policies are updated and easy to find on your website.

Keep your receipts! They have tracking numbers on them.
Ways to avoid a holiday shipping headache

Almost ALL packages go through a sorting machine.

- Protect them with packing material.
- Flat and flexible packages go through the machine too.
- Writing DO NOT BEND on them will not do anything.
- Put anything that can get ruined if bent in a tube or surround it with rigid cardboard.
Information you can get from the post office to help!

While at the post office, you can ask for a few things to help you get through the holiday season.

- Guidelines for First Class Shipping
- Customer Connect

The sooner you figure these things, the better.

Do not wait until your holiday sales start.
Lost Packages

Two things to do if a package gets lost.

#1. The seller should contact the post office that is closest to the buyer. The post office should be able to help you track the package to see where it was delivered.

#2. The buyer should contact their local post office and try to figure out where it was delivered.

(Tracking numbers are on your receipt. Everything EXCEPT of parcels are tracked. Do not send as a parcel.)
Damaged Packages

The person who sent the package or the person who received it may file a claim for insured mail.

The person filing must have the original mailing receipt.

Each claim must be filed within a certain time period and include proof of insurance, value, and damage.

NOTE: The post office recommends that you buy insurance if you are mailing fragile items. First Class mail automatically comes with $50 insurance.

Visit for more information on filing claims: https://www.usps.com/help/claims.htm
Thank you!