

20520 - Generic SIR ID

***** Q/A Summary Start [07:47 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 5 to 8 Days

Q: Was It a?
A: Letter

Q: Was it Mailed?
A: Periodicals

Q: Was this Mailed using a special service?
A:

Q: Special Service Number
A:

Q: Address or Location Mailed From:
A: Same AS Customer

Q: Address or Location Mailed To:
A: Same as Customer

Additional Information:
Publication Watch was issued for two weeks. The suspense date is November 1, 2005.

Customer has NOT requested a call back

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21448 - Generic SIR ID

***** Q/A Summary Start [08:41 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q: Was It a?
A: Some Mail

Q: Was it Mailed?
A: Unknown

Q: What type of special service was used?
A: None

Q: Special Service Number
A:

Q: Date Mailed or Best Guess
A: 10/14/2005

Q: Reported By:
A: Addressee

Q: Address or Location Item was Mailed From:
A: Other Residence / Business

sir_legal_log.txt

Q: Was it Mailed?
A: Periodicals

Q: Was this Mailed using a Special Service?
A:

Q: Special Service Number
A:

Q: Address or Location Mailed From:
A: Other Residence / Business

Q: Enter Other Residence or Business Address for Delayed Mail Piece

Q: Address or Location Mailed To:
A: Same as Customer

Additional Information:
Customer is not receiving PEOPLE magazine in a timely fashion.

Publisher has initiated a Pubwatch which is being forwarded to the local delivery office for investigation and follow up.

Customer has NOT requested a call back

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23596 - Generic SIR ID

***** Q/A Summary Start [10:03 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Letter Carrier

Q: Details of problem?
A: Inefficient

Q: Where did the incident occur?
A: Other Location

Q: Other Location:
A:

Q: Date of incident or best guess?
A: 10/14/2005

Q: What time did this occur?
A: 10:00 AM

Additional Information:

Customer has NOT requested a call back

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23910 - Generic SIR ID

***** Q/A Summary Start [10:10 AM CST 10-14-2005] *****

sir_legal_log.txt

Issue Type: Information
Category: Other
Involved: Other
Detail:

Q: Explanation:
A: PS FORM 1510 RECEIVED FOR A MONEY ORDER.
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25016 - Generic SIR ID

***** Q/A Summary Start [10:38 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q: Was It a?
A: Package

Q: Was it Mailed?
A: Express Mail

Q: What type of special service was used?
A: None

Q: Special Service Number

Q: Date Mailed or Best Guess
A: 10/12/2005

Q: Reported By:
A: Addressee

Q: Address or Location Item was Mailed From:
A: Post Office

Q: Enter Post Office Location where item was Mailed From

Q: Address or Location Mailed To:
A: Same as Customer

Q: Type of Problem
A: Past Date of Event

Additional Information:

ADDRESSEE STATES ITEM WAS SUPPOSED TO BE DELIVERED YESTERDAY WAS MISSENT AND DOESN'T KNOW WHO HAS IT. I FOUND OUT AND LET HER KNOW IT HAS A BAD ZIP CODE DEL UNIT FWD IT TO CORRECT DEL UNIT WHO RECEIVED IT THIS MORNING, ADDRESSEE IS GOING TO PICK IT UP TODAY.

Customer has requested a call back

*

25024 - Generic SIR ID

***** Q/A Summary Start [10:38 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: Today

sir_legal_log.txt

Q: Did this problem occur at the same address as provided?

A: Same as Customer

Q: Date of problem or Best Guess?

A: 10/11/2005

Additional Information:

Customer called, irate for numerous issues. He states his hold mail request was not honored, he got no mail delivery on 10/11/05 (he states gets mail every day, never does he NOT get mail, unless PO off). When he called the Berwyn PO; supv. had no answers, and didn't try to get any. Customer upset mainly because of no delivery and attitude of

Customer has NOT requested a call back

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25424 - Generic SIR ID

***** Q/A Summary Start [10:53 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Misdelivery

Detail: Name/Street Name Incorrect; ZIP Code Correct

Q: Was It a?

A: Some Mail

Q: Was it Mailed?

A:

Q: Was Mailing?

A:

Q: Special Service Number

A:

Q: Date of problem or Best Guess?

A: 09/25/2005

Q: Other Name and Address, If Known

A:

Additional Information:

customer has had a chronic misdelivery problem. Recently she received an envelope mailed from her mother in Rancho Cucamong that arrived opened and the catalogs that were enclosed were missing. She called the 800 # and she was told she would be called by the Rancho Cucamong PO. No one ever called her.

Customer has NOT requested a call back

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25644 - Generic SIR ID

***** Q/A Summary Start [11:02 AM CST 10-14-2005] *****

Issue Type: Information

Category: Other

Involved: Other

Detail:

sir_legal_log.txt

Q: Explanation:
A: Form 1510 received at Consumer Affairs.

Additional Information:

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26050 - Generic SIR ID

***** Q/A Summary Start [11:14 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Damaged Mail
Detail:

Q: Was the Item?
A: Contents Damaged

Q: Was it a?
A: Package

Q: Was it Mailed?
A: Priority Mail

Q: Was this Mailed using a Special Service?
A: Insured

Q: Special Service Number

Q: Date of Problem?
A: 10/14/2005

Additional Information:

Customer brought in box that had been reused, with a large broken plate and the rest of the contents taken out. 3 large plates were mailed in a reused box that was too small for the plates. Notation on claim form 1000 sent to St Louis. Value \$6.99.

Customer has NOT requested a call back

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26152 - Generic SIR ID

***** Q/A Summary Start [11:11 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 5 to 8 Days

Q: Was It a?
A: Some Mail

Q: Was it Mailed?
A: Periodicals

Q: Was this Mailed using a Special Service?
A:

Q: Special Service Number
A:

sir_legal_log.txt

Q: Address or Location Mailed From:
A: Unknown

Q: Address or Location Mailed To:
A: Same as Customer

Additional Information:
PUBLICATION WATCH WESTERN RECORDER

Customer has NOT requested a call back

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27828 - Generic SIR ID

***** Q/A Summary Start [11:57 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 5 to 8 Days

Q: Was It a?
A: Large Envelope

Q: Was it Mailed?
A: Periodicals

Q: Was this Mailed using a Special Service?
A:

Q: Special Service Number
A:

Q: Address or Location Mailed From:
A: Other Residence / Business

Q: Enter Other Residence or Business Address for Delayed Mail Piece

Q: Address or Location Mailed To:
A: Same as Customer

Additional Information:
PUBLICATION WATCH/ PEOPLE MAGAZINE/ WEEKLY

Customer has NOT requested a call back

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28248 - Generic SIR ID

***** Q/A Summary Start [12:11 PM CST 10-14-2005] *****
Issue Type: Information
Category: Other
Involved: Other
Detail:

Q: Explanation:
A: Form 1510 received at Consumer Affairs.

Additional Information:

sir_legal_log.txt

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28424 - Generic SIR ID

***** Q/A Summary Start [12:16 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Delay

Detail: 5 to 8 Days

Q: Was It a?

A: Some Mail

Q: Was it Mailed?

A: Periodicals

Q: Was this Mailed using a special service?

A:

Q: Special Service Number

A:

Q: Address or Location Mailed From:

A: Other Residence / Business

Q: Enter Other Residence or Business Address for Delayed Mail Piece

A:

Q: Address or Location Mailed To:

A: Same as Customer

Additional Information:

pub watch requested by publisher

Customer has NOT requested a call back

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29288 - Generic SIR ID

***** Q/A Summary Start [12:37 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Damaged Mail

Detail:

Q: Was the Item?

A: Torn / Ripped

A: Open

Q: Was it a?

A: Package

Q: Was it Mailed?

A: Priority Mail

Q: Was this Mailed using a special service?

A: Insured

Q: Special Service Number

sir_legal_log.txt

Q: Date of Problem?
A: 10/14/2005

Additional Information:
Sent original PS Form 1000, for this numbered insured, to St Louis ASC. Duplicate sent to customer, and copy kept at accepting office. Date of mailing is 100405.

Customer has NOT requested a call back

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29890 - Generic SIR ID

***** Q/A Summary Start [12:51 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Retail
Involved: Claim Filed
Detail: Domestic Mailing

Q: Details of problem?
A: Disagree with decision

Additional Information:

Customer has NOT requested a call back

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30080 - Generic SIR ID

***** Q/A Summary Start [01:01 PM CST 10-14-2005] *****
Issue Type: Information
Category: Delivery / Mail Pick-up
Involved: Delivery Service
Detail:

Q: Explanation:

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30140 - Generic SIR ID

***** Q/A Summary Start [01:01 PM CST 10-14-2005] *****
Issue Type: Information
Category: Retail
Involved: Inquiry
Detail:

Q: Location:
A: Postal Location

Q: Post Office Location:

Additional Information:

*

31014 - Generic SIR ID

***** Q/A Summary Start [01:25 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up

Involved: Damaged Mail
Detail:

Q: Was the Item?
A: Contents Damaged

Q: Was it a?
A: Package

Q: Was it Mailed?
A: Mixed Class

Q: Was this Mailed using a Special Service?
A: Insured

Q: Special Service Number
A: UNNUMBER INSURANCE CLAIM

Q: Date of Problem?
A: 08/15/2005

Additional Information:
CASSEROLE DISH WITH LID WAS DAMAGED WHEN DELIVERED TO THE ADDRESSEE

Customer has NOT requested a call back

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31260 - Generic SIR ID

***** Q/A Summary Start [01:30 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Retail
Involved: Claim Filed
Detail: Domestic Mailing

Q: Details of problem?
A: Process is difficult

Customer has NOT requested a call back

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31904 - Generic SIR ID

***** Q/A Summary Start [01:42 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q: Was It a?
A: Large Envelope

Q: Was it Mailed?
A: Unknown

Q: What type of special service was used?
A: None

Q: Special Service Number
A:

Q: Date Mailed or Best Guess
A: 10/14/2005

Q: Reported By:
A: Addressee

Q: Address or Location Item was Mailed From:
A: Other Residence / Business

Q: Enter Other Residence or Business Address
A: NEWSWEEK

Q: Address or Location Mailed To:
A: Same as Customer

Q: Type of Problem
A: Subscription: issue missing

Additional Information:

CUSTOMER CALLED TO SAY SHE HAS NOT BEEN GETTING HER MAGAZINE. SHE GAVE ME HER ADDRESS AND I TOLD HER WHICH POST OFFICE WAS DELIVERING HER MAIL. SHE SAID SHE HAD BEEN TRYING TO CALL STATION BUT LINE WAS ALWAYS BUSY AND THE 1-800 # WAS A JOKE, THEY JUST KEPT BOUNCING HER AROUND. I ASKED A COWORKER IF MAGAZINES DO PUB'S AND WAS TOLD YES. I TOLD THE CUSTOMER TO CONTACT THE MAGAZINE AND ASK THEM TO FILL OUT PAPERWORK FOR A PUB WATCH SO WE COULD SEE HOW HER MAGAZINE IS COMING. SHE SAID SHE WOULD CONTACT THEM. AFTER SHE HAD HUNG UP, I WAS TOLD THAT I COULD FILL OUT THE PAPERWORK AND SEND IT OUT TO THE STATION. I WASN'T AWARE. IF CUSTOMER CALLS BACK SHE WILL BE INFORMED. CASE CLOSED 10/14/05 ELG.

Customer has NOT requested a call back

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33826 - Generic SIR ID

***** Q/A Summary Start [02:39 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Specific Items Not Forwarded

Q: How did you submit your COA?
A: 800 Number

Q: Current / New Address:

Q: Former / Old Address:

Q: Effective Date:
A: 09/15/2005

Q: Change of Address submitted for:
A: Permanent Change of Address for Family

Q: If you have submitted more than one Change of Address in the past year enter other Former Address here:
A:

Additional Information:

sir_legal_log.txt

Customer has requested a call back

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33888 - Generic SIR ID

***** Q/A Summary Start [02:34 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q: How did you submit your COA?
A: Took to the Post Office

Q: Current / New Address:

Q: Former / Old Address:

Q: Effective Date:
A: 09/27/2005

Q: Change of Address submitted for:
A: Permanent Change of Address for an Individual

Q: If you have submitted more than one Change of Address in the past year enter other Former Address here:
A:

Additional Information:
She hadn't gotten mail at the new address, so I called Iroquois. They will give reminder to carrier. I also sent test letters to both addresses.

Customer has requested a call back

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35280 - Generic SIR ID

***** Q/A Summary Start [03:12 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Damaged Mail
Detail:

Q: Was the Item?
A: Contents Damaged

Q: Was it a?
A: Package

Q: Was it Mailed?
A: Express Mail

Q: Was this Mailed using a special service?
A:

Q: Special Service Number

Q: Date of Problem?
A: 09/27/2005

Additional Information:
claim filed on 9-27-05

Customer has NOT requested a call back

*

35322 - Generic SIR ID

***** Q/A Summary Start [03:14 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: Over 12 Days

Q: Was It a?
A: Package

Q: Was it Mailed?
A: First Class

Q: Was this Mailed using a Special service?
A: Signature Confirmation

Q: Special Service Number

Q: Address or Location Mailed From:
A: Unknown

Q: Address or Location Mailed To:
A: Same as Customer

Additional Information:

Customer has requested a call back

*

35514 - Generic SIR ID

***** Q/A Summary Start [03:14 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q: Did this problem occur at the same address as provided?
A: Same as Customer

Q: Date of problem or Best Guess?
A: 10/14/2005

Additional Information:

CUSTOMER STATES THAT HE OWNS A FITNESS CLUB AND HE RECEIVES MAIL EVERYDAY, HOWEVER FOR THE PASS WEEK HE HAS NOT REC. ANY MAIL. ON WEDNESDAY 10-12-05 HE REC. A LARGE BUNDLE OF MAIL INCLUDING BILLS THAT WERE DUE THE DAY HE RECEIVED THE MAIL. HE ALSO RECEIVED MAIL THAT WAS MAIL MID SEPT. HE BELIEVES THAT THE CARRIER IS HOLDING ON TO HIS MAIL. HE WANTS TO CONTACT HIS CONGRESSMAN IF THIS PROBLEM CANNOT BE RESOLVE. HIS BUSINESS HAS BEEN THERE FOR OVER 3 YEARS.

sir_legal_log.txt

Please investigate customer's complaint-inquiry, CONTACT CUSTOMER (phone-letter) and DOCUMENT ACTION TAKEN on SIR and CLOSE SIR through MY POST OFFICE.

*** We HAVE acknowledged receipt of this complaint, advised the customer that it has been referred to your office for investigation/action and that they WILL be contacted by a representative of your office upon completion of the investigation

Customer has requested a call back

*

39068 - Generic SIR ID

***** Q/A Summary Start [05:34 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q: Was It a?
A: Letter

Q: Was it Mailed?
A: First Class

Q: What type of special service was used?
A: None

Q: Special Service Number
A:

Q: Date Mailed or Best Guess
A: 08/17/2005

Q: Reported By:
A: Sender

Q: Address or Location Item was Mailed From:
A: Same As Customer

Q: Address or Location Mailed To:
A: Other Residence / Business

Q: Enter Other Residence or Business Address

Q: Type of Problem
A: Been waiting More than 14 days

Additional Information:
CUSTOMER MLD CHECK TO PHX POB IN AUGUST. CHECK NEVER RECD.

CALLED CUSTOMER, LEFT MSG ON MACHINE THAT USPS IS UNABLE TO LOCATE CHECK.
APOLOGIZED, SUGGESTED SHE REMAIL.

sir_legal_log.txt

Customer has NOT requested a call back

*

19796 - Generic SIR ID

***** Q/A Summary Start [05:12 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Additional Information:

Per customers e-mail: Today is Tuesday October 11, 2005. It is now 8:13 PM and I still have not recieved my mail. It is common for my mail to run very late the day after a holiday. I have no idea why, but it is the norm. I would like for my daily mail to be delivered BEFORE I go to bed at night, so that my mail does NOT sit in my mailbox all night! My mail has been delivered as late ar 9;30 PM before. This is unacceptable.

Customer has requested a call back

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19814 - Generic SIR ID

***** Q/A Summary Start [05:36 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:was it Mailed?
A: Standard Mail

Q:what type of special service was used?
A: Delivery Confirmation

Q:Special Service Number

Q:Date Mailed or Best Guess
A: 09/18/2005

Q:Reported By:
A: Sender

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Address or Location Mailed To:
A: Other Residence / Business

sir_legal_log.txt

Q:Type of Problem
A: Been waiting More than 14 days
A: Past Date of Event

Additional Information:

Customer has requested a call back

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19824 - Generic SIR ID

***** Q/A Summary Start [05:56 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Unknown

Q:What type of special service was used?
A: Delivery Confirmation

Q:Special Service Number

Q>Date Mailed or Best Guess
A: 09/21/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

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19834 - Generic SIR ID

***** Q/A Summary Start [06:07 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Post Office / Equipment
Involved: Location
Detail: Post Office

Q:Post Office Location:
A: NORTH TORRANCE STATION
18080 CRENSHAW BLVD

TORRANCE, CA 90504

Q:Details of problem?
A: Other

Additional Information:

Customer has requested a call back

*

20314 - Generic SIR ID

***** Q/A Summary Start [07:43 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street Name Incorrect; ZIP Code Correct

Q:Was It a?
A: Some Mail

Q:Date of problem or Best Guess?
A: 10/01/2005

Additional Information:

Customer States: This is the 3rd complaint I have had to file about our mail deliverer. This man is absolutely negligent with all of our mail and our neighbor's mail. He is constantly delivering neighboring apartment building's mail to us and consequently, we are missing a large amount of mail. Today I found a Priority Mail envelope clearly sent to a person at a different address sitting atop of our mailbox. No matter how many times we complain about this carrier, it seems nothing is being done about it. We have even contacted our post office dozens of times and they have been of absolutely no assistance. This man is obviously not capable of doing his very important job properly and he needs to be dismissed. I would appreciate if someone got back to me as soon as possible to render this matter that has been a problem nor for over five months.

CER/DEN Josephine

Customer has requested a call back

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20462 - Generic SIR ID

***** Q/A Summary Start [08:05 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: First Class

Q:What type of special service was used?
A: None

sir_legal_log.txt

Q:Date Mailed or Best Guess
A: 10/10/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Volume Mailing: Only some received

Additional Information:
Customer is concerned because she is not receiving all of her mail. Customer states that she is not getting her credit card bills. Please look into this thank you.

Customer has requested a call back

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20466 - Generic SIR ID

***** Q/A Summary Start [08:06 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: All Mail

Q:was it Mailed?
A: First Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/06/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Unknown

Q:Type of Problem
A: Been Waiting Less than 14 days

Additional Information:
Customer daughter put an indivual coa , but her mail is being forwarded.Please advise the carrier.

Customer has requested a call back

sir_legal_log.txt

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20486 - Generic SIR ID

***** Q/A Summary Start [07:42 AM CST 10-14-2005] *****

Issue Type: Information
Category: Delivery / Mail Pick-up
Involved: Delivery Service
Detail:

Additional Information:
Please bring the hold mail and resume delivery on Saturday 10/15/2005.

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20884 - Generic SIR ID

***** Q/A Summary Start [08:28 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/21/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

20968 - Generic SIR ID

***** Q/A Summary Start [08:18 AM CST 10-14-2005] *****

Issue Type: Information
Category: Delivery / Mail Pick-up
Involved: Mail Pick-up
Detail:

Additional Information:
customer complaining that they used to pick up the mail at 830am but now the lpo opens up at 10am he would like the hours change back.

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21002 - Generic SIR ID

***** Q/A Summary Start [08:21 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up

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Involved: Misdelivery

Detail: Name/Street# Incorrect; Street /ZIP Correct

Q:Was It a?

A: All Mail

Q:Date of problem or Best Guess?

A: 10/13/2005

Q:Other Name and Address, If Known

A:

Additional Information:

Customer received mail for apt.2 instead of apt.1 and didn't receive any mail at all yesterday.

Customer has NOT requested a call back

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21012 - Generic SIR ID

***** Q/A Summary Start [08:23 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: Check / Money Orders

Q:Was It a?

A: Letter

Q:Was it Mailed?

A: First Class

Q:What type of special service was used?

A: None

Q:Date Mailed or Best Guess

A: 09/30/2005

Q:Time Mailed

A: 09:00:00 AM

Q:Reported By:

A: Sender

Q:Where was item mailed from:

A: Post Office

Q:Enter Post Office Location where item was Mailed From

Q:Where was item mailed to:

A: Unknown

Q:If you suspect foul play: Do you know who was involved?

A: No

Q:Do you know the name(s) of who you suspect?

A: No

Q:Was it a Postal Employee?

A: No

sir_legal_log.txt

Q:Do you have a description?

A: No

Additional Information:

Customer states that she mailed out ten letters on this day in the collection box outside of LPO.

Please look into this for the customer.

Customer has requested a call back

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21262 - Generic SIR ID

***** Q/A Summary Start [08:44 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: Specific Items Not Forwarded

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/15/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for Family

Additional Information:

Two checks, one mailed 9/15 the other 9/30 have not been recv'd. Both from same credit union. Customer needs a call back.

Customer has requested a call back

*

21452 - Generic SIR ID

***** Q/A Summary Start [08:44 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Requested Service

Detail: Left Notice Mail

Q:Details of the problem?

A: Couldn't find item for pick up

A: Not Received

Q:Where was the request placed?

A: Post Office

Q>Date of Problem?

A: 10/13/2005

Additional Information:

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Q:Effective Date:
A: 05/21/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

21858 - Generic SIR ID

***** Q/A Summary Start [08:59 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 5 to 8 Days

Q:Was It a?
A: Large Envelope

Q:Was it Mailed?
A: Priority Mail

Q:Was this Mailed using a Special Service?
A: Delivery Confirmation

Q:Special Service Number

Q:Address or Location Mailed From:
A: Same As Customer

Q:Address or Location Mailed To:
A: Other Residence / Business

Q:Enter Other Residence or Business Address for Delayed Mail Piece
A: CLEARING HOUSE

Additional Information:

Customer has requested a call back

*

21946 - Generic SIR ID

***** Q/A Summary Start [09:03 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Address is Correct
A: Don't Know Why

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:Mailed to Address(Label) on piece returned:

Additional Information:

Customer has requested a call back

*

22000 - Generic SIR ID

***** Q/A Summary Start [09:07 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Additional Information:
Customer is not receiving any delivery for the past week and is very concerned.

Customer has requested a call back

*

22550 - Generic SIR ID

***** Q/A Summary Start [09:25 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/5-digit ZIP Code Incorrect

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: First Class

Q:Date of problem or Best Guess?
A: 09/30/2005

Additional Information:
RECIEVING MAIL FROM NEIGHBORS DOWN THE STREET WOULD LIKE AN EXPLANATION AS TO WHY.

Customer has requested a call back

*

22694 - Generic SIR ID

***** Q/A Summary Start [09:29 AM CST 10-14-2005] *****

sir_legal_log.txt

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: Today

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 10/13/2005

Additional Information:
Contact when you call back and please make sure delivery is made daily.

Customer has requested a call back

*

22746 - Generic SIR ID

***** Q/A Summary Start [09:37 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/19/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

23038 - Generic SIR ID

***** Q/A Summary Start [09:44 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Some Mail Delivered to Old address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 10/07/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

23184 - Generic SIR ID

***** Q/A Summary Start [09:51 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: Today

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Additional Information:
Customer Comments:

Customer has requested a call back

*

23270 - Generic SIR ID

***** Q/A Summary Start [09:57 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 5 to 8 Days

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:Was this Mailed using a Special Service?
A: Certified

Q:Special Service Number

Q:Address or Location Mailed From:
A: Post Office

Q:Enter Post Office Location where Delayed Mail Piece was Mailed From

Q:Address or Location Mailed To:
A: Same as Customer

Additional Information:

Customer has requested a call back

*

23338 - Generic SIR ID

***** Q/A Summary Start [09:48 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: Over 12 Days

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: Periodicals

Q:Address or Location Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Additional Information:
Missing last 2 issues of Sports Illustrated. Always delivered on Thursdays.

Customer has requested a call back

*

23404 - Generic SIR ID

***** Q/A Summary Start [09:56 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Priority Mail

Q:What type of special service was used?
A: Delivery Confirmation

Q:Date Mailed or Best Guess
A: 10/11/2005

Q:Reported By:
A: Sender

Q:Address or Location Item was Mailed From:
A: Same As Customer

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem

A: Been waiting Less than 14 days

Additional Information:

Customer has requested a call back

*

23540 - Generic SIR ID

***** Q/A Summary Start [10:02 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 2 to 4 Days

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: Standard Mail

Q:Address or Location Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Additional Information:

Customer states that he recieves circulars of addvertisments, he was told that they have it all delivered on one particulare day of price change. So what happens 4 companys, he recieves wont take place untill Saturday or Sunday. He can't go shopping because he's not getting them untill the day of the sale. He debates that because of those 8 circularrs starts on Friday and the others start on Saturday or Sunday. So, he's recieving it later news. Todays information is dead because he can't use it. So what is happening is that they are all bundled all together.

Customer has NOT requested a call back

*

23542 - Generic SIR ID

***** Q/A Summary Start [10:04 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/23/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

sir_legal_log.txt

Q:If you have submitted more than one Change of Address in the past year enter other Former Address here:

Additional Information:

Customer has requested a call back

*

23944 - Generic SIR ID

***** Q/A Summary Start [10:18 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: None of the Above

Q:Was It a?

A: Package

Q:Was it Mailed?

A: Priority Mail

A: Package Services

A: Unknown

Q:What type of special service was used?

A: Delivery Confirmation

Q:Date Mailed or Best Guess

A: 09/24/2005

Q:Reported By:

A: Sender

Q:Address or Location Item was Mailed From:

A: Post Office

Q:Enter Post Office Location where item was Mailed From

Q:Address or Location Mailed To:

A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Type of Problem

A: Been Waiting Less than 14 days

A: Been waiting More than 14 days

Additional Information:

Customer is concerned because the package she mailed has not been received yet.

Customer has requested a call back

*

24006 - Generic SIR ID

***** Q/A Summary Start [10:18 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

sir_legal_log.txt

Involved: Misdelivery
Detail: Name/Street# Incorrect; Street /ZIP Correct

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: First Class

Q:Date of problem or Best Guess?
A: 10/13/2005

Additional Information:
Customer is not receiving all of her mail, please call asap. Misdelayed four days out of six.

Customer has requested a call back

*

24056 - Generic SIR ID

***** Q/A Summary Start [10:20 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 10/01/2005

Additional Information:

Customer has NOT requested a call back

*

24180 - Generic SIR ID

***** Q/A Summary Start [10:15 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Requested Service
Detail: Hold Mail

Q:Details of the problem?
A: Didn't Start on Requested Date

Q:Where was the request placed?
A: 800-ASK-USPS

Q:Date of Problem?
A: 10/14/2005

Additional Information:
Hold effective 10/14/05, but mail delivered today.

Customer has requested a call back

*

24236 - Generic SIR ID

***** Q/A Summary Start [10:20 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Some Mail Delivered to Old address

Q:How did you submit your COA?
A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 10/08/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Q:If you have submitted more than one Change of Address in the past year enter other Former Address here:

Additional Information:
Customer stated that mail is being delivered to old address and no mail at the new address.

Customer has requested a call back

*

24494 - Generic SIR ID

***** Q/A Summary Start [10:31 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Mail forwarded to Wrong Address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/20/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
Customer mail is being forwarded with her brother's mail in error, the mail has yellow stickers, but her magazines have not been forwarded nor has she received them at the address. Please correct

sir_legal_log.txt

Customer has requested a call back

*

24520 - Generic SIR ID

***** Q/A Summary Start [10:25 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Pick-Up
Detail:

Q:Details of Problem?
A: Not Picked Up

Q:Where did this problem occur?
A: Same as Customer

Q:Date of problem?
A: 10/12/2005

Additional Information:
mail has not been picked up in two days

Customer has requested a call back

*

24874 - Generic SIR ID

***** Q/A Summary Start [10:46 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter
A: Large Envelope
A: Package
A: Some Mail

Q:Was it Mailed?
A: First Class
A: Priority Mail
A: Package Services

Q:what type of special service was used?
A: Certified
A: None

Q:Date Mailed or Best Guess
A: 10/03/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:

sir_legal_log.txt

A: Same as Customer

Q:Type of Problem

A: Been Waiting Less than 14 days

A: Been waiting More than 14 days

A: Past Date of Event

A: No Mailing Information

Additional Information:

customer say she is not receiving all of her mail ,say order dvds from netflix and they record shows delivered but she do not have them please get with carrier regarding the matter

Customer has requested a call back

*

25026 - Generic SIR ID

***** Q/A Summary Start [10:41 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Personnel

Involved: Behavior

Detail: Other Personnel

Q:Details of problem?

A: Rude

A: Never contacted customer

Q:Where did the incident occur?

A: Post Office

Q:Post Office Location:

Q>Date of incident or best guess?

A: 10/14/2005

Q:What time did this occur?

A: 12:00:00 PM

Additional Information:

DOES NOT GET PAPER EVERYDAY. AND HAS HAD RUDE SERVICE AT THE LPO.

Customer has requested a call back

*

25296 - Generic SIR ID

***** Q/A Summary Start [10:47 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Mail Returned to Sender

Detail:

Q:Type of Problem?

A: Address is Correct

A: Don't Know why

Q:Was It a?

A: Letter

sir_legal_log.txt

Q:Was it Mailed?
A: First Class

Additional Information:

Customer has NOT requested a call back

*

25898 - Generic SIR ID

***** Q/A Summary Start [11:07 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 10/01/2005

Q:Change of Address submitted for:
A: Temporary Change of Address for Family

Q:What was the expiration date of the Temporary COA?
A:

Additional Information:
Customer received a confirmation letter and we have a valid change of Address on the system, but he is not receiving any forwarded mail.

Customer has requested a call back

*

25968 - Generic SIR ID

***** Q/A Summary Start [11:14 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 10/01/2005

Q:Change of Address submitted for:

A: Temporary Change of Address for an Individual

Q:What was the expiration date of the Temporary COA?

A: 11/30/2005

Additional Information:

Called us a week ago and was not receiving mail at the time, there was not a request placed to look into this which is why she is inquiring about the reasoning behind her mail not being forwarded. IF POSSIBLE PLEASE LOOK INTO THIS IMMEDIATELY...KATRINA VICTIM STILL EXPECTING HER FEMA CHECK!!!

Customer has requested a call back

*

25978 - Generic SIR ID

***** Q/A Summary Start [11:10 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 9 to 12 Days

Q:Was It a?

A: Some Mail

Q:Was it Mailed?

A: First Class

Q:Address or Location Mailed From:

A: Other Residence / Business

Q:Address or Location Mailed To:

A: Same as Customer

Additional Information:

Customer has NOT requested a call back

*

26198 - Generic SIR ID

***** Q/A Summary Start [11:16 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Too long to Receive Forwarded Mail

Q:How did you submit your COA?

A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/22/2005

Q:Change of Address submitted for:

sir_legal_log.txt

***** Q/A Summary Start [11:21 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 09/14/2005

Additional Information:
Please call customer to explain why no first class mail for the last month.

Customer has requested a call back

*

26456 - Generic SIR ID

***** Q/A Summary Start [11:27 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Letter Carrier

Q:Details of problem?
A: Rude
A: Inefficient

Q:Where did the incident occur?
A: Other Location

Q:Date of incident or best guess?
A: 10/14/2005

Q:What time did this occur?
A: 12:20:00 PM

Additional Information:
CALLER STATES THAT THE CARRIER BUZZED HER AND SAID THAT SHE HAD TO COME DOWN TO GET HER PACKAGE BECUASE HE WAS NOT COMING UP.
SHE STATES THAT BY THE TIME SHE MADE IT DOWNSTAIRS THE CARRIER WAS GONE AND LEFT A NOTICE STATING SHE HAD TO GO TO THE STATION.

Customer has NOT requested a call back

*

26480 - Generic SIR ID

***** Q/A Summary Start [11:30 AM CST 10-14-2005] *****

Issue Type: Information
Category: Delivery / Mail Pick-up
Involved: Delivery Service
Detail:

Q:Explanation:
A: Any mail that is addressed to this address needs to be delivered please thank

you!

Additional Information:
Please take note of this thanks.

*

26544 - Generic SIR ID

***** Q/A Summary Start [11:25 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Retail
Involved: Waiting Time
Detail:

Q:Details of problem?

A: Long lines
A: Insufficient staff

Q:Where did the problem occur?

A: Post Office

Q:Post Office Location:

Q>Date of problem or best guess?

A: 10/14/2005

Q:Time of problem?

A: 12:00:00 PM

Additional Information:

Customer states:

We moved in July and we are not getting all of our mail forwarded, some is still going to my old address. The previous owner is also getting mail at our home and they requested their mail be forwarded to their new address. I received a registered letter for them the other day. PLEASE CHECK YOU RECORDS!!!!

Also, I received my mail last night at 8:00pm, this is unacceptable. The service at the TT post office is horrible. At 9:05am yesterday there was one person at the counter and the line was out the door. I stood in line 25 minutes and was late for work. This is the case no matter what time of day you go there.

Customer has requested a call back

*

26546 - Generic SIR ID

***** Q/A Summary Start [11:25 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Other Personnel

Q:Details of problem?

A: Rude

Q:Where did the incident occur?

A: Post Office

Q:Post Office Location:

Q>Date of incident or best guess?

A: 10/14/2005

Q:What time did this occur?

A: 12:10:00 PM

Additional Information:

Customer has requested a call back

*

26694 - Generic SIR ID

***** Q/A Summary Start [11:28 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/28/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:
Customer states not mail has been forwarded yet

Customer has NOT requested a call back

*

26738 - Generic SIR ID

***** Q/A Summary Start [11:32 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?

A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/20/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

sir_legal_log.txt

Additional Information:

Customer has not received any forwarded mail. Please look into this.

Customer has requested a call back

*

26852 - Generic SIR ID

***** Q/A Summary Start [11:38 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: No Delivery

Detail: Did Not Receive Sample

Q:Did this problem occur at the same address as provided?

A: Same as Customer

Q:Date of problem or Best Guess?

A: 10/14/2005

Additional Information:

Customer has problem receiving this two item. Tow Time magazine and Towing Recovery Footnote periodical. Its comes every month.

Customer has requested a call back

*

27020 - Generic SIR ID

***** Q/A Summary Start [11:43 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: Audio / Visual

Q:Was It a?

A: Package

Q:Was it Mailed?

A: Package Services

A: Unknown

Q:What type of special service was used?

A: Delivery Confirmation

A: None

Q:Dollar Value of Item Mailed

A: 50

Q:Date Mailed or Best Guess

A: 08/15/2005

Q:Time Mailed

A: 05:00:00 PM

Q:Reported By:

A: Addressee

sir_legal_log.txt

Q:Where was item mailed from:
A: Unknown

Q:Where was item mailed to:
A: Same as Customer

Q:If you suspect foul play: Do you know who was involved?
A: No

Q:Do you know the name(s) of who you suspect?
A: No

Q:Was it a Postal Employee?
A: No

Q:Do you have a description?
A: No

Additional Information:

Customer states that books that she mailed herself from Germany, are not the same books that she received from the mail. Customer states that she received somebody elses books.

Customer has requested a call back

*

27066 - Generic SIR ID

***** Q/A Summary Start [11:41 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 2 to 4 Days

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: Standard Mail

Q:Address or Location Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Additional Information:

this lady found her ssi check in the ditch her mail carrier must have dropped it.
please look into this

Customer has NOT requested a call back

*

27110 - Generic SIR ID

***** Q/A Summary Start [11:39 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address

Detail: Too long to Receive Forwarded Mail

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/13/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for Family

Additional Information:

Confirmation letter wasn't received. Coa in database.

Customer has requested a call back

*

27118 - Generic SIR ID

***** Q/A Summary Start [11:42 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Misdelivery

Detail: Name/Street# Incorrect; Street /ZIP Correct

Q:Was It a?

A: Some Mail

Q:Was it Mailed?

A: First Class

A: Periodicals

A: Standard Mail

Q:Date of problem or Best Guess?

A: 10/13/2005

Additional Information:

Customer states they receive mail for different neighbors such as the ones in their basement, also others on their street and different streets. She states their mail has been left on top of the mailboxes and opened.

Customer has NOT requested a call back

*

27602 - Generic SIR ID

***** Q/A Summary Start [11:56 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Damaged Mail

Detail:

Q:Was the Item?

A: Torn / Ripped

sir_legal_log.txt

Q:Was it a?
A: Large Envelope

Q:Was it Mailed?
A: First Class

Q:Date of Problem?
A: 10/12/2005

Additional Information:

Customer has requested a call back

*

27778 - Generic SIR ID

***** Q/A Summary Start [11:56 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Time of Delivery
Detail:

Q:Details of Problem?
A: Arrives Late

Q:Where did this problem occur?
A: Same as Customer

Q:Date of Problem?
A: 09/26/2005

Additional Information:

Customer has requested a call back

*

27848 - Generic SIR ID

***** Q/A Summary Start [12:02 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Letter Carrier

Q:Details of problem?
A: Rude
A: Inefficient
A: Didn't place mail in box

Q:Where did the incident occur?
A: Other Location

Q:Other Location:

Q:Date of incident or best guess?
A: 10/14/2005

Q:What time did this occur?

A: 12:50:00 PM

Additional Information:

Customer states when the regular carrier is off the sub-carriers do not place mail in the box. Customer is upset he mail was left on the stoop in the rain.

Customer has requested a call back

*

28000 - Generic SIR ID

***** Q/A Summary Start [12:09 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: No Delivery

Detail: More Than One Day

Q:Did this problem occur at the same address as provided?

A: Same as Customer

Q:Date of problem or Best Guess?

A: 10/11/2005

Additional Information:

did not get a delivery 10/11/05 or 10/12/05 got a morning delivery and afternoon delivery on 10/13/05

Customer has requested a call back

*

28222 - Generic SIR ID

***** Q/A Summary Start [12:14 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Personnel

Involved: Behavior

Detail: Letter Carrier

Q:Details of problem?

A: Inefficient

Q:Where did the incident occur?

A: Other Location

Q:Date of incident or best guess?

A: 10/04/2005

Q:What time did this occur?

A: 12:00:00 PM

Additional Information:

CARRIER DOES NOT LEAVE A NOTICE TO LET CUSTOMER KNOW THAT HE HAS A PACKAGE THE CARRIER JUST LEAVES THE PACKAGES OUTSIDE OF THE APARTMENT. HAS BEEN ASKED NUMEROUS TIMES NOT TO LEAVE PACKAGES OUTSIDE OF THE DOOR.

Customer has requested a call back

sir_legal_log.txt

*

28334 - Generic SIR ID

***** Q/A Summary Start [12:14 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/26/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
Verified COA in system, customer did receive confirmation letter. Cust states has not received any forwarded mail.

Customer has requested a call back

*

28380 - Generic SIR ID

***** Q/A Summary Start [12:17 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Damaged Mail
Detail:

Q:Was the Item?
A: Torn / Ripped
A: Contents Damaged

Q:Was it a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:Date of Problem?
A: 10/12/2005

Additional Information:
Customer stated that item was damaged during the mail. Customer stated that it was a money order. The money order was ripped and she would like for USPS to refund her the cost, explained to customer that we are not liable for refund of uninsured mail. Could someone please check into this matter, note: money order was not postal. Thank you

Customer has requested a call back

sir_legal_log.txt

*

28508 - Generic SIR ID

***** Q/A Summary Start [12:17 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q: Was It a?
A: Letter
A: Large Envelope
A: Package
A: Unknown

Q: Was it Mailed?
A: First Class
A: Package Services
A: Unknown

Q: What type of special service was used?
A: Delivery Confirmation
A: None

Q: Special Service Number

Q: Date Mailed or Best Guess
A: 09/29/2005

Q: Reported By:
A: Addressee

Q: Address or Location Item was Mailed From:
A: Unknown

Q: Address or Location Mailed To:
A: Same as Customer

Q: Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer States: I have been tracking my package and it has been sitting in Richmond California for over a week, what is going on?
My confirmation or tracking number is:

Thank you

CER/DEN Josephine

Customer has requested a call back

*

28514 - Generic SIR ID

***** Q/A Summary Start [12:20 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

sir_legal_log.txt

Q:Was It a?

A: Letter
A: Package

Q:Was it Mailed?

A: First Class
A: Package Services

Q:What type of special service was used?

A: Certified
A: Delivery Confirmation

Q:Special Service Number

Q>Date Mailed or Best Guess

A: 09/27/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:

A: Unknown

Q:Address or Location Mailed To:

A: Same as Customer

Q:Type of Problem

A: Been waiting More than 14 days

Additional Information:

The customer had an item sent to him on 9/27/05 and it was never delivered

Customer has requested a call back

*

28658 - Generic SIR ID

***** Q/A Summary Start [12:28 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Damaged Mail
Detail:

Q:Was the Item?

A: Crushed
A: Bent / Creased

Q:Was it a?

A: Some Mail

Q:Was it Mailed?

A: First Class

Q:Date of Problem?

A: 10/14/2005

Additional Information:

he got xerox copies in the mail from USPS of two damaged checks(govt)....he wants to know what happened to the checks.

sir_legal_log.txt

Customer has requested a call back

*

28910 - Generic SIR ID

***** Q/A Summary Start [12:33 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Address is Correct
A: Don't Know Why

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:Date on the Endorsement?
A: 10/11/2005

Q:Mailed to Address(Label) on piece returned:

Additional Information:
customer mail a first class letter on 10/11/2005 and it was postmarked but returned to her today and there isn't any endorsements on the outside of the mail item.

Customer has NOT requested a call back

*

28930 - Generic SIR ID

***** Q/A Summary Start [12:31 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter
A: Package

Q:Was it Mailed?
A: Standard Mail
A: Package Services

Q:What type of special service was used?
A: Delivery Confirmation
A: None

Q:Date Mailed or Best Guess
A: 10/12/2005

Q:Reported By:
A: Addressee

Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail:

Q:Explanation:
A: customer is needing 2 change of address cards

Additional Information:
please send 2 change of address forms

*

29244 - Generic SIR ID

***** Q/A Summary Start [12:41 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package
A: Some Mail

Q:Was it Mailed?
A: Package Services
A: Mixed Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/13/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Same As Customer

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: No Mailing Information

Additional Information:
customer believes that he is not receiving some mail.

Customer has requested a call back

*

29362 - Generic SIR ID

***** Q/A Summary Start [12:42 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Specific Items Not Forwarded

Q:How did you submit your COA?

A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/01/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Mail is stil going to the old address to apt 2 please forwarded mail to apt 10 mail was being forwarded it just stoped.

Customer has requested a call back

*

29506 - Generic SIR ID

***** Q/A Summary Start [12:51 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: No Delivery

Detail: Regular Occurrence

Q:Did this problem occur at the same address as provided?

A: Same as Customer

Q:Date of problem or Best Guess?

A: 10/03/2005

Additional Information:

Customer states the relief carrier does not deliver mail. This is an on going occurrence when the regular carrier is off duty. Customer stated she has had to pay bank service fees for undeliverable mail because the relief carrier did not deliver mail.

Customer has requested a call back

*

29606 - Generic SIR ID

***** Q/A Summary Start [12:53 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: Audio / Visual

Q:Was It a?

A: Letter

A: Package

Q:Was it Mailed?

A: First Class

A: Package Services

Q:what type of special service was used?

A: Certified
A: Merchandise Return Receipt

Q: Dollar Value of Item Mailed
A: 400

Q: Date Mailed or Best Guess
A: 09/14/2005

Q: Time Mailed
A: 10:00:00 AM

Q: Reported By:
A: Sender

Q: Where was item mailed from:
A: Post Office

Q: Enter Post Office Location where item was Mailed From

Q: Where was item mailed to:
A: Other Residence / Business

Q: Enter Other Residence or Business Address for Mail Piece
A: T MOBILE

Q: If you suspect foul play: Do you know who was involved?
A: No

Q: Do you know the name(s) of who you suspect?
A: No

Q: Was it a Postal Employee?
A: No

Q: Do you have a description?
A: No

Additional Information:

Customer mailed a 400.00 phone back to company. They say they never received it and they are billing him for 400.00

Customer has requested a call back

*

29698 - Generic SIR ID

***** Q/A Summary Start [12:50 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q: How did you submit your COA?
A: Mailed

Q: Current / New Address:

Q: Former / Old Address:

sir_legal_log.txt

Q:Effective Date:
A: 09/29/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:
not receiving any mail for the new address please forward

Customer has requested a call back

*

29792 - Generic SIR ID

***** Q/A Summary Start [12:57 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street Name Incorrect; ZIP Code Correct

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: First Class
A: Standard Mail

Q:Date of problem or Best Guess?
A: 10/14/2005

Additional Information:
Customer complains of mail delivery that he receives mail that is not address and also it's his neighbors mail . Customer also states as well that this have 4 yrs

Customer has NOT requested a call back

*

29986 - Generic SIR ID

***** Q/A Summary Start [01:02 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Unknown

Q:What type of special service was used?
A: Delivery Confirmation

Q:Special Service Number

Q:Date Mailed or Best Guess
A: 10/06/2005

sir_legal_log.txt

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been Waiting Less than 14 days

Additional Information:
Your site lists that this package was delivered at 6:24 AM on 10/11/05. I have not received it yet, so I am not sure where the package was delivered. Please look into and let me know what to do. Thanks.

Customer has requested a call back

*

29994 - Generic SIR ID

***** Q/A Summary Start [12:59 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Requested Service
Detail: Hold Mail

Q:Details of the problem?
A: Didn't Start on Requested Date

Q:Where was the request placed?
A: 800-ASK-USPS

Q>Date of Problem?
A: 10/14/2005

Additional Information:

Customer has requested a call back

*

30064 - Generic SIR ID

***** Q/A Summary Start [01:03 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/14/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Enter Other Residence or Business Address
A: PEOPLE MAGAZINE

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Subscription: issue missing

Additional Information:
customers subscripton to Peoples Magazine continues to not be delivered. Please start delivery asap.

Customer has requested a call back

*

30486 - Generic SIR ID

***** Q/A Summary Start [01:10 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Don't Know why

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Additional Information:
The customer states that she does not receive any mail for about a week. Please look into the reason for this thank you.

Customer has requested a call back

*

30566 - Generic SIR ID

***** Q/A Summary Start [01:15 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?

A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/20/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Has not recieved any mail since doing a change of address.

Customer has requested a call back

*

30698 - Generic SIR ID

***** Q/A Summary Start [01:14 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: No Delivery

Detail: More Than One Day

Q:Did this problem occur at the same address as provided?

A: Same as Customer

Q:Date of problem or Best Guess?

A: 10/11/2005

Additional Information:

Customer states they took over the business from [redacted] and changed the name. They received a validation letter that [redacted] had submitted a coa. Since monday no mail has been delivered at all for the new name.

Customer has requested a call back

*

30700 - Generic SIR ID

***** Q/A Summary Start [01:14 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Delay

Detail: 9 to 12 Days

Q:Was It a?

A: Letter

A: Package

Q:Was it Mailed?

A: First Class

A: Priority Mail

Q:Address or Location Mailed From:

A: Other Residence / Business

sir_legal_log.txt

Q:Reported By:
A: Sender

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Unknown

Q:Type of Problem
A: No Mailing Information

Additional Information:

Customer has requested a call back

*

30970 - Generic SIR ID

***** Q/A Summary Start [01:26 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Address is Correct
A: Don't Know Why
A: Endorsed Not Deliverable as Addressed

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: Mixed Class

Q:Mailed to Address(Label) on piece returned:

Additional Information:
Customer states some of hias mail is being returned or it is not received as addressed. Please investigate and he is requesting a call back.

Customer has requested a call back

*

30998 - Generic SIR ID

***** Q/A Summary Start [01:27 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: Did Not Receive Sample

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 10/13/2005

sir_legal_log.txt

Additional Information:

Everytime the regular carrier is not working the mail gets mismanaged. The substitute does not deliver the bulk mail that many customers rely on and has sent packages back for this customer. Please make sure all circulars are delivered on a regular basis to this area.

Customer has NOT requested a call back

*

31116 - Generic SIR ID

***** Q/A Summary Start [01:28 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 10/05/2005

Q:Change of Address submitted for:

A: Temporary Change of Address for an Individual

Q:What was the expiration date of the Temporary COA?

A: 10/05/2006

Additional Information:

customer's current COA is not in the system and has not received any mail at the new address. there have been some mail pieces sent to the new address and those have not been received either.

Customer has requested a call back

*

31118 - Generic SIR ID

***** Q/A Summary Start [01:24 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: None of the Above

Q:Was It a?

A: Letter

A: Some Mail

Q:Was it Mailed?

A: First Class

Q:What type of special service was used?

A: Certified

A: None

Q:Date Mailed or Best Guess

A: 09/01/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:

A: Unknown

Q:Address or Location Mailed To:

A: Same as Customer

Q:Type of Problem

A: Been waiting More than 14 days

Additional Information:

Customer states that he did not get his bills for the last month for their Discovery and Quest bills. They have no idea what else maybe missing.

Customer has requested a call back

*

31464 - Generic SIR ID

***** Q/A Summary Start [01:43 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Mail Returned to Sender

Detail:

Q:Type of Problem?

A: Address is Correct

A: Don't Know why

Q:Was It a?

A: Some Mail

Q:Was it Mailed?

A: First Class

A: Mixed Class

Additional Information:

Customer has requested a call back

*

31466 - Generic SIR ID

***** Q/A Summary Start [01:43 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Personnel

Involved: Behavior

Detail: Letter Carrier

Q:Details of problem?

A: Inefficient

sir_legal_log.txt

Q:Where did the incident occur?

A: Other Location

Q:Date of incident or best guess?

A: 10/13/2005

Q:What time did this occur?

A: 12:30:00 PM

Additional Information:

cust says that the mail carrier accepted a rent receipt from a landlord to deliver to the customer.

Customer has requested a call back

*

31966 - Generic SIR ID

***** Q/A Summary Start [01:47 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Damaged Mail

Detail:

Q:Was the Item?

A: Wet

Q:Was it a?

A: Letter

A: All Mail

Q:Was it Mailed?

A: First Class

Q:Date of Problem?

A: 10/14/2005

Additional Information:

The carrier 10/14, left the mail box open and it is raining all mail is wet. The regular carrier has no problem closing the mail box.

Customer has requested a call back

*

31974 - Generic SIR ID

***** Q/A Summary Start [01:50 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/30/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Q:If you have submitted more than one Change of Address in the past year enter other Former Address here:

Additional Information:

Customer has requested a call back

*

32016 - Generic SIR ID

***** Q/A Summary Start [01:49 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 05/20/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

32050 - Generic SIR ID

***** Q/A Summary Start [01:56 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: None of the Above

Q:Was It a?

A: Package

A: All Mail

Q:Was it Mailed?

A: First Class

A: Unknown

Customer has requested a call back

*

32588 - Generic SIR ID

***** Q/A Summary Start [02:09 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

32688 - Generic SIR ID

***** Q/A Summary Start [02:03 PM CST 10-14-2005] *****

Issue Type: Information
Category: Other
Involved: Other
Detail:

Q:Explanation:
A: Customer would like for the post office to send her a ps form 1000, to file a claim.

Additional Information:

*

33054 - Generic SIR ID

***** Q/A Summary Start [02:23 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: All Mail

Q:Was it Mailed?
A: Mixed Class

Q:what type of special service was used?
A: None

sir_legal_log.txt

Q:Date Mailed or Best Guess
A: 09/30/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Address or Location Mailed To:
A: Unknown

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

33296 - Generic SIR ID

***** Q/A Summary Start [02:27 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package
A: Some Mail

Q:Was it Mailed?
A: First Class
A: Priority Mail

Q:What type of special service was used?
A: Delivery Confirmation
A: None

Q:Special Service Number

Q:Date Mailed or Best Guess
A: 09/09/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been Waiting Less than 14 days
A: Been waiting More than 14 days

Additional Information:

sir_legal_log.txt

Any help you can provide is greatly appreciated.

Customer has requested a call back

*

33584 - Generic SIR ID

***** Q/A Summary Start [02:29 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Carrier

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/30/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
CUSTOMER DID RECEIVE CONFIRMATION AND ALL INFO IS IN THE SYSTEM. THANKS.

Customer has requested a call back

*

33690 - Generic SIR ID

***** Q/A Summary Start [02:33 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 5 to 8 Days

Q:Was It a?
A: All Mail

Q:Was it Mailed?
A: Standard Mail

Q:Address or Location Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Additional Information:

Customer has requested a call back

sir_legal_log.txt

*

33786 - Generic SIR ID

***** Q/A Summary Start [02:39 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Damaged Mail
Detail:

Q: Was the Item?
A: Torn / Ripped
A: Crushed
A: Crammed in Mailbox
A: Bent / Creased
A: Contents Damaged

Q: Was it a?
A: Some Mail

Q: Was it Mailed?
A: First Class

Q: Date of Problem?
A: 10/13/2005

Additional Information:
Customer is frequently receiving damaged mail because the carrier(s) is cramming her mail in the box.

Customer has requested a call back

*

33794 - Generic SIR ID

***** Q/A Summary Start [02:39 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q: Type of Problem?
A: Endorsed Moved Left no Address

Q: Was It a?
A: Letter

Q: Was it Mailed?
A: First Class

Q: Date on the Endorsement?
A: 10/07/2005

Q: Mailed to Address(Label) on piece returned:

Additional Information:

Customer has NOT requested a call back

sir_legal_log.txt

*

33946 - Generic SIR ID

***** Q/A Summary Start [02:37 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q: Did this problem occur at the same address as provided?
A: Same as Customer

Q: Date of problem or Best Guess?
A: 10/10/2005

Additional Information:
CST HAD OLD TENANT NAMED / . COME TO VISIT & BRING LOTS OF MAIL FOR THIS
CURRENT TENANT THAT WAS FORWARDED. PLEASE GET THIS CORRECTED ASAP. CST VERY UPSET
DUE TO CREDIT CARD INFO WAS IN MAIL.

Customer has requested a call back

*

34168 - Generic SIR ID

***** Q/A Summary Start [02:48 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 2 to 4 Days

Q: Was it a?
A: Package

Q: Was it Mailed?
A: Mixed Class

Q: Was this Mailed using a Special Service?
A:

Q: Address or Location Mailed From:
A: Same As Customer

Q: Address or Location Mailed To:
A: Unknown

Additional Information:
package was to be delivered by 3pm.

Customer has requested a call back

*

34336 - Generic SIR ID

***** Q/A Summary Start [02:47 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up

Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Don't Know why

Q:Was It a?
A: All Mail

Q:Was it Mailed?
A: First Class
A: Mixed Class

Q:Date on the Endorsement?
A: 10/03/2005

Additional Information:

Customer has requested a call back

*

34496 - Generic SIR ID

***** Q/A Summary Start [02:54 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street# Incorrect; Street /ZIP Correct

Q:Was It a?
A: Some Mail

Q:Date of problem or Best Guess?
A: 10/14/2005

Additional Information:
Customer received her neighbor's mail but none of her own.

Customer has requested a call back

*

34546 - Generic SIR ID

***** Q/A Summary Start [02:56 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Requested Service
Detail: Hold Mail

Q:Details of the problem?
A: Didn't Start on Requested Date
A: Some Mail Held / Some Delivered

Q:where was the request placed?
A: Post Office

Additional Information:

sir_legal_log.txt

Customer has requested a call back

*

34774 - Generic SIR ID

***** Q/A Summary Start [03:01 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: Jewelry / Precious Metals

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Priority Mail

Q:What type of special service was used?
A: Delivery Confirmation

Q:Date Mailed or Best Guess
A: 09/14/2005

Q:Time Mailed
A: 01:00:00 AM

Q:Reported By:
A: Addressee

Q:Where was item mailed from:
A: Same As Customer

Q:Where was item mailed to:
A: Unknown

Q:If you suspect foul play: Do you know who was involved?
A: No

Q:Do you know the name(s) of who you suspect?
A: No

Q:Was it a Postal Employee?
A: NO

Q:Do you have a description?
A: NO

Additional Information:
Customer is upset NO one has called - her -
Please CALL
Customer is going to file a Insurance claim -

Customer has requested a call back

*

34786 - Generic SIR ID

***** Q/A Summary Start [03:00 PM CST 10-14-2005] *****

sir_legal_log.txt

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Specific Items Not Forwarded

Q:How did you submit your COA?
A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/01/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

34946 - Generic SIR ID

***** Q/A Summary Start [03:09 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Post Office / Equipment
Involved: Location
Detail: Collection Box

Q:Collection Box Location:

Q:Details of problem?
A: Other

Q>Date of the problem?
A: 10/14/2005

Q:What time did this occur?
A: 12:00:00 PM

Additional Information:
box over flowing. Customer tried to contact post office and no answer

Customer has NOT requested a call back

*

35042 - Generic SIR ID

***** Q/A Summary Start [03:24 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Large Envelope

sir_legal_log.txt

Q:Was it Mailed?
A: Priority Mail

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 09/19/2005

Q:Reported By:
A: Other

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

35104 - Generic SIR ID

***** Q/A Summary Start [03:04 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 10/04/2005

Additional Information:
Customer stated that he has not received any mail for more than a week.

Customer has requested a call back

*

35310 - Generic SIR ID

***** Q/A Summary Start [03:15 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Data Update
Involved:
Detail:

Additional Information:
Q: Customer Information (name, current address, and daytime telephone number)?
A:

sir_legal_log.txt

Q: Error is in?
A: Hours and Locations

Q: Reporting Source?
A: Customer

Q: Not Available or Incorrect Facility Information?
A: Phone Number

Q: Facility?
A:

Q: Additional Comments or Correct Information?
A: The number rings and rings and after about twenty rings it will say the celular customer you have reached will not answee.

*

35358 - Generic SIR ID

***** Q/A Summary Start [03:21 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: Over 12 Days

Q:Was It a?
A: Package

Q:Was it Mailed?
A: First Class

Q:Address or Location Mailed From:
A: Other Residence / Business

Q:Enter Other Residence or Business Address for Delayed Mail Piece

Q:Address or Location Mailed To:
A: Same as Customer

Additional Information:
Item was mailed on 09/28/00, not recieved.

Customer has requested a call back

*

35554 - Generic SIR ID

***** Q/A Summary Start [03:19 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

sir_legal_log.txt

Q:Effective Date:
A: 09/23/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

35600 - Generic SIR ID

***** Q/A Summary Start [03:24 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 06/30/2004

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Q:If you have submitted more than one Change of Address in the past year enter other Former Address here:

Additional Information:

Customer has requested a call back

*

36360 - Generic SIR ID

***** Q/A Summary Start [03:38 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Wrong Family(s)/Individual(s) Mail Forwarded

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/07/2005

sir_legal_log.txt

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
the other family members mail is being forwarded

Customer has requested a call back

*

36556 - Generic SIR ID

***** Q/A Summary Start [03:50 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/08/2005

Q:Change of Address submitted for:
A: Temporary Change of Address for Family

Q:What was the expiration date of the Temporary COA?
A: 11/25/2005

Additional Information:

Customer has requested a call back

*

36652 - Generic SIR ID

***** Q/A Summary Start [03:56 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Large Envelope
A: Package

Q:Was it Mailed?
A: First Class
A: Package Services
A: Unknown

Q:What type of special service was used?
A: Delivery Confirmation

sir_legal_log.txt

A: None

Q:Special Service Number

Q:Date Mailed or Best Guess

A: 09/27/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:

A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Address or Location Mailed To:

A: Same as Customer

Q:Type of Problem

A: Been Waiting Less than 14 days

A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

36692 - Generic SIR ID

***** Q/A Summary Start [03:46 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Damaged Mail

Detail:

Q:Was the Item?

A: Contents Damaged

Q:Was it a?

A: Package

Q:Was it Mailed?

A: Priority Mail

Additional Information:

Hand me down glasses where sent and broke customer disappointed with post office

Customer has NOT requested a call back

*

37184 - Generic SIR ID

***** Q/A Summary Start [04:02 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 10/07/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

37386 - Generic SIR ID

***** Q/A Summary Start [04:32 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Other Personnel

Q:Details of problem?
A: Rude
A: Inefficient

Q:Where did the incident occur?
A: Other Location

Q:Other Location:

Q>Date of incident or best guess?
A: 10/14/2005

Q:What time did this occur?
A: 12:15:00 PM

Additional Information:
This customer heard a postal driver call her a derogatory name (Bitch) while this customer was exiting a business because this customer was waiting for a parking space in this business' (Robert Kubiek Architech) parking lot. This postal driver also purposely parked her postal vehicle behind this customer's car while she was in the business establishment. When this customer noticed that the postal driver had parked her vehicle behind her car she politely asked the postal driver to move her vehicle and the postal worker made her wait for at least two to three minutes. As well, this customer said that there were at least three parking spaces available and she didn't see why the postal employee would park directly behind this customer's vehicle. The postal driver's truck number is 7204766. Thanks so much.

Customer has requested a call back

*

37508 - Generic SIR ID

***** Q/A Summary Start [04:12 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: Audio / Visual

Q: Was It a?

A: Letter

Q: Was it Mailed?

A: Mixed Class

Q: What type of special service was used?

A: None

Q: Date Mailed or Best Guess

A: 09/30/2005

Q: Time Mailed

A: 01:00:00 PM

Q: Reported By:

A: Addressee

Q: Where was item mailed from:

A: Unknown

Q: Where was item mailed to:

A: Same as Customer

Q: If you suspect foul play: Do you know who was involved?

A: No

Q: Do you know the name(s) of who you suspect?

A: No

Q: Was it a Postal Employee?

A: No

Q: Do you have a description?

A: No

Additional Information:

waiting for x rays

Customer has requested a call back

*

37792 - Generic SIR ID

***** Q/A Summary Start [04:33 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street Name Incorrect; ZIP Code Correct

Q: Was It a?

A: Some Mail

Q: Was it Mailed?

A: First Class

sir_legal_log.txt

Q:Date of problem or Best Guess?

A: 10/14/2005

Additional Information:

carrier of and on misdelivers the mail

Customer has requested a call back

*

37854 - Generic SIR ID

***** Q/A Summary Start [04:40 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Mail Returned to Sender

Detail:

Q:Type of Problem?

A: Don't Know why

Q:Was It a?

A: Some Mail

Q:Was it Mailed?

A: Mixed Class

Q:Date on the Endorsement?

A: 10/12/2005

Additional Information:

Important mail was recently returned to the sender with a stamp saying that I am not at my address. I need to make sure that my mail is actually delivered. I went to my local post office and was given, supposedly, a number for the delivery supervisor, but it turned out to be a fax machine. I need this problem solved promptly.

Customer has requested a call back

*

37896 - Generic SIR ID

***** Q/A Summary Start [04:27 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

sir_legal_log.txt

Customer has requested a call back

*

38114 - Generic SIR ID

***** Q/A Summary Start [04:44 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Time of Delivery
Detail:

Q:Details of Problem?

A: Arrives Late

Q:Where did this problem occur?

A: Same as Customer

Q:Date of Problem?

A: 10/14/2005

Additional Information:

Customer stated that the mail in her neighborhood was not delivered at 1730

Customer has NOT requested a call back

*

38262 - Generic SIR ID

***** Q/A Summary Start [04:57 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: Over 12 Days

Q:Was It a?

A: Package

Q:Was it Mailed?

A: Priority Mail

Q:Was this Mailed using a Special Service?

A: Delivery Confirmation

Q:Special Service Number

Q:Address or Location Mailed From:

A: Post Office

Q:Enter Post Office Location where Delayed Mail Piece was Mailed From

Q:Address or Location Mailed To:

A: Same as Customer

Additional Information:

Customer has requested a call back

sir_legal_log.txt

*

38408 - Generic SIR ID

***** Q/A Summary Start [04:56 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Specific Items Not Forwarded

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/08/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
Coa verified in the system as correct.
Confirmation letter received .
Caller is really concerned some mail was returned to the sender stating not at the address.

Customer has NOT requested a call back

*

38414 - Generic SIR ID

***** Q/A Summary Start [04:54 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Did Not Receive Notice
A: Address is Correct
A: Don't Know Why

Q:Was It a?
A: All Mail

Q:Was it Mailed?
A: First Class

Additional Information:
customer also has a po box with the same problem. po box , lake oswego, or 97035. please investigate and call customer back. thank you.

Customer has requested a call back

*

38474 - Generic SIR ID

***** Q/A Summary Start [04:58 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: Today

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 10/14/2005

Additional Information:
mail box was moved because of construction and mail carrier never stopped to put
mail in mail box

Customer has requested a call back

*

38500 - Generic SIR ID

***** Q/A Summary Start [04:59 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Time of Delivery
Detail:

Q:Details of Problem?
A: Arrives Late

Q:Where did this problem occur?
A: Same as Customer

Q:Date of Problem?
A: 09/01/2005

Additional Information:
The customer stated that the neighborhood has been receiving mail after 1700 for
over one year and for the past week mail has been received after 1900

Customer has requested a call back

*

38606 - Generic SIR ID

***** Q/A Summary Start [05:09 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Customer has requested a call back

*

39038 - Generic SIR ID

***** Q/A Summary Start [05:33 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 2 to 4 Days

Q: Was It a?
A: Large Envelope

Q: Was it Mailed?
A: Priority Mail

Q: Was this Mailed using a Special Service?
A: Delivery Confirmation

Q: Special Service Number

Q: Address or Location Mailed From:
A: Post Office

Q: Enter Post Office Location where Delayed Mail Piece was Mailed From

Q: Address or Location Mailed To:
A: Same as Customer

Additional Information:
Please locate this item. It contains important documents to be received. Thank you

Customer has NOT requested a call back

*

39400 - Generic SIR ID

***** Q/A Summary Start [05:43 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: Notice Left; No Attempt

Q: Did this problem occur at the same address as provided?
A: Same as Customer

Q: Date of problem or Best Guess?
A: 10/14/2005

Additional Information:
Express mail label number is ED843116714US.

Customer has requested a call back

*

39566 - Generic SIR ID

sir_legal_log.txt

***** Q/A Summary Start [05:46 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Unknown

Q:What type of special service was used?
A: Delivery Confirmation

Q:Date Mailed or Best Guess
A: 10/12/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

39784 - Generic SIR ID

***** Q/A Summary Start [06:02 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Letter Carrier

Q:Details of problem?
A: Rude

Q:Where did the incident occur?
A: Other Location

Q:Other Location:

Q:Date of incident or best guess?
A: 10/14/2005

Q:What time did this occur?
A: 03:50:00 PM

Additional Information:

Customer has requested a call back

*

39832 - Generic SIR ID

***** Q/A Summary Start [06:16 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Priority Mail

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/12/2005

Q:Reported By:
A: Sender

Q:Address or Location Item was Mailed From:
A: Post Office

Q:Enter Post Office Location where item was Mailed From

Q:Address or Location Mailed To:
A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Type of Problem
A: Been Waiting Less than 14 days
A: Past Date of Event

Additional Information:
CUSTOMER STATES THAT THE MAIL PIECE WAS PERISHABLE (DRIED FISH). THE CUSTOMER WAS ASSURED THAT THE MAIL PIECE WOULD ARRIVE IN TWO DAYS. THIS HAS NOT BEEN WHAT HAS TRANSPIRED. CUSTOMER IS VERY UPSET. PLEASE ADVISE OR RESOLVE. THANK YOU FOR YOUR PROMPT ATTENTION TO THIS MATTER.

Customer has requested a call back

*

39872 - Generic SIR ID

***** Q/A Summary Start [06:14 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Some Mail

sir_legal_log.txt

Q:Was it Mailed?
A: Mixed Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/14/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:
Customer is still not receiving all of her mail. She is starting to get billing statements that are showing that her bills are past due because she didn't respond to previous billing statements that she has never received. Please look into this and find out what is going on.

Customer has requested a call back

*

39974 - Generic SIR ID

***** Q/A Summary Start [06:11 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: 800 Number

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/28/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
says that mail has not started to be forwarded

Customer has requested a call back

*

40124 - Generic SIR ID

***** Q/A Summary Start [06:21 PM CST 10-14-2005] *****

Issue Type: Information
Category: Delivery / Mail Pick-up
Involved: Other
Detail:

Q:Explanation:

A: they will now as of 10/15 be sharing the office with another company....that company is By Design Publishing....they will share a MAILBOX.

Additional Information:

*

40174 - Generic SIR ID

***** Q/A Summary Start [06:30 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Requested Service
Detail: Redelivery

Q:Details of the problem?

A: Not Received

Q:Where was the request placed?

A: Residence Mailbox

Q:Date of Problem?

A: 10/14/2005

Additional Information:

Customer has requested a call back

*

40242 - Generic SIR ID

***** Q/A Summary Start [06:37 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: Over 12 Days

Q:Was It a?

A: Package

Q:Was it Mailed?

A: Priority Mail

Q:Was this Mailed using a Special Service?

A: Insured

Q:Special Service Number

Q:Address or Location Mailed From:

A: Other Residence / Business

Q:Address or Location Mailed To:

sir_legal_log.txt

A: Same as Customer

Additional Information:

This item was mailed Priority/INSURED to JVC in Cypress on 090805....can we verify was delivered. Customer unable to get answer from company

Customer has requested a call back

*

40246 - Generic SIR ID

***** Q/A Summary Start [06:36 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Letter Carrier

Q:Details of problem?

A: Didn't place mail in box

Q:Where did the incident occur?

A: Other Location

Q:Other Location:

Q>Date of incident or best guess?

A: 10/14/2005

Q:What time did this occur?

A: 02:00:00 PM

Additional Information:

Mailman leaves package or large envelopes by the mailbox on the street. Customer has a curbside mailbox and anybody can just grab her packages. Her other mailman brings the packages to customer's porch.

Customer has requested a call back

*

40396 - Generic SIR ID

***** Q/A Summary Start [06:42 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street# Incorrect; Street /ZIP Correct

Q:Was It a?

A: Some Mail

Q:Was it Mailed?

A: First Class

Q>Date of problem or Best Guess?

A: 10/14/2005

Additional Information:

This has been going on for a year and a half or longer, it was ok for a while when they spoke with the Postmaster, but now it is getting bad again.

sir_legal_log.txt

Customer has requested a call back

*

40496 - Generic SIR ID

***** Q/A Summary Start [06:45 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Standard Mail

Q:What type of special service was used?
A: Delivery Confirmation

Q:Special Service Number

Q:Date Mailed or Best Guess
A: 10/08/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been Waiting Less than 14 days

Additional Information:
Thanks a lot!

Customer has requested a call back

*

40540 - Generic SIR ID

***** Q/A Summary Start [06:51 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Large Envelope

Q:Was it Mailed?
A: First Class

Q:What type of special service was used?

sir_legal_log.txt

A: None

Q:Date Mailed or Best Guess

A: 09/23/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:

A: Unknown

Q:Address or Location Mailed To:

A: Same as Customer

Q:Type of Problem

A: Been waiting More than 14 days

Additional Information:

orderd magazines from a comany called regal entertainment and has yet to recieve them

Customer has requested a call back

*

40548 - Generic SIR ID

***** Q/A Summary start [06:55 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: None of the Above

Q:Was It a?

A: Package

A: Some Mail

Q:Was it Mailed?

A: Priority Mail

A: Mixed Class

Q:what type of special service was used?

A: None

Q:Date Mailed or Best Guess

A: 09/28/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:

A: Unknown

Q:Address or Location Mailed To:

A: Same as Customer

Q:Type of Problem

A: Been Waiting Less than 14 days

A: Been waiting More than 14 days

Additional Information:

PROBLEM HAS BEEN OCCURING FOR ABOUT THREE WEEKS ONLY RECEIVING SPERITICAL MAIL

PEICES

Customer has requested a call back

*

40552 - Generic SIR ID

***** Q/A Summary Start [06:56 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?

A: Letter
A: Package

Q:Was it Mailed?

A: First Class
A: Priority Mail
A: Package Services

Q:what type of special service was used?

A: Delivery Confirmation

Q:Special Service Number

Q:Date Mailed or Best Guess

A: 09/28/2005

Q:Reported By:

A: Sender

Q:Address or Location Item was Mailed From:

A: Post Office

Q:Enter Post Office Location where item was Mailed From

Q:Address or Location Mailed To:

A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Type of Problem

A: Been Waiting Less than 14 days

Additional Information:

Customer has requested a call back

*

40650 - Generic SIR ID

***** Q/A Summary Start [07:16 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: 2 to 4 Days

sir_legal_log.txt

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: Periodicals

Q:Address or Location Mailed From:
A: Other Residence / Business

Q:Address or Location Mailed To:
A: Same as Customer

Additional Information:
she still has not received her time magazine and she also stated that her local post office did lie to her because she did an investaging her own and she find out that people did receive there mag. she wants a call back about this. Thanks

Customer has requested a call back

*

40690 - Generic SIR ID

***** Q/A Summary Start [07:00 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Don't Know Why

Q:Was It a?
A: Letter
A: Some Mail

Q:Was it Mailed?
A: First Class
A: Mixed Class

Q:Date on the Endorsement?
A: 10/10/2005

Additional Information:
this customer has bills getting RTS but doesn't know why. he has already verified with the senders that his address provided to them is correct. this was never a problem prior to this, but he is wondering why it's happening now

Customer has requested a call back

*

20282 - Generic SIR ID

***** Q/A Summary Start [07:43 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/30/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

20392 - Generic SIR ID

***** Q/A Summary Start [07:58 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Letter Carrier

Q:Details of problem?
A: Didn't place mail in box

Q:Where did the incident occur?
A: Other Location

Q>Date of incident or best guess?
A: 10/13/2005

Q:What time did this occur?
A: 05:00:00 PM

Additional Information:

Customer has requested a call back

*

20960 - Generic SIR ID

***** Q/A Summary Start [08:16 AM CST 10-14-2005] *****

Issue Type: Information
Category: Delivery / Mail Pick-up
Involved: Delivery Service
Detail:

Q:Explanation:
A: Due to medical reasons she needs her forwarded mail to continue to be forwarded until November the 15 Please

Additional Information:

sir_legal_log.txt

*

21004 - Generic SIR ID

***** Q/A Summary Start [08:23 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter
A: Package

Q:Was it Mailed?
A: First Class
A: Package Services

Q:What type of special service was used?
A: Certified
A: Delivery Confirmation

Q:Special Service Number

Q:Date Mailed or Best Guess
A: 09/28/2005

Q:Reported By:
A: Sender

Q:Address or Location Item was Mailed From:
A: Post Office

Q:Enter Post Office Location where item was Mailed From

Q:Address or Location Mailed To:
A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

21162 - Generic SIR ID

***** Q/A Summary Start [08:33 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Some Mail Delivered to Old address

Q:How did you submit your COA?
A: Carrier

sir_legal_log.txt

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/30/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

21428 - Generic SIR ID

***** Q/A Summary Start [08:41 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/30/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

21718 - Generic SIR ID

***** Q/A Summary Start [08:48 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: None of the Above

Q:Was It a?

A: Some Mail

Q:Was it Mailed?

A: Standard Mail

Q:What type of special service was used?

A: None

sir_legal_log.txt

Q:Date Mailed or Best Guess
A: 10/01/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Subscription: issue missing

Additional Information:
Second report of same issue.

Customer has NOT requested a call back

*

21970 - Generic SIR ID

***** Q/A Summary Start [09:03 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street Name Incorrect; ZIP Code Correct

Q:Was It a?
A: All Mail

Q:Was it Mailed?
A: First Class

Q:Date of problem or Best Guess?
A: 10/13/2005

Additional Information:
never delivered the mail yesterday and other days when mail is delivered the wrong mail is delivered throughout her apartment building

Customer has requested a call back

*

21986 - Generic SIR ID

***** Q/A Summary Start [09:06 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street Name Incorrect; ZIP Code Correct

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

sir_legal_log.txt

Q:Date of problem or Best Guess?
A: 09/30/2005

Additional Information:
For the past two weeks, since 30 Sep 05 our customer is experiencing a misdelivery problem. This is occurring two or three times each week. This is a new female letter carrier. Please check, correct, and please call the customer.

Customer has requested a call back

*

22624 - Generic SIR ID

***** Q/A Summary Start [09:30 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/02/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
customers mother did a COA in early Sept. and has not started receiving any mail yet. please look into the situation and call them back with your findings,. thank you

Customer has requested a call back

*

22740 - Generic SIR ID

***** Q/A Summary Start [09:33 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: First Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess

A: 10/13/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days
A: No Mailing Information

Additional Information:
Custoemr says he hasnt received any of his bills inclupding credit card statements.

Customer has requested a call back

*

22904 - Generic SIR ID

***** Q/A Summary Start [09:33 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Some Mail Delivered to Old address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 10/01/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

23248 - Generic SIR ID

***** Q/A Summary Start [09:54 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Too long to Receive Forwarded Mail

Q:How did you submit your COA?
A: Carrier

sir_legal_log.txt

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/15/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

was rcving some mail but for about a week has not rcvd no forward mail

Customer has requested a call back

*

23822 - Generic SIR ID

***** Q/A Summary Start [10:05 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: Some Mail Delivered to Old address

Q:How did you submit your COA?

A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 10/08/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for Family

Additional Information:

Customer states that his mail is still going to his old address, as yesterday.10/13/05.

Customer has requested a call back

*

24184 - Generic SIR ID

***** Q/A Summary Start [10:17 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Personnel

Involved: Behavior

Detail: Letter Carrier

Q:Details of problem?

A: Didn't place mail in box

Q:Where did the incident occur?

A: Other Location

Q:Other Location:

sir_legal_log.txt

PHILADELPHIA, PA 19141-1702

Q:Date of incident or best guess?
A: 10/13/2005

Q:what time did this occur?
A: 04:00:00 PM

Additional Information:
Customer says carrier is not putting their mail in the slot provided and it is dangerous for theft and because you could easily slip when you open the door if you dont see the mail laying there.

Customer has requested a call back

*

24292 - Generic SIR ID

***** Q/A Summary Start [10:22 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter
A: Unknown

Q:Was it Mailed?
A: First Class
A: Unknown

Q:what type of special service was used?
A: Delivery Confirmation
A: None

Q:Date Mailed or Best Guess
A: 09/19/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Unknown

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:
Customer stated he is still waiting on the report about his lost passport

Customer has requested a call back

*

24450 - Generic SIR ID

***** Q/A Summary Start [10:34 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Manager / Supervisor

Q:Details of problem?
A: Inefficient

Q:Where did the incident occur?
A: Post Office

Q:Post Office Location:

Q:Date of incident or best guess?
A: 10/14/2005

Q:What time did this occur?
A: 10:00:00 AM

Additional Information:

Customer paid their po box fee on sept 19 and then on Oct 3 it was locked so they provided the receipt to prove it was paid. They unlocked and they were able to get mail. Then on Oct 14 they blocked it again saying it was unpaid. Customer is tired of proving that they paid for the service. This is happening with her mail and friends box. Please call customer.

Customer has requested a call back

*

24690 - Generic SIR ID

***** Q/A Summary Start [10:33 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Mailed

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 10/03/2005

Q:Change of Address submitted for:
A: Business

Additional Information:

Customer has requested a call back

*

24920 - Generic SIR ID

***** Q/A Summary Start [10:35 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: Mixed Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/03/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:
customer states she is not receiving alot of her mail

Customer has requested a call back

*

25138 - Generic SIR ID

***** Q/A Summary Start [10:47 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 10/08/2005

Additional Information:
Customer states that he has not received any mail since Saturday, Oct 8. He would like tp know where his mail is. And if there is anything wrong with the carrier. Expressed concern about the carrier. Please look into this matter and notify the customer. Thank you and have a nice day

Customer has requested a call back

sir_legal_log.txt

*

25872 - Generic SIR ID

***** Q/A Summary Start [11:08 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Too long to Receive Forwarded Mail

Q:How did you submit your COA?
A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/30/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

26158 - Generic SIR ID

***** Q/A Summary Start [11:14 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter
A: Package

Q:Was it Mailed?
A: First Class
A: Priority Mail
A: Unknown

Q:What type of special service was used?
A: Certified
A: Delivery Confirmation

Q:Special Service Number

Q:Date Mailed or Best Guess
A: 09/28/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

sir_legal_log.txt

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days
A: Past Date of Event
A: No Mailing Information

Additional Information:
priority flat rate envelope says delivered and the person did not get it.. please
call # listed and speak to . she is the shipper...

Customer has requested a call back

*

26550 - Generic SIR ID

***** Q/A Summary Start [11:26 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Express Mail

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/03/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

26576 - Generic SIR ID

***** Q/A Summary Start [11:25 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street# Incorrect; Street /ZIP Correct

sir_legal_log.txt

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: First Class
A: Periodicals
A: Standard Mail

Q:Date of problem or Best Guess?
A: 10/14/2005

Additional Information:
THE DELIVERY LADY HE SAYS CANT READ THE HOUSE NUMBERS.
THEY ARE HAVING MISDELIVERY ISSUES.
THIS HAS HAPPEND FOR SEVERAL WEEKS NOW HE STATES.
HAPPENDS JUST ABOUT EVERY DAY.
HIS NEIGHBOORS ARE GOING AROUND FOR EACHOTHER FOR EACHOTHERS MAIL.
HE SAID HIS NEIGHBOOR SPOKE TO THE POST MASTER ALREADY ON THIS ISSUE.

Customer has NOT requested a call back

*

26610 - Generic SIR ID

***** Q/A Summary Start [11:30 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: Check / Money orders

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:What type of special service was used?
A: None

Q:Dollar Value of Item Mailed
A: 257.78

Q:Date Mailed or Best Guess
A: 09/26/2005

Q:Time Mailed
A: 12:10:00 PM

Q:Reported By:
A: Sender

Q:Where was item mailed from:
A: Unknown

Q:Where was item mailed to:
A: Other Residence / Business

Q:Enter Other Residence or Business Address for Mail Piece

Q:If you suspect foul play: Do you know who was involved?

sir_legal_log.txt

A: NO

Q:Do you know the name(s) of who you suspect?

A: NO

Q:Was it a Postal Employee?

A: NO

Q:Do you have a description?

A: NO

Additional Information:

Customer has NOT requested a call back

*

26858 - Generic SIR ID

***** Q/A Summary Start [11:36 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/20/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

27068 - Generic SIR ID

***** Q/A Summary Start [11:43 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Personnel

Involved: Behavior

Detail: Window Clerk

Q:Details of problem?

A: Inefficient

Q:Where did the incident occur?

A: Post Office

Q:Post Office Location:

sir_legal_log.txt

Q:Date of incident or best guess?
A: 10/14/2005

Q:What time did this occur?
A: 11:18:00 AM

Additional Information:

Customer has requested a call back

*

27296 - Generic SIR ID

***** Q/A Summary Start [11:44 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter
A: Package
A: Some Mail

Q:Was it Mailed?
A: Priority Mail

Q:What type of special service was used?
A: Delivery Confirmation

Q:Special Service Number

Q:Date Mailed or Best Guess
A: 09/08/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: No Mailing Information

Additional Information:
it shows the package was delivered on sept 12th, but the customer never received it.

Customer has requested a call back

*

27346 - Generic SIR ID

***** Q/A Summary Start [11:48 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up

sir_legal_log.txt

Involved: Change of Address
Detail: Specific Items Not Forwarded

Q:How did you submit your COA?
A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 08/14/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:
CUSTOMER STATES THAT HER MAIL HAS NEVER BEEN FORWARDED SMOOTHLY. SHE HAS CHANGED HER ADDRESS THREE DIFFERENT TIMES. THE MAIL FROM THE 2ND COA SEEMS TO NEVR GET FORWARDED. PLEASE CONTACT HER BACK CONCERNING THIS MATTER. THANK YOU.

Customer has requested a call back

*

27578 - Generic SIR ID

***** Q/A Summary Start [11:56 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Endorsed Not Deliverable as Addressed

Q:Was It a?
A: Some Mail

Q:was it Mailed?
A: First Class

Q:Date on the Endorsement?
A: 10/04/2005

Additional Information:
t- mobile bill and chase credit card are being rts, has not received these 2 bills since august

Customer has requested a call back

*

27846 - Generic SIR ID

***** Q/A Summary Start [12:00 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street# Incorrect; Street /ZIP Correct

sir_legal_log.txt

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: First Class

Q:Date of problem or Best Guess?
A: 10/13/2005

Additional Information:
the customer have had misdelviery twice this month and yewsterday the mail was not delvieried the customer woudl like the carrier to be spoken to concerning the matter.

Customer has requested a call back

*

28250 - Generic SIR ID

***** Q/A Summary Start [12:14 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 09/22/2005

Additional Information:
customer states that she had to leave her home because of the hurricane. however now she is back and she has not received any mail from that time. she has spoken with someone from the lpo and they told her that mail was going to be delivered but it has not been done up to this point. she is getting current mail but none of the past mail. wants to know where her mail is

Customer has requested a call back

*

28402 - Generic SIR ID

***** Q/A Summary Start [12:19 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Don't Know Why

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: Mixed Class

Q:Date on the Endorsement?

A: 08/24/2005

Additional Information:

Customer stated that all of his important mail pieces are being returned to the sender. The only mail he has been receiving is junk mail. This problem has been going on for about six to eight weeks.

Customer has requested a call back

*

28454 - Generic SIR ID

***** Q/A Summary Start [12:19 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Too long to Receive Forwarded Mail

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/28/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

28532 - Generic SIR ID

***** Q/A Summary Start [12:18 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: Over 12 Days

Q:Was It a?

A: Large Envelope

Q:Was it Mailed?

A: Periodicals

Q:Address or Location Mailed From:

A: Unknown

Q:Address or Location Mailed To:

A: Same as Customer

Additional Information:

Customer stated that she is missing 4 out of 6 yearly issues of magazines

sir_legal_log.txt

Customer has requested a call back

*

28808 - Generic SIR ID

***** Q/A Summary Start [12:29 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: All Mail

Q:Was it Mailed?
A: Mixed Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 06/14/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:
customer states that she has not received any mail at her new address. she does not get her bills when she needs them to pay. PLEASE CALL BACK

Customer has requested a call back

*

28818 - Generic SIR ID

***** Q/A Summary Start [12:28 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Too long to Receive Forwarded Mail

Q:How did you submit your COA?
A: Carrier

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/28/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Change of address is in the system.

Customer has requested a call back

*

29226 - Generic SIR ID

***** Q/A Summary Start [12:45 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: None of the Above

Q:Was It a?

A: Package

Q:Was it Mailed?

A: Priority Mail

Q:What type of special service was used?

A: Delivery Confirmation

Q:Special Service Number

Q:Date Mailed or Best Guess

A: 08/31/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:

A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Address or Location Mailed To:

A: Same as Customer

Q:Type of Problem

A: Been waiting Less than 14 days

A: Been waiting More than 14 days

A: No Mailing Information

Additional Information:

THE CUSOTMER STATES THAT THERE WAS A ITEM SENT TO HIS HOUSE AND HE NEVER RECEIVED IT. ON THE WEBSITE IT SAYS THAT THE ITEM WAS DELIVERED BUT THE ITEM NEVER GOT TO THE CUSTOMER. THE CUSOTMER IS A LITTLE COONCERNED. PLEASE CONTACT THE CUSOTMER ABOTU THIS ISSUE.

Customer has requested a call back

*

29254 - Generic SIR ID

sir_legal_log.txt

***** Q/A Summary Start [12:41 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q: Did this problem occur at the same address as provided?

A: Same as Customer

Q: Date of problem or Best Guess?

A: 10/14/2005

Additional Information:

hasn't gotten mail in 5 days. yesterday he went online to put his mail on hold to start 10/18. he hopes this won't interfere. please check. he's waiting for important pieces of mail.

Customer has requested a call back

*

29464 - Generic SIR ID

***** Q/A Summary Start [12:49 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q: Was It a?

A: Package

Q: Was it Mailed?

A: Package Services

Q: What type of special service was used?

A: Delivery Confirmation

Q: Special Service Number

Q: Date Mailed or Best Guess

A: 07/29/2005

Q: Reported By:

A: Addressee

Q: Address or Location Item was Mailed From:

A: Post Office

Q: Enter Post Office Location where item was Mailed From

Q: Address or Location Mailed To:

A: Other Residence / Business

Q: Enter Other Residence or Business Address

Q: Type of Problem

A: Past Date of Event

Additional Information:

Customer mailed a package to herself using Disney Cruise Boat address. The item was

delivered however customer didn't get this mailpiece. Customer request a callback.

Customer has requested a call back

*

30058 - Generic SIR ID

***** Q/A Summary Start [01:02 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Letter Carrier

Q:Details of problem?
A: Other damage to customers property

Q:Where did the incident occur?
A: Other Location

Q:Date of incident or best guess?
A: 08/01/2005

Q:What time did this occur?
A: 12:00:00 PM

Additional Information:
The customer states the mail carrier continues to turn around in her driveway and is breaking the pavement.

Customer has NOT requested a call back

*

30100 - Generic SIR ID

***** Q/A Summary Start [01:01 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name Incorrect; All Else Correct

Q:Was It a?
A: All Mail
A: Some Mail

Q:Date of problem or Best Guess?
A: 09/01/2005

Additional Information:
customers mail is always in somebody elses box she never has her mail in her mailbox, and is still receiving mail for the old tenants who used to live there. PLEASE look into this problem.

Customer has requested a call back

*

30218 - Generic SIR ID

sir_legal_log.txt

***** Q/A Summary Start [01:06 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name Incorrect; All Else Correct

Q:Was It a?

A: All Mail

Q:Was it Mailed?

A: First Class

Q:Date of problem or Best Guess?

A: 10/14/2005

Additional Information:

Customer called in and stated that all the mail for his block was delivered one address off today 10/14/05. Please look into and call back.

Customer has requested a call back

*

30536 - Generic SIR ID

***** Q/A Summary Start [01:12 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/15/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

customer hasn't received any forwarded mail. Please make sure carrier knows to forward. Change of address is on file.

Customer has requested a call back

*

31070 - Generic SIR ID

***** Q/A Summary Start [01:33 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 08/16/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

(spanish speaking customer) This is the second complaint, customer has yet to receive any mail at his new address, please investigate, thank you.

Customer has NOT requested a call back

*

31204 - Generic SIR ID

***** Q/A Summary Start [01:31 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: Audio / Visual

Q:Was It a?

A: Package

Q:Was it Mailed?

A: Unknown

Q:What type of special service was used?

A: Delivery Confirmation

Q:Special Service Number

Q>Date Mailed or Best Guess

A: 09/27/2005

Q:Time Mailed

A: 01:00:00 PM

Q:Reported By:

A: Addressee

Q:Where was item mailed from:

A: Unknown

Q:Where was item mailed to:

A: Same as Customer

Q:If you suspect foul play: Do you know who was involved?

A: NO

Q:Do you know the name(s) of who you suspect?

A: NO

Q:Was it a Postal Employee?

A: NO

sir_legal_log.txt

Q:Do you have a description?
A: NO

Additional Information:
has not receive package that was mailed 9/27.. as of 9/29 info states it was in
cincinatti, oh area BMC...please find

Customer has requested a call back

*

31396 - Generic SIR ID

***** Q/A Summary Start [01:41 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:what type of special service was used?
A: Certified

Q:Special Service Number

Q:Date Mailed or Best Guess
A: 08/25/2005

Q:Reported By:
A: Sender

Q:Address or Location Item was Mailed From:
A: Post Office

Q:Enter Post Office Location where item was Mailed From

Q:Address or Location Mailed To:
A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

31570 - Generic SIR ID

***** Q/A Summary Start [01:42 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up

Involved: Did not receive mail
Detail: None of the Above

Q: Was It a?
A: Large Envelope
A: Package

Q: Was it Mailed?
A: Priority Mail
A: Unknown

Q: What type of special service was used?
A: Delivery Confirmation

Q: Special Service Number

Q: Date Mailed or Best Guess
A: 09/28/2005

Q: Reported By:
A: Sender

Q: Address or Location Item was Mailed From:
A: Same As Customer

Q: Address or Location Mailed To:
A: Other Residence / Business

Q: Enter Other Residence or Business Address

Q: Type of Problem
A: Been waiting More than 14 days

Additional Information:
Customer states this was a bundle of book in bubblewrap envelope. According the scans it was to go to Maryland, but it is in Washington state.

Customer has requested a call back

*

31656 - Generic SIR ID

***** Q/A Summary Start [01:43 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Post Office / Equipment
Involved: Location
Detail: Post Office

Q: Post Office Location:

Q: Details of problem?
A: Other

Q: Date of the problem?
A: 10/13/2005

Additional Information:
Customer called in stating that she has failed to receive many important mailpieces from April until now. Included were some papers from immigration. Customer wants to know why.

sir_legal_log.txt

Customer has requested a call back

*

31888 - Generic SIR ID

***** Q/A Summary Start [01:43 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/27/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

32526 - Generic SIR ID

***** Q/A Summary Start [02:03 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?

A: Package

Q:Was it Mailed?

A: Package Services

Q:What type of special service was used?

A: None

Q:Date Mailed or Best Guess

A: 09/23/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:

A: Post Office

Q:Enter Post Office Location where item was Mailed From

Q:Address or Location Mailed To:

sir_legal_log.txt

A: Same as Customer

Q:Type of Problem

A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

33238 - Generic SIR ID

***** Q/A Summary Start [02:23 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: check / Money orders

Q:Was It a?

A: Letter

A: Package

Q:Was it Mailed?

A: First Class

A: Unknown

Q:What type of special service was used?

A: None

Q:Date Mailed or Best Guess

A: 09/14/2005

Q:Time Mailed

A: 12:00:00 PM

Q:Reported By:

A: Addressee

Q:Where was item mailed from:

A: Unknown

Q:Where was item mailed to:

A: Same as Customer

Q:If you suspect foul play: Do you know who was involved?

A: No

Q:Do you know the name(s) of who you suspect?

A: NO

Q:Was it a Postal Employee?

A: NO

Q:Do you have a description?

A: NO

Additional Information:

Customer called in about her fema check. Please check into matter.

sir_legal_log.txt

Customer has requested a call back

*

33346 - Generic SIR ID

***** Q/A Summary Start [02:27 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: No Delivery

Detail: More Than One Day

Q:Did this problem occur at the same address as provided?

A: Same as Customer

Q:Date of problem or Best Guess?

A: 10/11/2005

Additional Information:

she said that her ex always finds a way to get her mail some how or another and thoes things have been resolved but now shw has not received any mail these week and she knows that she should be receiving some things so she wants to know if there is another problem

Customer has requested a call back

*

34254 - Generic SIR ID

***** Q/A Summary Start [02:53 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Misdelivery

Detail: Name/Street Name Incorrect; ZIP Code Correct

Q:Was It a?

A: All Mail

A: Some Mail

Q:Date of problem or Best Guess?

A: 10/05/2005

Additional Information:

customer is getting neighbors' mail and not receiving her own, carrier is stuffing mail box beyond capacity

Customer has requested a call back

*

34388 - Generic SIR ID

***** Q/A Summary Start [02:50 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: Error on Confirmation Letter

Q:How did you submit your COA?

A: Carrier

sir_legal_log.txt

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/29/2005

Q:Change of Address submitted for:

A: Temporary Change of Address for an Individual

Q:What was the expiration date of the Temporary COA?

A: 05/15/2006

Additional Information:

Customer has requested a call back

*

35550 - Generic SIR ID

***** Q/A Summary Start [03:20 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Mail Fraud

Detail: Prizes / Sweepstakes

Q:Details of Problem?

A: Other

Additional Information:

Customer states that she has received literally a dozen sweepstakes items in her mail telling her she's won large amounts of money but that she needs to send money to collect it. She received many from all different places. If you need the return address feel free to call her.

Customer has requested a call back

*

35700 - Generic SIR ID

***** Q/A Summary Start [03:25 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Misdelivery

Detail: Name/Street Name Incorrect; ZIP Code Correct

Q:Was It a?

A: Some Mail

Q:Was it Mailed?

A: First Class

Q:Date of problem or Best Guess?

A: 09/14/2005

Additional Information:

Please call back receiving other peoples mail and late sales adds and missing mail

sir_legal_log.txt

Customer has requested a call back

*

35706 - Generic SIR ID

***** Q/A Summary Start [03:25 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: Too long to Receive Forwarded Mail

Q:How did you submit your COA?

A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/29/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

36854 - Generic SIR ID

***** Q/A Summary Start [03:59 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Damaged Mail

Detail:

Q:Was the Item?

A: Torn / Ripped

Q:Was it a?

A: Letter

Q:Was it Mailed?

A: First Class

Q:Date of Problem?

A: 10/14/2005

Additional Information:

Customer has requested a call back

*

37068 - Generic SIR ID

***** Q/A Summary Start [04:08 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Other Personnel

Q:Details of problem?

A: Inefficient

Q:Where did the incident occur?

A: Post Office

Q:Post Office Location:

Q>Date of incident or best guess?

A: 10/14/2005

Q:What time did this occur?

A: 01:30:00 PM

Additional Information:

Customer has requested a call back

*

37404 - Generic SIR ID

***** Q/A Summary Start [04:21 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 10/06/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for Family

Additional Information:

her employee check was sent to her direct address and still have not come. she has recieve a confirmation letter.

Customer has requested a call back

*

37602 - Generic SIR ID

***** Q/A Summary Start [04:21 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up

Involved: Requested Service
Detail: Delivery Confirmation

Q:Details of the problem?
A: Incomplete Information

Q:Where was the request placed?
A: Post Office
A: USPS.com

Q:Date of Problem?
A: 10/11/2005

Additional Information:
Customer feels as though he has been misled with the deklivery confirmation. He states that he felt like he was lead to believe that it is a tracking number rather than a confirmation number and requested that this matter be documented.

Customer has requested a call back

*

38150 - Generic SIR ID

***** Q/A Summary Start [04:50 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street# Incorrect; Street /ZIP Correct

Q:Was It a?
A: Letter
A: Package
A: Some Mail

Q:Date of problem or Best Guess?
A: 10/13/2005

Additional Information:
Mail is misdelivered often on this woman's road, and she wants something to be done about this.

customer has requested a call back

*

38310 - Generic SIR ID

***** Q/A Summary Start [04:46 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Time of Delivery
Detail:

Q:Details of Problem?
A: Arrives Late

Q:Where did this problem occur?
A: Same as Customer

Q:Date of Problem?

A: 10/14/2005

Additional Information:

Customer has requested a call back

*

39134 - Generic SIR ID

***** Q/A Summary Start [05:23 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/17/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

39574 - Generic SIR ID

***** Q/A Summary Start [05:48 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Time of Delivery

Detail:

Q:Details of Problem?

A: Arrives Late

Q:Where did this problem occur?

A: Same as Customer

Q:Date of Problem?

A: 08/17/2005

Additional Information:

Customer is still receiving mail from the previous owners.

Customer has requested a call back

*

sir_legal_log.txt

39602 - Generic SIR ID

***** Q/A Summary Start [05:52 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Requested Service
Detail: Hold Mail

Q:Details of the problem?
A: Not Received

Q:Where was the request placed?
A: Post Office

Q:Date of Problem?
A: 10/03/2005

Additional Information:
local po did not hold mail.

Customer has requested a call back

*

39734 - Generic SIR ID

***** Q/A Summary Start [06:01 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Unknown

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 09/29/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been Waiting Less than 14 days

Additional Information:

Customer has requested a call back

*

40348 - Generic SIR ID

***** Q/A Summary Start [06:32 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Time of Delivery
Detail:

Q:Details of Problem?
A: Inconsistent
A: Arrives Late
A: Wants Delivery Time Changed

Q:Where did this problem occur?
A: Same as Customer

Q>Date of Problem?
A: 05/01/2004

Additional Information:
This is a constant problem in this area.

Customer has requested a call back

*

40388 - Generic SIR ID

***** Q/A Summary Start [06:41 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q>Date of problem or Best Guess?
A: 10/12/2005

Additional Information:
Customer has not received any mail in 2 days. Customer states that the last time it was delivered was on wed. 10/12. He also states that none of the other tenants have received mail either. Please look into this matter and notify the customer. Thank you and a nice day

Customer has requested a call back

*

40612 - Generic SIR ID

***** Q/A Summary Start [07:04 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Wrong Family(s)/Individual(s) Mail Forwarded

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/29/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

19776 - Generic SIR ID

***** Q/A Summary Start [12:34 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: No Delivery

Detail: Today

Q:Did this problem occur at the same address as provided?

A: Same as Customer

Q:Date of problem or Best Guess?

A: 10/11/2005

Additional Information:

Cusotmer did not recevie any mail 10/11

Customer has requested a call back

*

19988 - Generic SIR ID

***** Q/A Summary Start [07:15 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Mail Returned to Sender

Detail:

Q:Type of Problem?

A: Don't Know why

Q:Was It a?

A: Letter

Q:Was it Mailed?

A: First Class

Q:Date on the Endorsement?

A: 10/13/2005

Additional Information:

Customer has requested a call back

*

20130 - Generic SIR ID

***** Q/A Summary Start [07:15 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?

A: Don't Know Why

Q:Was It a?

A: Letter

Q:Was it Mailed?

A: First Class

Additional Information:

has been recieving no mail and mail is bieng rts

Customer has requested a call back

*

20292 - Generic SIR ID

***** Q/A Summary Start [07:48 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?

A: Package

Q:Was it Mailed?

A: Mixed Class

A: Unknown

Q:What type of special service was used?

A: Delivery Confirmation

A: None

Q:Date Mailed or Best Guess

A: 10/11/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:

A: Unknown

Q:Address or Location Mailed To:

A: Other Residence / Business

Q:Type of Problem

A: Been waiting More than 14 days
A: Past Date of Event
A: No Mailing Information

Additional Information:
CER Orem

Customer message:

Recently my mail keep getting lost.I mean packages.In the past 3 months,there are 3 packages been lost.I don't know why.I just heard the post office I live at 41076(highland heights) been ask for outside people to help deliver,I just worried about that.Because outside people normally don't have any regulations.like today,so far,till 5:30,the mailman still didn't come,I wonder if the mailman will show up today.I'm going to find out tomorrow.I mean we customers trusted you.please don't let us down.This kind mail missing,never happened before.I don't think everything we need ups to deliver.Thanks

Customer has requested a call back

*

21552 - Generic SIR ID

***** Q/A Summary Start [08:49 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street# Incorrect; Street /ZIP Correct

Q:Was It a?
A: All Mail

Q:Was it Mailed?
A: First Class

Q:Date of problem or Best Guess?
A: 10/06/2005

Additional Information:
Mail was delivered to wrong addresses twice, also did not recieve mail another day, and a different day they were closed and the mail was delivered and left in the alcove. Customer says that the mail was damaged because of the rain.

Customer has NOT requested a call back

*

21966 - Generic SIR ID

***** Q/A Summary Start [09:04 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: Check / Money Orders

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: Unknown

sir_legal_log.txt

Q:What type of special service was used?

A: None

Q:Date Mailed or Best Guess

A: 09/15/2005

Q:Time Mailed

A: 10:00:00 AM

Q:Reported By:

A: Addressee

Q:Where was item mailed from:

A: Unknown

Q:Where was item mailed to:

A: Same as Customer

Q:If you suspect foul play: Do you know who was involved?

A: Yes

Q:Do you know the name(s) of who you suspect?

A: No

Q:Was it a Postal Employee?

A: NO

Q:Do you have a description?

A: No

Additional Information:

mail opened....for about 3 months..ongoing

Customer has requested a call back

*

22176 - Generic SIR ID

***** Q/A Summary Start [09:08 AM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: None of the Above

Q:Was It a?

A: Package

Q:Was it Mailed?

A: Package Services

Q:What type of special service was used?

A: Delivery Confirmation

Q:Special Service Number

Q:Date Mailed or Best Guess

A: 09/15/2005

Q:Reported By:

A: Addressee

sir_legal_log.txt

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:
ordered from a on-line walmart 09-15 and was sent on or about 09-20
this customer would like a callback with any information on this issue

Customer has requested a call back

*

22226 - Generic SIR ID

***** Q/A Summary Start [09:14 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/5-digit ZIP Code Incorrect

Q:Was It a?
A: Some Mail

Q:Date of problem or Best Guess?
A: 10/13/2005

Additional Information:
some of his mail is still being forwarded to his old temp coa. Please stop

Customer has requested a call back

*

22710 - Generic SIR ID

***** Q/A Summary Start [09:33 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Unknown

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 09/19/2005

Q:Reported By:
A: Addressee

sir_legal_log.txt

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:
Customer email:

"On Sept. 16th I placed an order with Overstock.com (movies) and according to them was shipped to post office on the 19th. we do NOT have this order and have submitted the necessary tracking/confirm forms and keep getting told that we need to wait 14 business days. The 14 business days have come and gone and we still do NOT have a response as to where our order is. This has been billed to our credit card but NO purchandise has been received."

Customer has requested a call back

*

22860 - Generic SIR ID

***** Q/A Summary Start [09:44 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street Name Incorrect; ZIP Code Correct

Q:Was It a?
A: Letter
A: Some Mail

Q:Date of problem or Best Guess?
A: 10/13/2005

Q:Other Name and Address, If Known

Additional Information:
customer's mail is being delivered to wrong address.

Customer has NOT requested a call back

*

23282 - Generic SIR ID

***** Q/A Summary Start [09:57 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Requested Service
Detail: Hold Mail

Q:Details of the problem?
A: Not Delivered on Resume Date

Q:Where was the request placed?
A: Post Office

sir_legal_log.txt

Q:Date of Problem?
A: 10/11/2005

Additional Information:
picked up mail two days ago, but she has had no mail for two days.

Customer has requested a call back

*

24100 - Generic SIR ID

***** Q/A Summary Start [10:12 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 10/11/2005

Additional Information:
Have stopped receiving. This been going on for a couple on and off. Where is my mail?

Customer has requested a call back

*

24326 - Generic SIR ID

***** Q/A Summary Start [10:23 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 09/14/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

sir_legal_log.txt

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:
water bill and gas bill

Customer has requested a call back

*

24562 - Generic SIR ID

***** Q/A Summary Start [10:27 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Damaged Mail
Detail:

Q:Was the Item?
A: Torn / Ripped

Q:Was it a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:Date of Problem?
A: 10/14/2005

Additional Information:

Customer has requested a call back

*

25176 - Generic SIR ID

***** Q/A Summary Start [10:48 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: Check / Money Orders

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class
A: Unknown

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 09/23/2005

Q:Time Mailed
A: 12:00:00 PM

sir_legal_log.txt

Q:Reported By:
A: Addressee

Q:Where was item mailed from:
A: Unknown

Q:Where was item mailed to:
A: Same as Customer

Q:If you suspect foul play: Do you know who was involved?
A: No

Q:Do you know the name(s) of who you suspect?
A: No

Q:Was it a Postal Employee?
A: No

Q:Do you have a description?
A: No

Additional Information:
city of boston

Customer has NOT requested a call back

*

25514 - Generic SIR ID

***** Q/A Summary Start [10:59 AM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: Over 12 Days

Q:Was It a?
A: Letter
A: Large Envelope

Q:Was it Mailed?
A: First Class
A: Standard Mail

Q:Was this Mailed using a special service?
A: Certified
A: Return Receipt

Q:Address or Location Mailed From:
A: Same As Customer

Q:Address or Location Mailed To:
A: Other Residence / Business

Q:Enter Other Residence or Business Address for Delayed Mail Piece

Additional Information:
Letter was sent 09/14/2005 and has not been delivered or returned.

Customer has requested a call back

*

25794 - Generic SIR ID

***** Q/A Summary Start [11:04 AM CST 10-14-2005] *****

Issue Type: Information
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail:

Additional Information:

Please send out with the carrier a moving packet to this address.

*

26278 - Generic SIR ID

***** Q/A Summary Start [11:19 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name Incorrect; All Else Correct

Q:Was It a?

A: All Mail

A: Some Mail

Q:Date of problem or Best Guess?

A: 09/30/2005

Additional Information:

customer has received mail for everybody except herself and her neighbors give her mail but she is concerned that there is mor eof her mail out there. this is for the whole apartment complex there is 3 houses/ apartments

Customer has requested a call back

*

27364 - Generic SIR ID

***** Q/A Summary Start [11:45 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name Incorrect; All Else Correct

Q:Was It a?

A: Some Mail

Q:Date of problem or Best Guess?

A: 10/14/2005

Additional Information:

Customer has requested a call back

*

27966 - Generic SIR ID

***** Q/A Summary Start [12:08 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/15/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
Customer reports three submissions of a change of address to be effective Sep 15, 2005. The change is still not in the system and no confirmation letter has been received.

Customer has requested a call back

*

28418 - Generic SIR ID

***** Q/A Summary Start [12:17 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Pick-Up
Detail:

Q:Details of Problem?
A: Not Picked Up

Q:Where did this problem occur?
A: Same as Customer

Q:Date of problem?
A: 10/12/2005

Additional Information:

Customer has requested a call back

*

28544 - Generic SIR ID

***** Q/A Summary Start [12:17 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

sir_legal_log.txt

Q:Type of Problem?
A: Address is Correct
A: Don't Know why

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: First Class

Additional Information:

Customer has requested a call back

*

29860 - Generic SIR ID

***** Q/A Summary Start [12:59 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: First Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/07/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Subscription: issue missing

Additional Information:
She has not received her tv guide for direct tv

Customer has requested a call back

*

30272 - Generic SIR ID

***** Q/A Summary Start [01:12 PM CST 10-14-2005] *****
Issue Type: Problem

Category: Delivery / Mail Pick-up
Involved: Damaged Mail
Detail:

Q: Was the Item?
A: Torn / Ripped

Q: Was it a?
A: Package

Q: Was it Mailed?
A: Priority Mail

Q: Date of Problem?
A: 10/14/2005

Additional Information:
tire chains were ordered and when sent were sent in priority flat rate box this box was tore open and then sent on with postage due and they paid someone for the chains and also postage trying to get the difference from the sender
southfork pa 15956 is the sender

Customer has requested a call back

*

30876 - Generic SIR ID

***** Q/A Summary Start [01:23 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q: Was It a?
A: Letter
A: Package
A: Some Mail
A: Unknown

Q: Was it Mailed?
A: First Class
A: Unknown

Q: What type of special service was used?
A: Certified
A: Return Receipt
A: None

Q: Special Service Number

Q: Date Mailed or Best Guess
A: 10/06/2005

Q: Reported By:
A: Sender

Q: Address or Location Item was Mailed From:
A: Same As Customer

Q: Address or Location Mailed To:
A: Unknown

sir_legal_log.txt

Q:Type of Problem

A: Been Waiting Less than 14 days

A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

31682 - Generic SIR ID

***** Q/A Summary Start [01:44 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Misdelivery

Detail: Name/Street Name Incorrect; ZIP Code Correct

Q:Was It a?

A: Some Mail

Q:Was it Mailed?

A: First Class

Q:Date of problem or Best Guess?

A: 10/11/2005

Additional Information:

customer mail: For approx. the last 2 months, we have been experiencing sporadic mail delivery. Either we don't get any mail at all, or it is misdelivered to the wrong address. Most often it is #130, & we are not on friendly terms with them, so we don't know what they do with our mail, if they get it. Many times, we get someone elses mail, & we put it that person's box. Many companies have said they mailed something out, yet we never get the item. One person swears he sent a money order, but yet we never got it. Pls. help-ask your carriers to be more dilligent in this matter. Thanks.

Customer has requested a call back

*

31796 - Generic SIR ID

***** Q/A Summary Start [01:48 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 10/03/2005

Q:Change of Address submitted for:

Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter
A: Package

Q:Was it Mailed?
A: First Class
A: Package Services

Q:What type of special service was used?
A: Delivery Confirmation
A: None

Q:Special Service Number

Q:Date Mailed or Best Guess
A: 09/30/2005

Q:Reported By:
A: Sender

Q:Address or Location Item was Mailed From:
A: Post Office

Q:Enter Post Office Location where item was Mailed From

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

33624 - Generic SIR ID

***** Q/A Summary Start [02:32 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Damaged Mail
Detail:

Q:Was the Item?
A: Contents Damaged

Q:Was it a?
A: Large Package

Q:Was it Mailed?
A: Package Services

Q:Date of Problem?
A: 10/03/2005

Additional Information:

sir_legal_log.txt

also frustrated that no refund was available for this item, all contents were lost

Customer has requested a call back

*

33964 - Generic SIR ID

***** Q/A Summary Start [02:38 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/30/2005

Q:Change of Address submitted for:

A: Business

Additional Information:

Please look into business needs the mail for bills Thank You

Customer has requested a call back

*

34008 - Generic SIR ID

***** Q/A Summary Start [02:40 PM CST 10-14-2005] *****

Issue Type: Information
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail:

Q:Explanation:

A: Please bring by a COA card for the cutsomer. Thanks.

Additional Information:

*

34932 - Generic SIR ID

***** Q/A Summary Start [03:07 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Damaged Mail
Detail:

Q:Was the Item?

A: Torn / Ripped

sir_legal_log.txt

Q:Was it a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:Date of Problem?
A: 10/14/2005

Additional Information:
"Do Not Bend" letter envelope ripped diagonally all the way through.

Customer has requested a call back

*

35502 - Generic SIR ID

***** Q/A Summary Start [03:15 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 07/22/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

35580 - Generic SIR ID

***** Q/A Summary Start [03:21 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Too long to Receive Forwarded Mail

Q:How did you submit your COA?
A: Internet

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 06/07/2005

sir_legal_log.txt

Q:Change of Address submitted for:
A: Business

Additional Information:
LPO, please contact this customer, this is second request. Thank you.

Customer has requested a call back

*

35664 - Generic SIR ID

***** Q/A Summary Start [03:24 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 10/11/2005

Additional Information:

Customer has requested a call back

*

35842 - Generic SIR ID

***** Q/A Summary Start [03:35 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Some Mail Delivered to old address

Q:How did you submit your COA?
A: 800 Number

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/27/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:
customer has put in change of address and received a heap of mail at old address and does get mail at new address

Customer has requested a call back

*

sir_legal_log.txt

35844 - Generic SIR ID

***** Q/A Summary Start [03:34 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 10/01/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for Family

Additional Information:

Customer has a COA on file, it is correct, however when pulling the info up in our database, it leaves out the City and State, and only has the street address and zip information, his confirmation letter did populate with Clovis, CA. He is wondering and a little concerned however because he has not received any forwarded mail as of yet, but he has received the confirmation letter.

Customer has requested a call back

*

36242 - Generic SIR ID

***** Q/A Summary Start [03:41 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?

A: Same as Customer

Q:Date of problem or Best Guess?

A: 10/07/2005

Additional Information:

Customer has requested a call back

*

36278 - Generic SIR ID

***** Q/A Summary Start [03:43 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

sir_legal_log.txt

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Additional Information:

Customer has requested a call back

*

36410 - Generic SIR ID

***** Q/A Summary Start [03:42 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/21/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:
she has not recieved any mail at her new address and she is very concerned about this.

Customer has requested a call back

*

36806 - Generic SIR ID

***** Q/A Summary Start [03:54 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Large Envelope

Q:Was it Mailed?
A: First Class

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/01/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

*

36840 - Generic SIR ID

***** Q/A Summary Start [03:54 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Change of Address submitted for:
A: Permanent Change of Address for Family

Additional Information:

Customer has requested a call back

*

37106 - Generic SIR ID

***** Q/A Summary Start [03:59 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:What type of special service was used?

A: None

Q:Date Mailed or Best Guess
A: 10/03/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been Waiting Less than 14 days

Additional Information:
I moved in this address in August 28, and after that i could not get my paper bill from Cingular. What happened and i need these as soon as possible.
Thanks

Customer has requested a call back

*

37220 - Generic SIR ID

***** Q/A Summary Start [04:04 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 03/28/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
Is receiving very little forwarded mail, and alot of it is still going to the old address.

Customer has requested a call back

*

37420 - Generic SIR ID

***** Q/A Summary Start [04:20 PM CST 10-14-2005] *****
Issue Type: Problem
Category: Personnel

Involved: Behavior
Detail: Letter Carrier

Q:Details of problem?
A: Didn't place mail in box

Q:Where did the incident occur?
A: Other Location

Q:Date of incident or best guess?
A: 10/14/2005

Q:What time did this occur?
A: 03:10:00 PM

Additional Information:
doesnt ring doorbell, leaves package on stoop

Customer has requested a call back

*

37664 - Generic SIR ID

***** Q/A Summary Start [04:23 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Large Envelope
A: All Mail
A: Some Mail

Q:Was it Mailed?
A: First Class
A: Unknown

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 08/08/2005

Q:Reported By:
A: Sender

Q:Address or Location Item was Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Other Residence / Business

Q:Type of Problem
A: Been Waiting Less than 14 days
A: Been waiting More than 14 days

Additional Information:

Customer has requested a call back

sir_legal_log.txt

*

38102 - Generic SIR ID

***** Q/A Summary Start [04:43 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: More Than One Day

Q:Did this problem occur at the same address as provided?
A: Same as Customer

Q:Date of problem or Best Guess?
A: 10/03/2005

Additional Information:
The mail carrier only comes once a week or so. I have bills that need to go out.

Customer has requested a call back

*

38250 - Generic SIR ID

***** Q/A Summary Start [04:55 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Some Mail Delivered to Old address

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 09/14/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:

Customer has requested a call back

*

38306 - Generic SIR ID

***** Q/A Summary Start [04:46 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Requested Service
Detail: Redelivery

Q:Details of the problem?
A: Redelivery not Provided

sir_legal_log.txt

Q:Where was the request placed?
A: 800-ASK-USPS

Q:Date of Problem?
A: 10/14/2005

Additional Information:

Customer has requested a call back

*

39222 - Generic SIR ID

***** Q/A Summary Start [05:28 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street# Incorrect; Street /ZIP Correct

Q:Was It a?
A: Some Mail

Q:Date of problem or Best Guess?
A: 10/14/2005

Additional Information:
customer recieved all her neighbors mail and none of hers today.

Customer has requested a call back

*

39316 - Generic SIR ID

***** Q/A Summary Start [05:37 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Misdelivery
Detail: Name/Street# Incorrect; Street /ZIP Correct

Q:Was It a?
A: Some Mail

Q:Date of problem or Best Guess?
A: 09/30/2005

Additional Information:

Customer has requested a call back

*

39558 - Generic SIR ID

***** Q/A Summary Start [05:50 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay

Detail: 2 to 4 Days

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: Priority Mail

Q:Was this Mailed using a Special Service?
A: Delivery Confirmation

Q:Special Service Number

Q:Address or Location Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Unknown

Additional Information:

Customer has requested a call back

*

39590 - Generic SIR ID

***** Q/A Summary Start [05:52 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: No Delivery
Detail: Today

Q:Did this problem occur at the same address as provided?
A: Other Residence / Business:

Q:Enter Other Residence or Business Address

Q:Date of problem or Best Guess?
A: 10/05/2005

Additional Information:

Customer has requested a call back

*

39630 - Generic SIR ID

***** Q/A Summary Start [05:56 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Didn't Start as Requested

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

sir_legal_log.txt

Q:Effective Date:
A: 09/01/2005

Q:Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
has documeted this several times. please give call back.

Customer has requested a call back

*

39710 - Generic SIR ID

***** Q/A Summary Start [06:00 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Address is Correct
A: Don't Know why

Q:Was It a?
A: Letter

Q:Was it Mailed?
A: First Class

Q:Mailed to Address(Label) on piece returned:

Additional Information:
two items have been returned to sendef for no reason, and customer did recieve item that was supposed to go to idaho,

Customer has NOT requested a call back

*

39746 - Generic SIR ID

***** Q/A Summary Start [05:59 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Requested Service
Detail: Hold Mail

Q:Details of the problem?
A: Not Delivered on Resume Date

Q:Where was the request placed?
A: USPS.com

Q>Date of Problem?
A: 10/11/2005

Additional Information:
still no delivery.

sir_legal_log.txt

Customer has requested a call back

*

39856 - Generic SIR ID

***** Q/A Summary Start [06:11 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Letter Carrier

Q:Details of problem?

A: Rude
A: Inefficient
A: Didn't place mail in box

Q:Where did the incident occur?

A: Other Location

Q:Other Location:

Q>Date of incident or best guess?

A: 10/12/2005

Q:What time did this occur?

A: 12:00:00 PM

Additional Information:

The customer wrote:

Please give a call back.

Customer has requested a call back

*

39940 - Generic SIR ID

***** Q/A Summary Start [06:07 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Manager / Supervisor

Q:Details of problem?

A: Rude

Q:Where did the incident occur?

A: Post Office

Q:Post Office Location:

Q>Date of incident or best guess?

A: 10/14/2005

Q:What time did this occur?

A: 02:45:00 PM

sir_legal_log.txt

Additional Information:

The supervisor would not allow his wife to go ahead with the passport service despite the fact she was in line by 2:45 PM, and passport hours are until 3 PM. Customer claims he was rude and a "jerk".

Customer has requested a call back

*

40148 - Generic SIR ID

***** Q/A Summary Start [06:24 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Requested Service

Detail: Delivery Confirmation

Q:Details of the problem?

A: Incomplete Information

Q:Where was the request placed?

A: USPS.com

Q:Date of Problem?

A: 09/08/2005

Additional Information:

Customer has requested a call back

*

40172 - Generic SIR ID

***** Q/A Summary Start [06:27 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: None of the Above

Q:Was It a?

A: Unknown

Q:Was it Mailed?

A: First Class

Q:What type of special service was used?

A: None

Q:Date Mailed or Best Guess

A: 09/27/2005

Q:Reported By:

A: Addressee

Q:Address or Location Item was Mailed From:

A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Address or Location Mailed To:

A: Same as Customer

Q:Type of Problem

A: Been waiting More than 14 days

A: Subscription: issue missing

Additional Information:

Magazine.

Customer has NOT requested a call back

*

40198 - Generic SIR ID

***** Q/A Summary Start [06:28 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Change of Address

Detail: No Mail Received at New Address

Q:How did you submit your COA?

A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:

A: 09/20/2005

Q:Change of Address submitted for:

A: Permanent Change of Address for an Individual

Additional Information:

No forwarded mail at new address. Please contact customer.

Customer has requested a call back

*

40426 - Generic SIR ID

***** Q/A Summary Start [06:50 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Personnel

Involved: Behavior

Detail: Letter Carrier

Q:Details of problem?

A: Rude

A: Inefficient

A: Didn't place mail in box

Q:Where did the incident occur?

A: Other Location

Q:Other Location:

Q>Date of incident or best guess?

A: 10/13/2005

sir_legal_log.txt

Q:What time did this occur?

A: 05:00:00 PM

Additional Information:

This asian, male, replacement carrier told this woman he doesn't care about her mail being mixed up with the mail of her neighbor's in the apartment complex. She needs her mail - so please call her back concerning her carrier and mail delivery problems.

Customer has requested a call back

*

40436 - Generic SIR ID

***** Q/A Summary Start [06:48 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Time of Delivery

Detail:

Q:Details of Problem?

A: Arrives Late

Q:Where did this problem occur?

A: Same as Customer

Additional Information:

The customer wrote:

"my mail never gets delivered on time it is always delivered close to 6:00pm i bet if i lived in the castle hills area my mail would be delivered no later than 2:00pm i have things to do and it is unexacceptable that i have to wait until 6:00 for my mail i wish my mail could be delivered in a more timely manner"

Please give her a call back on this issue.

Customer has requested a call back

*

40482 - Generic SIR ID

***** Q/A Summary Start [06:58 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Requested Service

Detail: Hold Mail

Q:Details of the problem?

A: Some Mail Held / Some Delivered

Q:Where was the request placed?

A: Post Office

Additional Information:

The customer submitted a hold mail request. When they got back, only some of their mail had been held. They would like someone to talk with the carrier and make sure they aware of the proper procedures for mail holding. Please give a call back.

sir_legal_log.txt

Customer has requested a call back

*

40786 - Generic SIR ID

***** Q/A Summary Start [07:23 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:Was it Mailed?
A: Unknown

Q:What type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 10/06/2005

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Subscription: issue missing

Additional Information:

Customer has requested a call back

*

40830 - Generic SIR ID

***** Q/A Summary Start [07:35 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Behavior
Detail: Letter Carrier

Q:Details of problem?
A: Rude
A: Inefficient
A: Other damage to customers property
A: Didn't place mail in box

Q:Where did the incident occur?
A: Other Location

sir_legal_log.txt

Q:Other Location:

Q:Date of incident or best guess?

A: 10/12/2005

Q:What time did this occur?

A: 04:00:00 PM

Additional Information:

This woman's replacement carrier is not giving her all of her mail - also, as a side note, her delivery confirmation services are never scanned for her to confirm their existence. Please call her back concerning her many woes with your post office.

Customer has requested a call back

*

40902 - Generic SIR ID

***** Q/A Summary Start [07:22 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: No Delivery

Detail: Today

Q:Did this problem occur at the same address as provided?

A: Same as Customer

Q:Date of problem or Best Guess?

A: 10/14/2005

Additional Information:

Customer has requested a call back

*

41030 - Generic SIR ID

***** Q/A Summary Start [09:30 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Misdelivery

Detail: Name/Street Name Incorrect; ZIP Code Correct

Q:Was It a?

A: Some Mail

Q:Was it Mailed?

A: First Class

Q:Date of problem or Best Guess?

A: 10/12/2005

Additional Information:

Customer has requested a call back

sir_legal_log.txt

*

41034 - Generic SIR ID

***** Q/A Summary Start [09:38 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Mail Returned to Sender
Detail:

Q:Type of Problem?
A: Address is Correct
A: Don't Know Why

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: Mixed Class

Q:Mailed to Address(Label) on piece returned:

Additional Information:

Customer has requested a call back

*

41124 - Generic SIR ID

***** Q/A Summary Start [10:03 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: None of the Above

Q:Was It a?
A: Package

Q:was it Mailed?
A: Unknown

Q:what type of special service was used?
A: None

Q:Date Mailed or Best Guess
A: 09/14/2005

Q:Reported By:
A: Sender

Q:Address or Location Item was Mailed From:
A: Post Office

Q:Enter Post Office Location where item was Mailed From

Q:Address or Location Mailed To:
A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Type of Problem

A: Been waiting More than 14 days

Additional Information:
Addressee has not received this item.

Customer has requested a call back

*

25282 - Generic SIR ID

***** Q/A Summary Start [10:53 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Specific Items Not Forwarded

Q: How did you submit your COA?

A: Took to the Post Office

Q: Current / New Address:

Q: Former / Old Address:

Q: Effective Date:

A: 08/27/2005

Q: Change of Address submitted for:

A: Temporary Change of Address for an Individual

Q: What was the expiration date of the Temporary COA?

A: 12/25/2005

Q: If you have submitted more than one Change of Address in the past year enter other Former Address here:

A:

Customer has requested a call back

*

27984 - Generic SIR ID

***** Q/A Summary Start [12:05 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q: How did you submit your COA?

A: Took to the Post Office

Q: Current / New Address:

Q: Former / Old Address:

Q: Effective Date:

A: 09/21/2005

sir_legal_log.txt

Q:Reported By:
A: Addressee

Q:Address or Location Item was Mailed From:
A: Other Residence / Business

Q:Enter Other Residence or Business Address

Q:Address or Location Mailed To:
A: Same as Customer

Q:Type of Problem
A: Been Waiting Less than 14 days

Additional Information:

Customer has requested a call back

*

35814 - Generic SIR ID

***** Q/A Summary Start [03:37 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Did not receive mail
Detail: Greeting Cards

Q:Was It a?
A: Letter
A: Package
A: Some Mail

Q:Was it Mailed?
A: First Class
A: Priority Mail

Q:What type of special service was used?
A: Certified
A: Delivery Confirmation
A: None

Q:Date Mailed or Best Guess
A: 09/07/2005

Q:Time Mailed
A: 12:00:00 PM

Q:Reported By:
A: Sender

Q:Where was item mailed from:
A: Same As Customer

Q:Where was item mailed to:
A: Other Residence / Business

Q:Enter Other Residence or Business Address for Mail Piece

Q:If you suspect foul play: Do you know who was involved?

A: No

Q:Do you know the name(s) of who you suspect?

A: No

Q:Was it a Postal Employee?

A: No

Q:Do you have a description?

A: No

Additional Information:

Please check and call him back, the birthday cards has never been recieved. He sent one 5 weeks ago without a return address, and then send other letter and greetings cards with 3-4 weeks and they have not been recieved. Also he states that the recipient not has a new mail receptacle at the address placed by her door and mail maybe delivered to the old mailbox.

Customer has requested a call back

*

36178 - Generic SIR ID

***** Q/A Summary Start [03:44 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Damaged Mail

Detail:

Q:Was the Item?

A: Contents Damaged

Q:Was it a?

A: Package

Q:Was it Mailed?

A: Package Services

Additional Information:

The customer ships about 15,000 packages but with the past 3wks he has been having problems with the Atlanta office. He says alot of them are getting broken open , damaged and missing contents. He says they must be throwing them around. He says the problem is NOT with his Lpo they are great. Please let his Lpo he is Not complaining about them.

Customer has requested a call back

*

37228 - Generic SIR ID

***** Q/A Summary Start [04:06 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: Check / Money Orders

Q:Was It a?

A: All Mail

A: Some Mail

sir_legal_log.txt

Q:Was it Mailed?

A: First Class

A: Mixed Class

Q:What type of special service was used?

A: None

Q:Date Mailed or Best Guess

A: 09/26/2005

Q:Time Mailed

A: 10:00:00 AM

Q:Reported By:

A: Addressee

Q:Where was item mailed from:

A: Other Residence / Business

Q:Where was item mailed to:

A: Same as Customer

Q:If you suspect foul play: Do you know who was involved?

A: No

Q:Do you know the name(s) of who you suspect?

A: No

Q:Was it a Postal Employee?

A: No

Q:Do you have a description?

A: No

Additional Information:

customer says mail is not getting delivered in time before ofc close and the post man leave it outside

Customer has requested a call back

*

38222 - Generic SIR ID

***** Q/A Summary Start [05:01 PM CST 10-14-2005] *****

Issue Type: Problem

Category: Delivery / Mail Pick-up

Involved: Did not receive mail

Detail: Check / Money Orders

Q:Was It a?

A: Letter

A: Package

Q:Was it Mailed?

A: Priority Mail

A: Unknown

Q:What type of special service was used?

A: None

Q: Dollar Value of Item Mailed
A: 285

Q: Date Mailed or Best Guess
A: 10/11/2005

Q: Time Mailed
A: 12:00:00 PM

Q: Reported By:
A: Sender

Q: Where was item mailed from:
A: Same As Customer

Q: Where was item mailed to:
A: Other Residence / Business

Q: Enter Other Residence or Business Address for Mail Piece

Q: If you suspect foul play: Do you know who was involved?
A: No

Q: Do you know the name(s) of who you suspect?
A: No

Q: Was it a Postal Employee?
A: No

Q: Do you have a description?
A: No

Additional Information:

Customer has requested a call back

*

38504 - Generic SIR ID

***** Q/A Summary Start [04:58 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: No Mail Received at New Address

Q: How did you submit your COA?
A: Took to the Post Office

Q: Current / New Address:

Q: Former / Old Address:

Q: Effective Date:
A: 07/06/2005

Q: Change of Address submitted for:
A: Permanent Change of Address for an Individual

Additional Information:
(spanish)

sir_legal_log.txt

Customer has requested a call back

*

25066 - Generic SIR ID

***** Q/A Summary Start [10:44 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Personnel
Involved: Knowledge
Detail: Other Personnel

Q:Details of problem?
A: Gave incorrect information
A: Didn't provide all service offerings

Q:Where did the incident occur?
A: Post Office

Q:Post Office Location:

Q:Date of incident or best guess?
A: 09/02/2005

Q:What time did this occur?
A: 02:00:00 PM

Additional Information:

Customer has requested a call back

*

23478 - Generic SIR ID

***** Q/A Summary Start [09:58 AM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Change of Address
Detail: Specific Items Not Forwarded

Q:How did you submit your COA?
A: Took to the Post Office

Q:Current / New Address:

Q:Former / Old Address:

Q:Effective Date:
A: 08/27/2005

Q:Change of Address submitted for:
A: Temporary Change of Address for an Individual

Q:What was the expiration date of the Temporary COA?
A: 12/25/2005

Additional Information:

Customer has requested a call back

*

28690 - Generic SIR ID

***** Q/A Summary Start [12:29 PM CST 10-14-2005] *****

Issue Type: Problem
Category: Delivery / Mail Pick-up
Involved: Delay
Detail: over 12 Days

Q:Was It a?
A: Some Mail

Q:Was it Mailed?
A: Periodicals

Q:Address or Location Mailed From:
A: Unknown

Q:Address or Location Mailed To:
A: Same as Customer

Additional Information:

"I have been experiencing problems with my mail delivery for the last 6 months. The first issue has been the receipt of magazines that I subscribe to. To date I am missing 3 issues of cycle world and 1 issue each of Motorcycle Consumer News and Z Magazine. I have spoken to my carrier about this but it seems to be a new person everytime so there is never any follow up. I have called the magazines directly and they have been helpful by replacing the issues, but this is rather annoying. The second issue is the mail that we get is very often not ours - I have spoken with my neighbors about this and it happens to them often. I often get neighbors' mail and mail from folks not even on our street. I usually just walk it over if it's on my street or leave it in the box if it's not for me, but I can't help but wonder if I;m missing mail at times because this is happening with my mail. I would like to know what I could do or who I could talk to to remedy this issue. Thank you
CeR-Orem

Customer has requested a call back

*