

## USPS Report on PRC Rate and Service Inquiries for November 2009

The Postal Regulatory Commission referred 44 inquiries to the Postal Service in November. Customers received responses on average within 10 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (20) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (8) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (16) – i.e., privacy and Freedom of Information Act requests, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topics are being highlighted for their possible interest to a larger audience.

**Location of Collection Boxes and Schedules** - A convenient option for customers to locate collection boxes is provided on the USPS.com Website. Customer may click on the "Locate a Post Office" link located on the top right side of the screen, then select "Collection Boxes" under the What are you looking for? pull down menu on the left side of the subsequent screen. The customer is then asked to enter some information about the location they are interested in such as address, city or ZIP Code™ to begin the search, which brings up a list and map of nearby collection boxes. When the individual collection box is selected from the list or map, the specific location and last daily collection time is displayed. Customers may access this handy online tool at [http://usps.whitepages.com/collection\\_box/search](http://usps.whitepages.com/collection_box/search).

**Establishing Home Delivery** - City Delivery may be established within the area to be served provided, among other criteria, the area has a population of at least 2,500 residents or 750 possible delivery points, and at least 50 percent of the building lots are improved with homes or businesses.

Rural Delivery is established through the determination of local postal managers. A rural route should serve an average of at least one residential or business delivery per mile. In addition, roads should be public and must be well-maintained and passable year round. Extensions of rural delivery service should also serve at least one family for each additional mile of travel, including retrace. The requirements for road conditions are the same as those for establishment of the route.

To learn more about "Options for Receiving Mail", please visit the Postal Service Website at <http://www.usps.com/all/optionsforreceivingmail/welcome.htm>.

**Mailing Letters and Packages** - \_\_\_ General information on choosing Postal products and services to meet your mailing and shipping needs is available through *A Customer's Guide to Mailing*, and may be accessed online at <http://pe.usps.gov/cpim/ftp/manuals/dmm100/dmm100.pdf>. The Guide is designed to explain your options for mailing and help you choose the services that are best for you.