

# International Returns Instructions

*You will need: Scale, desensitizer, pen, boxes, packing paper, box tape, UW Envelopes for IFLA Vouchers with Special Notes to Lenders, & USPS Plastic Label Sleeves.*

## 1. Check item into **Millennium**

- a. Type “b” before you scan the barcodes
- b. Make sure you see the item listed – don’t just listen for the beep!
- c. If there are holds, remove them (see [Removing Holds](#))
- d. Desensitize item(s).

## 1. Check item into **ILLiad**

- a. Select **Check Out/In** and choose **Check Items in From Customer**.
- b. Enter/Scan the Transaction Number.
- c. Change the “Checked Out From Customer” status to “**NO.**” Click the **Search** button.
- d. Check the library symbol on the right to verify it matches the symbol on the band (if not see a staff member).
- e. Select **View Entire Record** to see all Notes - look for any special instructions (if there is a note that looks unusual, see a staff member).
  - i. If you see a note that says “**Return with blue band that is on returns desk**”
    1. Go to the returns desk and look for the blue band in the box on the desk.
    2. There will be a sticky note with the item’s TN attached.
  - ii. If you see a note that says “**Return with # IFLA voucher(s)**”
    1. In the notes field, enter “**Returning with [# of] IFLA voucher(s)**”
    2. Select **Process > Print Request**
    3. See a Staff member to get the correct number of IFLA Vouchers.
    4. Make a photocopy of the IFLA Vouchers, and staple the copy **behind** the Request Print-out. *(If you do more than one request at a time, be sure to send the same IFLA’s with that specific transaction.)*
    5. At the top right, initial and date the paperwork. File in the small filing cabinet (newest in front) under “IFLA Copies of Sent Vouchers.”
    6. Put IFLA Vouchers in a UW Envelope with the special note “Returning with [#] IFLA Vouchers.” Handwrite “Thanks!” on the note (in the Lender’s Language if possible). [Common languages -- Czech: Díky!; Danish (Denmark): Tak!; Dutch (Netherlands): Bedankt!; Finnish:

Kiitos!; French: Merci!; German: Danke!; Italian: Grazie!; Russian:  
Спасибо!; Spanish: Gracias!]

7. Seal the envelope and put it inside the book.
  - f. Type in the notes field: “Returned via airmail on (mm/dd/yy [the day you are shipping the package]).” If you are shipping the item today, you may omit the date.
  - g. Weigh the book. Write the weight on the band next to the transaction number.
  - h. Click on **Check Item In**.
2. **Print** the Return address labels when you have checked all the items into ILLiad.
  - a. Close the **Check Items In From Customer** screen.
  - b. Click on **Returns**.
  - c. Choose **Print Returns**.
  - d. Open [BorrowingReturnAddressLabels.doc](#) (if it doesn't open automatically).
  - e. “Do you want to continue?” Yes
  - f. Click on the **Mailings** Tab
  - g. Click on the **Finish and Merge** tab
  - h. Choose **Edit Individual Documents**
  - i. Answer - Merge Records? “All” and Click OK
  - j. Then Print the labels. (It can be helpful to leave this document open until everything had printed correctly.)
  - k. Don't save anything.
  - l. Cut the labels apart, keeping in order (You can use scissors or the paper cutter in the back room).
3. Package books (Use Boxes Only).
  - a. Only package books to **one Lender** at a time, but multiple volumes & different Transaction Numbers can be shipped together.
  - b. Match label(s) to book.
  - c. Remove band(s). **DO NOT DISCARD**.
  - d. Place band(s) and label(s) together.
  - e. Stamp lender's paperwork with Thank You stamp and date. Place inside the book (fold ink side so it does not come off on to the pages). **IF THE LENDER INCLUDED A SHIPPING LABEL:** Make sure the address on our label and their label matches. If not, see a supervisor.
  - f. Pack book(s) in a box:

**IF THE ITEM IS SMALL AND WEIGHS LESS THAN 4 POUNDS:** Use a Priority Mail International Small Flat Rate Box.

- i. When packaging books, do not use Newsprint or Packing Peanuts UNLESS you first wrap the book(s) tightly in plain Packing Paper or a NEW and SEALED Jiffy bag. Extra packing materials can be obtained in the Mail Room (our contact is Carolyn).
  - ii. Tape the package SECURELY.
  - iii. Mark out any old mailing information.
- g. Attach the shipping label to the box
- i. For regular boxes (not the Flat Rate): Adhere plastic sleeve to box top over the Illiad mailing label(s) arranging labels so that 1 address is seen, but if there are multiple Transaction Numbers, so that those are seen as well. (This is so that if for some reason the USPS labels get lost, the post office will know where to send the box.) Tuck the book band(s) into the sleeve for now. If a box is small, do not “fold” the plastic sleeve over more than 1 side of the box.
  - ii. For Flat Rate Boxes: Use Box tape to tape the label to the BACK of the box. Use a small piece of scotch tape to attach the book band to the package.
- h. Continue until all items are packaged.
4. Create Shipping Labels at [www.usps.com](http://www.usps.com)
- a. Go to: [www.usps.com](http://www.usps.com) and Login with the Username: XXXX and Password: XXXX
  - b. Sign in and select **Click-N-Ship**
  - c. Select the **Country** to which you are sending the package and click “Go.”
  - d. Under “Enter Delivery Address” click “Use Address Book” to see if the address is saved in the **Address Book**. On the right side of the page, change “Display per page” to 100. Look for the Lender symbol (In the address book the **Short Name**). If it is not saved, let a supervisor know.
  - e. Under our information (shipping *from*), select the **Same as return address from above** button
  - f. Weigh the box and under “Enter Package Information,” enter the **total weight** of the package. (If the item weighs more than 5 pounds, use the scale in the back office, but you will have to convert the decimal of pounds to ounces. *Ex: 6.75 lbs would be entered as 6 pounds, 12 ounces.*)
  - g. For the Value of Contents, enter \$1.00

- h. Select the Shipping Date: THIS MUST BE THE DAY THAT YOU ENTERED IN ILLIAD AND BE THE SAME DAY THE PACKAGE IS TAKEN TO THE POST OFFICE. If you are returning books today, select today's date.
- i. Click Continue

Save in Address Book

**Enter Package Information**

\* Weight  pounds  ounces [Use total package weight](#)

\* Value of Contents   I am shipping a gift.

\* Shipping Date

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**Privacy Act Statement**

Your information will be used to satisfy reporting requirements for customs purposes. Collection is authorized by 39 USC 401, 403, and 404. Providing the information is voluntary, but if not provided,

< Back
Continue >

- j. Choose a shipping method: Choose the cheapest method that has tracking available. (this is "Priority mail international" or IF you used a small flat rate box, "Priority Mail International Small Flat Rate Box" )

Services	Estimated Delivery Time ?	Tracking ?	Paid Online ?	Paid at Post Office
<input type="radio"/> <b>Global Express Guaranteed®</b> ?	1 - 3 Days	✓	\$39.15	\$43.50
These prices represent the estimated cost of the service.				
<input type="checkbox"/> Insurance included for packages valued up to \$100 <span style="float: right;">\$0.00    \$0.00</span> <a href="#">Terms and Conditions</a>				
<input type="radio"/> <b>Express Mail International®</b> ?	5 Days	✓	\$25.07	\$27.25
<input type="checkbox"/> Insurance included for packages valued up to \$100 <span style="float: right;">\$0.00    \$0.00</span> <a href="#">Terms and Conditions</a>				
<input type="radio"/> <b>Express Mail International® Flat Rate Envelope®</b> ?	5 Days	✓	\$22.04	\$23.95
9-1/2 x 12-1/2 inches Requires USPS provided envelope				
<input type="checkbox"/> Insurance included for packages valued up to \$100 <span style="float: right;">\$0.00    \$0.00</span> <a href="#">Terms and Conditions</a>				
<input type="radio"/> <b>Priority Mail® International</b> ?	6 - 10 Days	✓	\$16.15	\$17.00
Select automatic in-family address changes insurance.				

- k. At the bottom of the page: **In Case of Non-delivery**: select **Return to Sender**
- l. Click **Continue**
- m. Enter the **Package Information** and the **Item Information**

- i. **Contents:** Other
- ii. **Contents Description:** Library Loan(s)
- iii. **Comments:** [Country of origin] library loan(s) being returned to [country] with paperwork.
- iv. **Detailed Description:** Enter the TN # for each book. If you have multiple books in one box, do each individually, for multiple volumes, enter the TN as TN: 123456 v.1/2, 2/2, etc. Enter all the information for one book, then click “Add Item” and enter information for the next book. **Quantity** and **Unit Value** should always be “1.”
- v. **Unit weight:** This is the weight written next to the TN # on the band.
- vi. Review the contents at the bottom of the screen.

* Contents	Other	<b>For commercial senders only.</b>
Contents Description	Library Loans	License Number
Comments	Required if "Other" is selected Canadian Library loans being returned to Canada with paperwork e.g., goods subject to quarantine, sanitary/phytosanitary inspection, or other restrictions	Certificate Number
		Invoice Number
<b>Enter Item Information</b> (Detailed items within package to be declared)		
Please provide information about the item(s) you are shipping. Select "Add Item" to declare another item in your package.		
<b>Must add at least 1 item up to 30 items.</b>		
* Detailed Description	TN: 123456	<b>For commercial senders only.</b>
	Enter a detailed description of each article — e.g., "men's cotton shirts." General descriptions — e.g., "samples, food products" - are not permitted.	HS Tariff Number
* Quantity	1	Country of Origin
* Unit Value \$	1.00	<a href="#">Add Item &gt;</a>
* Unit Weight	1 pounds 0 ounces	

- vii. For items being shipped to Canada, enter the Tariff number and select Canada as Country of Origin.
- viii. Use the **Add Item** button to add all items being shipped in the package.
- n. When you have added all items, select Continue.

- o. Select **Create Another Label** to add additional shipments or **Continue** if you have added all labels to be printed.
- p. Enter the **Security Code** (see supervisor for the code) and click **Continue** to pay for the item and print the label(s). Check the box “I understand and acknowledge the statement above,” then click **Pay and Print**.
- q. A new window will open with the labels to be printed. Click Ok.
- r. Retrieve labels from the printer and check that they have printed correctly.
  - i. If the labels DID NOT print correctly, choose “No, do not charge my credit card and return the labels to the shipping card.” See a supervisor and save anything that you have printed with notes about what happened.
  - ii. If the labels DID print correctly, choose “Yes” to open the “Print Confirmation” (use the Printer Friendly version).
- s. Print the confirmation. Once you have done so, close the window (this will log you out).
- t. ONE PACKAGE AT A TIME: Cut and attach labels to the box.
  - i. FOR REGULAR BOXES:
    - 1. Each label will consist of 3 pages: Page 1 is Labels 1 & 2, Page 2 is Labels 3 & 4, Page 3 is the Mailing Instructions. Recycle all Mailing Instructions (Page 3s).
    - 2. Cut pages 1 and 2 to separate labels, placing Labels 1-3 (Label Numbers are in the bottom left corner) in the plastic sleeve, discarding the book bands. Make a pile of all Label # 4 (“Sender’s copy”).
  - ii. FOR FLAT RATE BOXES:
    - 1. Each label will consist of 1 page. Make a photocopy of this page for our records. Fold the copy in half and place in the pile of “Sender’s Copies.”
    - 2. Cut around the label so that it is small enough to attach to the box. Tape the label to the box, being careful to keep the tape “smooth” over the barcode on the label.
- u. Fold the print order summary in half, stacking all of the “Sender’s copies” (Label # 4) and photocopies of the Flat Rate labels inside (include any paperwork that did not print correctly, with notes about the problem). Paperclip the summary and the labels so the paperwork stays together, date and initial the top right corner.
- v. File in the Shipping drawer of the filing cabinet in the correct file for the current month, most recent in front.
- w. Straighten the work area.

5. Take the item to the Post Office.

IF ANYTHING GOES WRONG, ASK FOR HELP! PRINT AS MUCH AS POSSIBLE REGARDING THE PROBLEM. WRITE NOTES! GIVE PROBLEM PAPERWORK DIRECTLY TO HEIDI.

**Troubleshooting:** If we try to make a label and you get the error message: “We’re sorry! We were unable to process your request. – Postage for this package will need to be purchased at the Post Office. We are unable to find any available service options for this label, please review your label and try again.” Process this item using the **USPS Shipping Assistant** and let Heidi know – she will have to accompany you to the Post Office with the Procard. This message just means that the area you are shipping to is blocked for security reasons – there shouldn’t be any shipping issues. USPS Help desk is 1-800-344-7779.