

**Postal Regulatory Commission Public Inquiry Log FY 2012 Quarter 3
(Includes Rate and Service Inquiries)**

Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/2/12	Consumer	Highland	CA	92346		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/2/12
4/2/12	Consumer					N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/2/12
4/2/12	Consumer	Penhook	VA	24137		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/2/12
4/4/12	Consumer	Alcove	NY	12007		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/4/12
4/4/12	Consumer	Alcove	NY	12007		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/4/12
4/4/12	Consumer	Hereford	CO	80732		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/4/12
4/4/12	Consumer	Hereford	CO	80732		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/4/12
4/1/12	Consumer					USPS financial situation			Comment on USPS financial situation	Acknowledged comments	4/2/12
4/2/12	Consumer	Houston	TX	77095		Service	Delivery	Missing mail	Letter missing in mail - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/2/12
4/2/12	Consumer	Hatboro	PA	19040		Service	Delivery	PO Box	Concerns with competitive P O Box program participation - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/2/12

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4/2/12	Consumer	Seal Beach	CA	90740		Service	Delivery	PO Box	P O Box fee increased	Sent to USPS to assist & respond to PRC & customer	4/2/12
4/2/12	Consumer	East Aboga	AL	36260		Service	Delivery	Undelivered Mail	Attempt to redeliver package not being made by carrier	Sent to USPS to assist & respond to PRC & customer	4/2/12
4/2/12	Consumer	Billerica	MA	01821	International surface mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/2/12
4/2/12	Consumer	New York City	NY	10031		Service	Delivery	Undelivered Mail	Attempt to redeliver package not being made by carrier	Sent to USPS to assist & respond to PRC & customer	4/2/12
4/2/12	Consumer	Waterford	MI	48327		Service	Delivery	Mode of delivery	Customer denied hardship delivery request	Sent to USPS to assist & respond to PRC & customer	4/2/12
4/2/12	Consumer	Belton	TX	76513		Service	Delivery	Mode of delivery	Customer denied hardship delivery request	Sent to USPS to assist & respond to PRC & customer	4/2/12
4/2/12	Consumer	Chicago	IL	60610		Service	Retail	Other	Local post office out of Express Mail flat rate envelopes	Sent to USPS to assist & respond to PRC & customer	4/3/12
4/2/12	Business Owner	Wisdom	MT	59761		Service	Retail	Other	Question on hosting Village Post Office	Sent to USPS to assist & respond to PRC & customer	4/3/12
4/2/12	Consumer	Rochester	NY	14626		Service	Delivery	RTS	Mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	4/3/12
4/3/12	Federal, State & local govt	Springfield	IL	62706		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/3/12
4/3/12	Consumer	Duluth	GA	30096	Priority Mail	Service	Delivery	Missing mail	Package missing in mail - further information	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/3/12
4/3/12	Business Owner	Bear	DE	19701		Service	Delivery	Refund	Refund for overcharging Click n' Ship account	Sent to USPS to assist & respond to PRC & customer	4/3/12

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4/4/12	Consumer					Service	Delivery	Change of address	Comment on adding business and P O Box to change of address order	Answered by PAGR	4/5/12
4/4/12	Consumer	Helena	MT	59602		Service	Delivery	Mail damage	Contents of packages damaged/broken when delivered	Sent to USPS to assist & respond to PRC & customer	4/5/12
4/5/12	Consumer	Tippecanoe	IN			Service	Retail	PO closing	Courtesy copy of letter to District Manager regarding possible closing of post office	Placed on file	4/5/12
4/2/12	Federal, State & local govt	Washington	DC	20515		Service	Retail	PO closing	Questions on Commission Advisory Opinions issued in Appeals Dockets	Answered by Chairman's Office	4/4/12
4/5/12	Consumer	Joliet	IL	60432		Personnel	Employee behavior	Rudeness	Carrier rude to customer and other service issues - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/5/12
4/9/12	Consumer		MI			USPS financial situation			5 form postcards received regarding service standards	Placed on file	4/9/12
4/5/12	Consumer	Wana	WV	26590		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/5/12
4/9/12	Postal Employee	Cincinnati	OH			N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/9/12
4/11/12	Postal Employee	Miami	FL	33296		Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	4/12/12
4/10/12	Consumer	Las Vegas	NV	89126		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Provided link on USPS website to submit unsolicited proposals	4/12/12
4/11/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/11/12
4/5/12	Consumer	Kearney	NE	68845		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	4/10/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/9/12	Consumer					Service	Delivery		Comment on mail delivery	No contact information provided to respond	4/9/12
4/10/12	Consumer	Boca Raton	FL	33429		Other			Erroneously received fax intended for another recipient	Placed on file	4/10/12
4/2/12	Federal, State & local govt	Washington	DC	20515		Service	Retail	Other	Question concerning lease terminations	Answered by Chairman's Office	4/6/12
4/9/12	Consumer	Washington	DC	20005		Service	Delivery	RTS	Check being returned to sender	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/9/12	Consumer	Washington	DC	20011		Service	Delivery	Missing mail	Stamp order missing in mail	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/9/12	Consumer	York	PA	17404		Service	Delivery	Missing mail	Statements missing in mail	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/9/12	Consumer	Summerville	NJ	08876		Service	Delivery	Mail damage	Mail being damaged by carrier when placed in mail box	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/9/12	Consumer	New York City	NY	10031		Service	Retail	Wait time in line	Long wait in line at local post office	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/9/12	Consumer	Washington	DC	20002		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/5/12	Consumer	Atlanta	GA	30305		Service	Delivery	Missing mail	Checks missing in mail	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/5/12	Consumer	Hollywood	MD	20636	Certified Mail	Service	Delivery	Delayed Mail	Letters delayed in mail	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/5/12	Consumer	Johnston	CO	80534		Service	Retail	Other	Customer double billed for Click n Ship service	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/6/12	Consumer	Elmhurst	IL	60126		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	4/9/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/7/12	Consumer	Fort Worth	TX	76244	Certified Mail	Service	Delivery	RTS	Package returned to sender	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/9/12	Consumer	Baltimore	MD	21244		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/9/12	Consumer	Owensboro	KY	42301		Service	Delivery	Delayed Mail	Letters delayed in mail	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/9/12	Consumer	Arlington	OH	43221		Service	Employee behavior		Postmaster unhelpful to customer and other issues	Sent to USPS to assist & respond to PRC & customer	4/9/12
4/7/12	Consumer					Service	Delivery	Missing mail	Packages missing in mail	No contact information provided to respond	4/10/12
4/6/12	Consumer	Birmingham	AL	35214		Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	4/10/12
4/4/12	Federal, State & local govt	Tippecanoe	IN			Service	Retail	PO closing	Courtesy copy of letter to District Manager regarding possible closing of post office	Referred to USPS CA	4/10/12
4/9/12	Consumer	Rowland Heights	CA	91748		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Sent to USPS to assist & respond to PRC & customer	4/10/12
4/4/12	Consumer	Wood Dale	IL	60191		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/10/12
4/11/12	Consumer	San Diego	CA	92117		Service	Delivery	Undelivered Mail	Mail not being delivered to residence due to placement of mailbox	Sent to USPS to assist & respond to PRC & customer	4/12/12
4/10/12	Mailer					RFI	Rates		Question on timing of future rate increases	Answered by PAGR	4/12/12
4/12/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/12/12
4/12/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/12/12
4/12/12	Postal Employee	Rochester Hills	MI	48309		Personnel			Comment on working environment	Referred to USPS HR	4/12/12

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4/11/12	Mailer	Albuquerque	NM	87113		Service	Delivery	Undelivered Mail	Direct Mail postcards not delivered	Sent to USPS to assist & respond to PRC & customer	4/12/12
4/9/12	Consumer	Columbus	GA	31903		Service	Delivery	Other	Carrier driving across lawn when delivering mail - continuing issue	Sent to USPS to assist & respond to PRC & customer	4/13/12
4/10/12	Consumer	Pine	CO	80470		Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/12/12
4/12/12	Postal Employee	Fort Washington	MD	20744		Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	4/12/12
4/13/12	Consumer	Arlington	TX	76013		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/13/12
4/9/12	Consumer	Des Plaines	IL	60016		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	4/13/12
4/9/12	Consumer					RFI	Information		Question on formal complaint process	Answered by PAGR	4/9/12
4/13/12	Consumer	Fishkill	NY	12524		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	4/16/12
4/5/12	Consumer	Morristown	NJ	7960		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/5/12
4/5/12	Consumer	Morristown	NJ	7960		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/5/12
4/5/12	Consumer	New Brunswick	NJ	8901		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/5/12

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4/11/12	Postal Employee	Quincy	KY	41166		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/11/12
4/11/12	Federal, State & local govt	North Blenheim	NY	12131		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/11/12
4/12/12	Federal, State & local govt	Columbus	MT	59019		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/12/12
4/12/12	Federal, State & local govt	Columbus	MT	59019		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/12/12
4/12/12	Federal, State & local govt	Columbus	MT	59019		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/12/12
4/17/12	Postal Employee	San Patricio	NM	88348		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/17/12
4/17/12	Consumer	Lolo	MT	59847		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/18/12
4/17/12	Federal, State & local govt	Lansing	MI	48911		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/17/12
4/6/12	Consumer	Greeley	IA	52050		A2012-65	Retail	PO closing	Comment on post office closing	Placed on file	4/6/12

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4/15/12	Consumer	Seattle	WA	98121		Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/17/12
4/13/12	Consumer	St Louis	MO	63129		Service	Delivery	Misdelivery	Packaged delivered to wrong address	Sent to USPS to assist & respond to PRC & customer	4/17/12
4/17/12	Consumer	Nargate	FL			Service	Delivery	PO Box	Box closed due to late payment mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	4/17/12
4/14/12	Postal Employee					Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	4/17/12
4/13/12	Consumer	Herbster	WI	54844		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/17/12
4/16/12	Consumer					Website	Information		Questions on searching Commission website	Answered by PAGR	4/17/12
4/14/12	Consumer					USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	4/17/12
4/15/12	Consumer	Little Rock	AR	72113		USPS financial situation			Comment on USPS financial situation	Acknowledged comments	4/17/12
4/15/12	Consumer	Westbrook	ME	4092		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/15/12
4/16/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/17/12
4/17/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/17/12
4/15/12	Consumer	Gwinn	MI	49841		Service	Retail	Other	Customer sold wrong denomination of stamp	Sent to USPS to assist & respond to PRC & customer	4/17/12

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4/17/12	Consumer	Hatboro	PA	19040		Service	Delivery	PO Box	Concerns with competitive P O Box program participation - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA and responded on 5/3/12 with letter addressing formal complaint process	4/18/12
4/17/12	Consumer	Toledo	OH			Service	Delivery	Delayed Mail	Newspapers delayed in mail	Referred to local USPS CA	4/17/12
4/17/12	Consumer	Marathon	FL			Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Requested further information	4/17/12
4/18/12	Consumer	Lisbon	OH	44432		RFI	Rates		Request for new rate schedule	Mailed schedule	4/18/12
4/18/12	Consumer	Stafford	VA	22554		Service	Delivery	Undelivered Mail	Mail not being delivered to residence due to damaged mailbox	Sent to USPS to assist & respond to PRC & customer	4/19/12
4/20/12	Consumer					N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/20/12
4/23/12	Consumer	Bozeman	MT	54844		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/23/12
4/13/12	Consumer	Nashville	TN	37212		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/23/12
4/23/12	Consumer	Harrison	AR			N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/23/12
4/23/12	Postal Employee					N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/23/12
4/20/12	Consumer	Missoula	MT	59806		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/20/12

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4/16/12	Consumer					RFI	Information	Other	Question on possible fraud and forgery	Referred to USPS IS	4/20/12
4/18/12	Consumer	Norristown	PA	19401		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/19/12	Consumer	Newton Centre	MA	02459		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/19/12	Business Owner	Mt Pleasant	WI	53406	Express Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/18/12	Consumer	Moscow	ID	83843		Service	Delivery	RTS	Package returned to sender	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/20/12	Federal, State & local govt	Las Vegas	NV	89101		Service	Delivery	Mode of delivery	Change in delivery location	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/18/12	Consumer					Other			Erroneously received phone call intended for another agency	Reply that they had contacted PRC in error	4/20/12
4/18/12	Business Owner	Cottonwood	AZ	86326		Service	Delivery		Question on charging fee to hold mail sent to private business address	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/20/12	Consumer	Topeka	KS	66612		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/20/12	Consumer	New York City	NY	10017		Service	Delivery	Other	Carrier relating personal information about customer to apartment management	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/18/12	Consumer	New York City	NY	10031		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/20/12	Consumer					N2010-1		6 Days	Comment on USPS proposal to eliminate Saturday delivery	No contact information provided to respond	4/23/12
4/23/12	Consumer					Service	Rates		Ebay applying surcharge to postage rates	Sent to USPS to assist & respond to PRC & customer	4/23/12

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4/21/12	Consumer	Belleville	NJ	07109		Service	Rates		Ebay applying surcharge to postage rates	Sent to USPS to assist & respond to PRC & customer	4/23/12
4/18/12	Consumer	Sonyea	NY	14556		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	4/23/12
4/23/12	Consumer	Represa	CA	95671		RFI	Rates		Request for new rate schedule	Mailed schedule	4/24/12
4/23/12	Consumer	Brooklyn	NY	11217		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/23/12
4/23/12	Mailer					RFI	Information	Other	Request to meet with Chairman and Commissioners	Referred to Chairman's Office	4/24/12
4/23/12	Consumer					N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	4/24/12
4/6/12	Consumer	Greeley	IA	52050		Service	Retail	Wait time in line	Long wait in line at local post office	Sent to USPS to assist & respond to PRC & customer	4/24/12
4/18/12	Consumer	Cleveland	OH	44113		Service	Delivery	Undelivered Mail	Mail not being delivered due to dangerous dog issue	Sent to USPS to assist & respond to PRC & customer	4/24/12
4/24/12	Consumer	Belington	WV	26250		Service	Delivery	Mode of delivery	Customer denied hardship delivery request	Sent to USPS to assist & respond to PRC & customer	4/24/12
4/24/12	Consumer	Wayland	MA	01778		Service	Delivery	Mail damage	Contents of packages damaged/broken when delivered	Sent to USPS to assist & respond to PRC & customer	4/5/12
4/24/12	Consumer	Las Vegas	NV	89134		Service	Delivery	Delayed Mail	Circulars delivered late in the week	Sent to USPS to assist & respond to PRC & customer	4/25/12
4/24/12	Consumer	Colorado Springs	CO	80908		N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	4/25/12
4/24/12	Consumer					USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	4/25/12
4/25/12	Consumer					RFI	Rates		Request for historical data on various mail rates	Answered by PAGR	4/25/12

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4/25/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/26/12
4/18/12	Consumer	Spanaway	WA	98387		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comments	4/26/12
4/25/12	Consumer	Miami	FL	33143	Certified Mail	Service	Delivery	RTS	Letter returned to sender	Sent to USPS to assist & respond to PRC & customer	4/26/12
4/24/12	Consumer	Walnut Creek	CA	94597		Service	Delivery	Mail damage	Contents of packages damaged/broken when delivered	Sent to USPS to assist & respond to PRC & customer	4/26/12
4/26/12	Consumer	Brooklyn	NY	11213		Service	Delivery	RTS	Package returned to sender	Sent to USPS to assist & respond to PRC & customer	4/26/12
4/26/12	Federal, State & local govt	Kiowa	CO	80117		Service	Delivery	Mode of delivery	Question on universal service delivery options for town	Sent to USPS to assist & respond to PRC & customer	4/26/12
4/26/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	4/27/12
4/26/12	Consumer	Golden Valley	MN	55427		Service	Delivery	Undelivered Mail	Mail not being delivered to business due to shortage of carriers	Sent to USPS to assist & respond to PRC & customer	4/27/12
4/26/12	Consumer	Buckannon	WV	26201		Service	Retail	PO closing	Comment on possible closing of post offices	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	4/27/12
4/25/12	Consumer	East Elmhurst	NY	11370		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	4/27/12
4/24/12	Consumer	Alpha	MN	56111		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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4/24/12	Consumer	Augusta	WV	26704		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Baltimore	MD	21201		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Baltimore	MD	21201		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Bedford	PA	1552		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/24/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Columbia	MO	65202		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Fairfax	VA	22032		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Fort Worth	TX	76133		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Gore	VA	22637		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Hagerstown	MD	21740		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/25/12	Consumer	Hallsview	MO	65255		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/25/12	Consumer	Lehew	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Moorefield	WV	26836		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Red Lodge	MT	59068		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Romney	WV	26757		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Seattle	WA	98115		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Seattle	WA	98115		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Sidnaw	MI	49961		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Winchester	VA	22602		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Winchester	VA	22602		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Yellow Spring	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Yellow Spring	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Yellow Spring	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/25/12	Consumer	Yellow Spring	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Yellow Spring	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Yellow Spring	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Yellow Spring	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Yellow Spring	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Consumer	Yellow Spring	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/25/12
4/25/12	Postal Employee	Teterboro	NJ	7608		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/25/12
4/25/12	Consumer	Sunriver	OR	97707		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/30/12	Consumer	Baker	WV	26801		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Capon Bridge	WV	26711		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/30/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	High View	WV	26808		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Lehew	WV	26865		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
4/30/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer	Wardensville	WV	26851		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments	4/30/12
4/30/12	Consumer					N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	No contact information provided to respond	4/30/12
4/20/12	Consumer	Philadelphia	PA	19142	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	4/20/12
4/20/12	Business Owner	Salt Lake City	UT			Service	Delivery	Unsolicited mail	Customer received unwanted mail	Provided customer with information on how to register on Do Not Mail lists	4/20/12
4/20/12	Consumer	Brooklyn	NY	11218	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Referred to local USPS CA	4/20/12

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4/24/12	Consumer	Hatboro	PA	19040		Service	Delivery	PO Box	Concerns with competitive P O Box program participation - further comments	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	4/24/12
4/24/12	Consumer	St Louis	MO	63118	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Referred to local USPS CA	4/24/12
4/25/12	Consumer	Berkley	CA	94712		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	4/25/12
4/26/12	Postal Employee					RFI	Information	Other	Postal employee with wage/earnings questions	Referred to USPS HR	4/26/12
4/27/12	Consumer	Staten Island	NY	10314		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	4/27/12
4/27/12	Consumer					USPS financial situation	Suggestion		Comment on USPS financial situation	Placed on file	4/27/12
4/27/12	Consumer	Shaker Heights	OH	44122		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	4/27/12
4/27/12	Consumer	Washington	DC	20019		Service	Delivery	Delayed Mail	Mail being delivered late in the day and other service issues	Sent to USPS to assist & respond to PRC & customer	4/27/12
4/27/12	Consumer	Grandview	MO	64030		Service	Delivery	Undelivered Mail	Comment on undelivered package	Placed on file	5/1/12
4/30/12	Consumer					RM2012-4			Comment on Commission Docket to consider changes in its Advisory Opinion process	Acknowledged comments and placed copy in commenter file	5/1/12
4/28/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	5/1/12
4/28/12	Consumer	Capon Springs	WV	26823		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	5/1/12

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5/1/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/1/12
5/1/12	Consumer	Atlanta	GA	30349		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	5/1/12
5/1/12	Consumer	Willow Springs	IL	60480		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Sent to USPS to assist & respond to PRC & customer	5/1/12
5/1/12	Consumer	Omaha	AR	72662		Service	Delivery	RTS	Packages returned to sender for postage	Sent to USPS to assist & respond to PRC & customer	5/1/12
4/28/12	Consumer	Merrifield	VA	22081		Personnel	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	5/1/12
4/30/12	Postal Employee	Denver	CO			A2012-108	Retail	PO closing	Question on finding Order remanding decision on Commission's website	Provided link to document on website	5/1/12
5/1/12	Consumer	Houston	TX	77090		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Sent to USPS to assist & respond to PRC & customer	5/1/12
4/30/12	Consumer	Massillon	OH	44646	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/1/12
4/30/12	Consumer	Roswell	GA	30075		Service	Delivery	Other	Flyers being placed in community's mailboxes	Sent to USPS to assist & respond to PRC & customer	5/1/12
5/1/12	Consumer					N2011-1	Information	PO closing	Request for p o closing list	Answered by PAGR	5/1/12
5/3/12	Consumer					Service	Delivery	Missing mail	Letter missing in mail	No contact information provided to respond	5/3/12
5/2/12	Consumer	Nargate	FL			Service	Delivery	PO Box	Box closed due to late payment mail being returned to sender - further questions	Sent to USPS to assist & respond to PRC & customer - relayed to USPS CA	5/3/12
5/2/12	Consumer	Lexington	VA			N2010-1		3 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	5/3/12

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5/2/12	Consumer					N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	5/3/12
5/2/12	Consumer					USPS financial situation			Comment on USPS financial situation	Acknowledged comment	5/3/12
5/9/12	Consumer		MI			USPS financial situation			1 form postcards received regarding service standards	Placed on file	5/9/12
5/2/12	Federal, State & local govt	Greensboro	NC	27402		Service	Retail	PO closing	Comment on possible closing of Four Seasons post office in Greensboro, NC	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/9/12
5/3/12	Federal, State & local govt	Washington	DC	20515		Service	Delivery	PO Box	Referral of constituent complaint regarding denial to customers of P O Box rentals	Sent to USPS to assist & respond to PRC & customer	5/3/12
5/2/12	Consumer	New York City	NY	10019		Service	Delivery	Other	Issues with depositing money into permit account	Sent to USPS to assist & respond to PRC & customer	5/3/12
5/2/12	Consumer	Stateline	NV	89449		Service	Delivery	PO Box	Customer denied P O Box rental at local post office, referred to alternate location	Sent to USPS to assist & respond to PRC & customer	5/3/12
5/3/12	Consumer	Banning	CA	92220		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Referred to local USPS CA	5/4/12
5/3/12	Consumer	Chicago	IL	60647		Service	Delivery	Delayed Mail	Mail being delivered late in the day and other delivery issues	Sent to USPS to assist & respond to PRC & customer	5/4/12
5/7/12	Mailer	Essex	CT	06426		Service	Delivery	Other	Conflict in rules given to mailer regarding palletization of mailing - continuing issue	Sent to USPS to assist & respond to PRC & customer	5/7/12
5/4/12	Consumer				International surface mail	Service	Delivery	Delayed Mail	Package delayed in mail sent to Scotland	Sent to USPS to assist & respond to PRC & customer	5/7/12

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5/4/12	Consumer	Hingham	MA	02043		Service	Delivery	Undelivered Mail	Mail not being delivered to residence due to placement of mailbox	Sent to USPS to assist & respond to PRC & customer	5/7/12
5/5/12	Consumer					Service	Delivery	Mode of delivery	Relative denied hardship delivery request	Requested further information	5/7/12
5/7/12	Consumer	Chicago	IL	60647		Service	Delivery	Mail theft	Allegations of mail theft	Sent to USPS to assist & respond to PRC & customer	5/7/12
5/4/12	Postal Employee					USPS financial situation			Comment on USPS financial situation	Placed on file	5/7/12
5/4/12	Consumer					USPS financial situation			Comment on USPS financial situation	Acknowledged comment	5/7/12
4/29/12	Consumer			90302		USPS financial situation			Comment on USPS financial situation	Acknowledged comment	5/7/12
5/7/12	Business Owner					Other			Notification of publication of report on Postal Service	Placed on file	5/7/12
5/7/12	Consumer	Oxnard	CA	93033		USPS financial situation			Comment on USPS financial situation	Acknowledged comment	5/8/12
5/7/12	Postal Employee	San Francisco	CA	94188		Personnel			Comment on grievance pay outs and other postal operational matters	Referred to USPS HR	5/8/12
5/8/12	Postal Employee	Teterboro	NJ	7608		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	5/8/12
5/7/12	Consumer	Houston	TX	77016		Service	Delivery	Missing mail	Mail tampering	Referred to USPS IS	5/8/12
5/2/12	Consumer	New Alexandria	PA	15670		Service	Retail	PO closing	Comment on possible closing of New Alexandria, PA post office due to lease expiration	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/7/12
5/2/12	Consumer	New Alexandria	PA	15670		Service	Retail	PO closing	Comment on possible closing of New Alexandria, PA post office due to lease expiration	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/7/12

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5/1/12	Consumer	New Alexandria	PA	15670		Service	Retail	PO closing	Comment on possible closing of New Alexandria, PA post office due to lease expiration	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/7/12
5/1/12	Consumer	New Alexandria	PA	15670		Service	Retail	PO closing	Comment on possible closing of New Alexandria, PA post office due to lease expiration	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/7/12
5/1/12	Consumer	New Alexandria	PA	15670		Service	Retail	PO closing	Comment on possible closing of New Alexandria, PA post office due to lease expiration	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/7/12
5/1/12	Consumer	New Alexandria	PA	15670		Service	Retail	PO closing	Comment on possible closing of New Alexandria, PA post office due to lease expiration	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/7/12
5/3/12	Consumer	Arlington	OH	43221		Service	Employee behavior		Postmaster unhelpful to customer and other issues - continuing issue	Referred to USPS OIG	5/4/12
5/2/12	Consumer	Norfolk	MA	02056		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	5/4/12
5/7/12	Consumer	Crawfordville	FL	32327		Service	Delivery	Prison mail	Issues with prison mail administration	Provided contact information for ACLU	5/8/12
4/26/12	Consumer	Montgomery	AL	36117		Service	Delivery	Undelivered Mail	Mail not being delivered to residence due to placement of mailbox	Sent to USPS to assist & respond to PRC & customer	5/4/12
5/1/12	Business Owner	Springfield	OH	45503		Service	Delivery	Delayed Mail	Mail not being picked up or delivered everyday by carrier	Sent to USPS to assist & respond to PRC & customer	5/8/12
5/4/12	Consumer	Lakeland	FL	33801		Service	Retail	PO closing	Question on post office closing appeal process	Answered by PAGR	5/4/12
5/3/12	Consumer					Service	Delivery	Delayed Mail	Mail being delivered late in the day	Requested further information	5/3/12
5/4/12	Consumer	San Antonio	TX	77305		Service	Retail	PO Box	Request for refund of post office box fee	Sent to USPS to assist & respond to PRC & customer	5/8/12

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5/7/12	Consumer	Savannag	GA	31419		Service	Delivery	Mode of delivery	Relative denied hardship delivery request	Sent to USPS to assist & respond to PRC & customer	5/8/12
5/7/12	Consumer	Millington	TN	38053		Service	Delivery	Mail damage	Contents of packages damaged/broken when delivered	Sent to USPS to assist & respond to PRC & customer	5/9/12
5/9/12	Consumer	West Redding	CT	6896		USPS financial situation			Copy of letter supporting HR 1351	Placed on file	5/9/12
4/30/12	Consumer	Des Moines	IA	50312		Service	Retail	PO closing	Comment on possible closing of Capitol Square Station in Des Moines, IA	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/8/12
5/10/12	Consumer					Other			Erroneously received phone call intended for another agency	Reply that they had contacted PRC in error	5/10/12
5/10/12	Consumer	Cheboygan	MI	49721		USPS financial situation			Comment on USPS financial situation	Acknowledged comment	5/10/12
5/10/12	Consumer	Wilmington	NC	49721		USPS financial situation			Comment on USPS financial situation	Acknowledged comment	5/10/12
5/10/12	Consumer	Beech Grove	KY	42322		Service	Delivery	Mode of delivery	Local post office changing to CBU's	Sent to USPS to assist & respond to PRC & customer	5/10/12
5/9/12	Business Owner	Houston	TX	77007		Service	Delivery	Undelivered Mail	Mail not being delivered to or picked up from business address	Sent to USPS to assist & respond to PRC & customer	5/10/12
5/7/12	Consumer	Acworth	GA	30102	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/10/12
5/7/12	Consumer	Savannah	GA	31405		Personnel	Employee behavior	Rudeness	Postmaster rude to customer	Sent to USPS to assist & respond to PRC & customer	5/10/12
5/10/12	Postal Employee	Broad Run	VA	20137		Service	Retail	Lobby hours	Lobby hours at post office being reduced	Sent to USPS to assist & respond to PRC & customer	5/10/12

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5/9/12	Consumer					USPS financial situation			Comment on USPS financial situation	Placed on file	5/10/12
5/8/12	Consumer	Norfolk	NE	68701		USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comment	5/10/12
5/8/12	Consumer	Chicago	IL	60649	International surface mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/10/12
5/7/12	Consumer	Galveston	TX	77550		Service	Delivery	Delayed Mail	Packages delayed in mail and other service issues	Sent to USPS to assist & respond to PRC & customer	5/10/12
5/10/12	Consumer	Perio	AZ	85382		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/10/12
5/11/12	Consumer					RFI	Information	Other	Request for information on AJL opinions on two classes on mail	Referred to USPS website	5/11/12
5/11/12	Consumer					Philatelic	Information		Request for information on philatelic items for collectors	Referred to USPS website	5/11/12
5/10/12	Consumer					Service	Delivery	Claim	Request review of insurance claim	Sent to USPS to assist & respond to PRC & customer	5/10/12
5/10/12	Consumer	Wichita	KS	67278	Priority Mail	Service	Delivery	Delayed Mail	Package not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	5/10/12
5/11/12	Consumer	Hartford	CT	06110		Service	Delivery	Other	Carrier walking across lawn when delivering mail	Sent to USPS to assist & respond to PRC & customer	5/11/12
5/11/12	Business Owner	Easton	PA	18042		Service	Delivery	Undelivered Mail	Mail not being delivered to or picked up from business address	Sent to USPS to assist & respond to PRC & customer	5/11/12
5/11/12	Consumer	Toledo	OH	43635		Service	Delivery	PO Box	P O Box fee increased	Sent to USPS to assist & respond to PRC & customer	5/11/12
5/11/12	Consumer	Stamford	CT	06901		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/11/12

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5/11/12	Consumer	Danvers	MA	01923		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	5/11/12
5/8/12	Federal, State & local govt	Daisy	GA			A2011-104	Retail	PO closing	Comment on post office closing Advisory Opinion	Answered by Chairman's Office	5/11/12
5/9/12	Consumer	New Alexandria	PA	15670		Service	Retail	PO closing	Comment on possible closing of New Alexandria, PA post office due to lease expiration	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/11/12
5/9/12	Consumer	New Alexandria	PA	15670		Service	Retail	PO closing	Comment on possible closing of New Alexandria, PA post office due to lease expiration	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/11/12
5/11/12	Consumer	Brooklyn	NY	11203		Service	Delivery	Hold mail	Mail not held during absence of customer	Sent to USPS to assist & respond to PRC & customer	5/11/12
5/11/12	Consumer	Bowling Green	KY	42103		Philatelic	Suggestion		Suggestion for stamp design - copy of letter to PMG	Placed on file	5/11/12
5/11/12	Mailer					N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	5/15/12
5/14/12	Consumer	Niagara Falls	NY	14304		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	5/15/12
5/13/12	Consumer	Lutz	FL	33548	Certified Mail	Service	Delivery	RTS	Letter returned to sender	Sent to USPS to assist & respond to PRC & customer	5/15/12
5/14/12	Consumer	Marion Heights	PA	17832		Service	Retail	Lobby hours	Lobby hours at post office not sufficient	Sent to USPS to assist & respond to PRC & customer	5/15/12
5/14/12	Consumer	Shell Knob	MO	65747		Personnel	Employee behavior	Rudeness	Postmaster rude to customer	Sent to USPS to assist & respond to PRC & customer	5/15/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
5/14/12	Consumer	Troy	MI	48084		Service	Delivery	Unsolicited mail	Customer received unwanted mail	Sent to USPS to assist & respond to PRC & customer	5/15/12
5/15/12	Consumer					Other			Erroneously received phone call intended for another agency - further comments	Acknowledged comments	5/15/12
5/15/12	Consumer	North Hartford	CT	06110		Service	Delivery	Other	Carrier driving across lawn when delivering mail	Referred to local USPS CA	5/15/12
5/14/12	Consumer	Sonyea	NY	14556		Service	Delivery	Prison mail	Issues with prison mail administration - further comments	Provided contact information for ACLU	5/16/12
5/14/12	Federal, State & local govt	Raynore	MO	64083		Service	Delivery	AMP	Comment on DUO planned for Raymore, MO delivery operations	Acknowledged comments	5/16/12
5/14/12	Business Owner	Raynore	MO	64083		Service	Delivery	AMP	Comment on DUO planned for Raymore, MO delivery operations	Acknowledged comments	5/16/12
5/14/12	Consumer	Mabie	WV	20278		Service	Retail	PO closing	Comment on possible closing of Mabie, WV post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/16/12
5/14/12	Consumer	Coleharbor	ND	58531		Service	Delivery	Mode of delivery	Comment on obtaining rural mail delivery if post office should close	Sent to USPS to assist & respond to PRC & customer	5/16/12
5/14/12	Consumer	Chicago	IL	60616		Service	Retail	Other	Request for response to various issues from Marion, IA, Bedford Park, IL, and Minneapolis, MN	Sent to USPS to assist & respond to PRC & customer	5/16/12
5/15/12	Consumer	Washington	DC	20020		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses	Sent to USPS to assist & respond to PRC & customer	5/16/12
5/16/12	Consumer	Arlington	TX	76017		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	5/16/12
5/16/12	Consumer	Escondido	CA	92033		MC2012-10	Informatio n		Question on materials filed in docket	Answered by PAGR	5/17/12

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5/16/12	Consumer	LaJolla	CA	92038		Service	Retail	PO closing	Comment on possible closing of LaJolla, CA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/16/12
5/15/12	Consumer	Lebanon	TN	37087		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/15/12
5/15/12	Consumer					USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/15/12
5/16/12	Postal Employee					USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12
5/16/12	Postal Employee	Malden	WA	99149		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12
5/16/12	Consumer	Cheboygan	MI	49721		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12
5/16/12	Postal Employee	Bishop Hill	IL	61419		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12
5/16/12	Consumer			44670		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12
5/16/12	Federal, State & local govt	Swanzy	NH	3446		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12
5/16/12	Postal Employee					USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12
5/16/12	Postal Employee					USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12
5/16/12	Postal Employee					USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
5/16/12	Consumer	Lebanon	TN	37087		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/16/12
5/16/12	Consumer					Service	Delivery		Comment on mail delivery	Acknowledged comments	5/17/12
4/23/12	Consumer	Gable	SC	29051		Service	Retail	PO closing	Comment on possible closing of Gable, SC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/17/12
5/16/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	5/18/12
5/17/12	Consumer	Washington	DC	20008		Service	Delivery	Mail damage	Mail being left on driveway	Sent to USPS to assist & respond to PRC & customer	5/17/12
5/17/12	Consumer	Kansas City	MO	64108		Service	Delivery	Hold mail	Mail not held during absence of customer	Sent to USPS to assist & respond to PRC & customer	5/17/12
5/17/12	Consumer	Lawrenceville	GA	30043		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	5/18/12
5/17/12	Consumer	Yonkers	NY	10704	Priority Mail	Service	Delivery	Delayed Mail	Letter not delivered in timeframe quoted	Sent to USPS to assist & respond to PRC & customer	5/18/12
5/17/12	Consumer	Brooklyn	NY	11234		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	5/18/12
5/18/12	Consumer	Washington	DC	20017		Service	Delivery	Undelivered Mail	Stamps By Mail order not received by customer	Sent to USPS to assist & respond to PRC & customer	5/18/12
5/18/12	Consumer	Glen Allen	VA	23058		Service	Delivery	Mail damage	Letters opened in mail	Sent to USPS to assist & respond to PRC & customer	5/18/12
5/13/12	Federal, State & local govt	Swanzy	NH	3446		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/21/12
5/16/12	Consumer	Callam Bay	WA	98326		RFI	Information		Question on franked envelopes	Answered by PAGR	5/21/12

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5/21/12	Consumer					USPS financial situation			Comment on reduction of hours at rural post offices	Placed on file	5/21/12
5/21/12	Consumer	Lansing	MI	48917		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	5/21/12
5/17/12	Consumer					N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	5/18/12
5/18/12	Postal Employee					USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/18/12
5/18/12	Postal Employee					USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/18/12
5/17/12	Consumer	Tallahassee	FL	32314		N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	5/18/12
5/21/12	Consumer	Norfolk	MA	02056		Service	Delivery	Prison mail	Issues with prison mail administration - further comments	Placed on file	5/21/12
5/21/12	Consumer	Sammarnish	WA	98074		Service	Delivery	Undelivered Mail	Mail not being delivered to residence due to damaged mailbox	Sent to USPS to assist & respond to PRC & customer	5/21/12
5/20/12	Consumer	Niagara Falls	NY	14304		Service	Delivery	Undelivered Mail	Carrier not delivering mail to residence	Sent to USPS to assist & respond to PRC & customer	5/21/12
5/21/12	Consumer	Fresno	CA	93720		Service	Delivery	Mail theft	Allegations of mail theft	Sent to USPS to assist & respond to PRC & customer	5/21/12
5/19/12	Consumer	Union City	NJ	07086		Service	Delivery	Undelivered Mail	Attempt to deliver packages not being made by carrier	Sent to USPS to assist & respond to PRC & customer	5/21/12
5/18/12	Consumer	Immokalee	FL	34142		Personnel	Employee behavior	Rudeness	Clerk rude to customer	Referred to USPS CA	5/21/12
5/12/12	Consumer				International surface mail	Service	Delivery	Missing mail	Letter missing in mail sent from Singapore	Sent to USPS to assist & respond to PRC & customer	5/21/12

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5/22/12	Consumer	Thomotosassa	FL	33592		Service	Delivery	RTS	Mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	5/22/12
5/22/12	Consumer	Washington	DC	20017		Service	Delivery	RTS	Mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	5/22/12
5/22/12	Consumer	Washington	DC	20007	Certified Mail	Service	Delivery	Missing mail	Letter missing in mail	Sent to USPS to assist & respond to PRC & customer	5/22/12
5/15/12	Consumer	Des Moines	IA	50309		Service	Retail	PO closing	Comment on possible closing of Capitol Square Station, Des Moines, IA	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/22/12
5/22/12	Consumer	Hartford	CT	6112		Service	Retail	PO closing	Comment on possible closing of Blue Hills post office in Hartford, CT	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/22/12
5/17/12	Federal, State & local govt	Akron	OH	44308		N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	5/23/12
5/23/12	Business Owner	Cadillac	MI	49601		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/23/12
5/23/12	Business Owner	Roxboro	NC	27573		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/23/12
5/23/12	Business Owner	Brookhaven	MS	39601		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/23/12
5/23/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/23/12
5/23/12	Consumer	Birmingham	AL	35209		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/23/12
5/23/12	Consumer	Atlanta	GA	30341		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/23/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
5/23/12	Consumer	Jackson	MS	39206		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/23/12
5/23/12	Consumer	Columbus	OH	43215		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/23/12
5/20/12	Consumer	Tempe	AZ	85281	International surface mail	Service	Delivery	Delayed Mail	Package delayed in mail sent from India	Sent to USPS to assist & respond to PRC & customer	5/23/12
5/22/12	Mailer	Helena	MT	59620		Service	Delivery	Delayed Mail	Audio books delayed in mail	Sent to USPS to assist & respond to PRC & customer	5/23/12
5/21/12	Consumer	Spring Hill	FL	34608		Service	Delivery	Undelivered Mail	Package returned to USPS Service Center undeliverable as addressed	Sent to USPS to assist & respond to PRC & customer	5/23/12
5/21/12	Consumer	Pittsburgh	PA	15243		Service	Delivery	Undelivered Mail	Mail not being delivered to residences	Sent to USPS to assist & respond to PRC & customer	5/23/12
5/23/12	Consumer	Hastings	MN	55033		Service	Retail	Other	Problem with post office processing passport documentation	Sent to USPS to assist & respond to PRC & customer	5/23/12
5/23/12	Consumer	East Hampton	MA	01027		Service	Retail	Other	Collector did not receive postmarked cards as requested	Sent to USPS to assist & respond to PRC & customer	5/24/12
5/23/12	Consumer	Springtown	PA	18081		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/24/12
5/23/12	Postal Employee					USPS financial situation			Comment on reduction of hours at rural post offices	No contact information provided to respond	5/24/12
5/23/12	Consumer	Culver City	CA	90232		Service	Delivery	Undelivered Mail	Mail not being delivered due to dangerous dog issue	Sent to USPS to assist & respond to PRC & customer	5/24/12
5/1/12	Federal, State & local govt	Washington	DC	20515		Service	Rates		Comment from constituent on potential increases in Periodicals rates	Answered by PAGR Director	5/29/12
5/24/12	Business Owner	Springtown	PA	18081		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/24/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
5/23/12	Postal Employee		TX			RFI	Information	Other	Postal employee with wage/earnings questions	Referred to USPS HR	5/24/12
5/24/12	Consumer	Kansas City	MO	64108		Service	Delivery	Hold mail	Mail not held during absence of customer	Sent to USPS to assist & respond to PRC & customer	5/24/12
5/24/12	Consumer	Greenville	MS	38702		Service	Delivery	Delayed Mail	Package delayed in mail	Sent to USPS to assist & respond to PRC & customer	5/24/12
5/24/12	Consumer	West Hartford	CT	06117		Service	Delivery	Misdelivery	Customer receiving other people's mail	Sent to USPS to assist & respond to PRC & customer	5/24/12
5/24/12	Consumer	Bridgeport	CT	06604		Service	Delivery	Missing mail	Packages missing in mail and other service issues	Sent to USPS to assist & respond to PRC & customer	5/24/12
5/24/12	Consumer	Stony Ridge	OH	43463		Service	Delivery	Misdelivery	Customer receiving other people's mail	Referred to local USPS CA	5/24/12
5/24/12	Consumer	Falmouth	MA	02540		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	5/24/12
5/24/12	Federal, State & local govt	Washington	DC	20515		Service	Retail	Other	Question concerning lease terminations	Answered by Chairman's Office - follow-up to letter sent 4/6/12	5/24/12
5/21/12	Federal, State & local govt	Columbia	SC	29211		Service	Retail	PO closing	Comment on possible closing of Furman, SC post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	5/25/12
5/24/12	Postal Employee	San Francisco	CA	94188		Personnel			Comment on grievance pay outs and other postal operational matters - further comments	Referred to USPS HR	5/25/12
5/25/12	Consumer	Palmdale	CA	93590		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/25/12
5/24/12	Postal Employee	Calvin	KY	40813		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/25/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
5/24/12	Postal Employee	Vienna	ME	4360		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/25/12
5/24/12	Postal Employee	Cranks	KY	40820		USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/25/12
5/25/12	Consumer					R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	5/25/12
5/25/12	Consumer			19144	Certified Mail	Service	Delivery	Delayed Mail	Attempt to redeliver Certified letter not being made by carrier	Requested further information	5/25/12
5/25/12	Consumer					USPS financial situation			Comment on reduction of hours at rural post offices	Acknowledged comments	5/25/12
5/25/12	Consumer					Personnel	Employee behavior	Rudeness	Postmaster rude to customer	Requested further information	5/25/12
5/16/12	Consumer	Raynore	MO	64083		Service	Delivery	AMP	Comment on DUO planned for Raymore, MO delivery operations	Acknowledged comments	5/16/12
5/30/12	Consumer		MI			USPS financial situation			2 form postcards received regarding service standards	Placed on file	5/30/12
6/6/12	Consumer	Siler	KY	40763		N2011-1	Retail	PO closing	Comment on Postal Service request for Advisory Opinion on Retail Access Optimization Initiative	Acknowledged comments and placed copy in commenter file	6/6/12
5/9/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/9/12
5/11/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/11/12

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5/13/12	Consumer	Lebanon	TN	37087		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/14/12
5/13/12	Federal, State & local govt	Swanzey	NH	03446		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/14/12
5/14/12	Consumer	Malden	WA	99149		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/14/12
5/14/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/14/12
5/14/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/14/12
5/15/12	Federal, State & local govt	Bishop Hill	IL	61419		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/15/12
5/16/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/16/12
5/16/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/16/12

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5/17/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/17/12
5/17/12	Consumer	Springtown	PA	18081		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/17/12
5/17/12	Consumer	Tallahassee	FL	32314		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/17/12
5/18/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/18/12
5/18/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/18/12
5/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/18/12
5/23/12	Consumer	Springtown	PA	18081		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/23/12
5/23/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/23/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
5/24/12	Consumer	Springtown	PA	18081		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/24/12
5/9/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/9/12
5/31/12	Postal Employee	Cawood	KY	40815		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/31/12
5/31/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	5/31/12
6/3/12	Consumer	Marion Heights	IL	17832		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/4/12
6/4/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/4/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/5/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Clarkson	NY	14430		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Winchester	VA	22602		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Wintersville	OH	43953		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/5/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee	Hartville	OH			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Clarkson	NY	14430		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12

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6/5/12	Consumer	Urbana	IN			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee	Ozark	AR	72949		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Bethaby	WV	26032		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Winchester	KS	66097		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Tendoy	ID	83468		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee	Bethaby	WV	26032		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12

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6/5/12	Consumer	Tendoy	ID	83468		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Condon	OR	97823		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Rand	CO	80473		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Fossil	OR	97830		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Lexington	NY	12452		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12

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6/5/12	Consumer	Seaboard	NC	27876		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer	Battery Park	VA			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/5/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/5/12
6/6/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Postal Employee	Fifield	WI	54524		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/6/12

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6/6/12	Consumer	Scottown	OH	45678		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer	Siler	KY	40763		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/6/12
6/5/12	Consumer					N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	6/5/12
6/5/12	Consumer					N2010-1		5 Days	Comment on USPS proposal to eliminate Saturday delivery	Acknowledged comment	6/5/12
6/6/12	Consumer	Cumming	GA	30040		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer	Cartersville	GA	30120		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer	Hoschton	GA	30548		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer	Gainesville	GA	30503		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer	Winder	GA	30680		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer	Garrison	ND	58540		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/6/12

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6/6/12	Consumer	North Wilkesboro	NC	28659		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer	Manhattan	KS	66502		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer					R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer					Service	Delivery	Mail damage	Mail being damaged/opened	Referred to local USPS CA	6/6/12
5/24/12	Consumer	Roswell	GA	30076		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	6/5/12
5/26/12	Consumer	Palm Bay	FL			Service	Delivery	Undelivered Mail	Attempt to redeliver package not being made by carrier	Sent to USPS to assist & respond to PRC & customer	6/5/12
5/30/12	Consumer	Gainesville	FL	32607		Service	Delivery	Unsolicited mail	Customer received unwanted mail	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/4/12	Consumer	Bronx	NY	10473		Service	Delivery	Delayed Mail	Package delayed in mail	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/1/12	Consumer	Winter Haven	FL			Service	Delivery	Mail damage	Mail being damaged by carrier and other service issues	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/7/12	Consumer		MI			USPS financial situation			2 form postcards received regarding service standards	Placed on file	6/7/12
6/4/12	Consumer	Denver	CO	80231		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/4/12	Consumer	Carson	CA	90746		Service	Delivery	Undelivered Mail	Carrier not delivering mail to residence	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/4/12	Consumer	Wichita	KS	67214		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	6/5/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/5/12	Consumer	Worcester	MA	01610	Express Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/5/12	Consumer	Indianapolis	IN	46241		Service	Employee behavior	Rudeness	Clerk rude to customer	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/4/12	Consumer	Hallsville	MO	65255		Service	Employee behavior	Rudeness	Postmaster rude to customer	Referred to USPS CA	6/5/12
5/25/12	Consumer	Oklahoma City	OK	73106		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/2/12	Consumer	Las Vegas	NV	89134		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	6/5/12
5/8/12	Consumer	Miami	FL	33143	Certified Mail	Service	Delivery	Missing mail	Letter missing in mail	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/2/12	Consumer	Miami	FL	33144		Service	Delivery	Change of address	Customer unable to cancel Change of Address order	Sent to USPS to assist & respond to PRC & customer	6/5/12
6/2/12	Consumer	Hingham	MA	02043		Service	Delivery	Undelivered Mail	Mail not being delivered to residence due to placement of mailbox	Sent to USPS to assist & respond to PRC & customer - status update	6/2/12
5/31/12	Consumer		UT			USPS financial situation	Suggestion		Comment on USPS financial situation	Acknowledged comment	6/6/12
6/5/12	Federal, State & local govt	Rockville	MD	20857		RFI	Information	Other	Question on workplace programs	Referred to OSA	6/5/12
5/30/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/5/12
6/4/12	Consumer	Denver	CO	80231		Service	Rates		Rates for Express and Priority mail not being posted	Provided links on USPS website where information can be found	6/6/12
5/30/12	Consumer			81132		RFI	Information	Other	Question on mailability of item	Answered by PAGR	6/6/12
6/6/12	Consumer					Other			Comment on IG report	No contact information provided to respond	6/7/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/5/12	Consumer	Baltimore	MD	21224	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	6/7/12
6/6/12	Consumer	Redlands	CA	92373		Service	Delivery	RTS	Checks being returned to sender	Sent to USPS to assist & respond to PRC & customer	6/7/12
6/7/12	Consumer	Rochester	NY	14612		Service	Delivery	Hold mail	Mail not held during absence of customer	Sent to USPS to assist & respond to PRC & customer	6/7/12
6/7/12	Consumer	Glastonbury	CT	06033		Service	Delivery	Hold mail	Mail not held during absence of customer and other service issues	Sent to USPS to assist & respond to PRC & customer	6/7/12
6/7/12	Consumer	La Mirada	CA	90638		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	6/7/12
5/31/12	Consumer	San Francisco	CA	94119		Service	Retail	Coll box	Service inquiry on collection schedules at Boston, MA PDC	Sent to USPS to assist & respond to PRC & customer	6/7/12
6/7/12	Consumer	LaJolla	CA	92038		Service	Retail	PO closing	Comment on possible closing of LaJolla, CA post office - further comments	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/7/12
6/6/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/6/12
6/6/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/6/12
6/7/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/7/12	Postal Employee	Laceys Spring	AL	35754		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Consumer	Dry Creek	LA	70637		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Consumer	Carlisle	NY	12031		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Federal, State & local govt	Midway	PA	15060		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Federal, State & local govt	Midway	PA	15060		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/7/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/7/12	Consumer		NE			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/7/12
6/1/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/1/12
6/13/12	Consumer					R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/13/12
6/13/12	Consumer	Aberdeen	WA	98520		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/13/12
6/13/12	Consumer	Davenport	IA	52806		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/13/12
6/8/12	Consumer	Forest	MS	39074		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/8/12	Postal Employee	Larchwood	IA	51241		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Consumer	Tendoy	IA	83468		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Consumer	Brockport	NY	14420		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Consumer	Tendoy	IA	83468		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/9/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/11/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/9/12	Consumer	Midway	PA	15060		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/11/12
6/10/12	Postal Employee	Kennard	TX	75847		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/10/12	Consumer	Ratcliff	AR	72951		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/10/12	Postal Employee	Kennard	TX	75847		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/10/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/10/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/8/12
6/11/12	Consumer	Midway	PA	15060		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/11/12
6/11/12	Consumer	Concho	TX			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/11/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/11/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/11/12
6/11/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/11/12
6/12/12	Consumer	Woodland	IL	60974		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/12/12
6/12/12	Consumer	Woodland	IL	60974		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/12/12
6/12/12	Consumer	Tendoy	IA	83468		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/12/12
6/12/12	Federal, State & local govt	Elwood	NE	68937		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/12/12
6/12/12	Consumer	Midway	PA	15060		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/12/12
6/12/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/12/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/12/12	Consumer	Tendoy	IA	83468		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/12/12
6/13/12	Consumer	Tendoy	IA	83468		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/13/12
6/13/12	Postal Employee	Tendoy	IA	83468		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/13/12
6/13/12	Consumer	Paint Rock	TX	76866		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/13/12
6/13/12	Postal Employee	Douglass	KS	67039		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/13/12
6/13/12	Consumer	Paint Rock	TX	76866		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/13/12
6/14/12	Consumer	Sebastopol	MS	39359		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
6/14/12	Consumer	Conehatta	MS	39057		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/14/12	Consumer	Sebastopol	MS	39359		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
6/14/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
6/14/12	Consumer		NE			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
6/14/12	Consumer	Lecompton	KS	66050		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
6/14/12	Consumer	Sebastopol	MS	39359		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
6/14/12	Consumer	Merna	NE			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
6/14/12	Consumer	Sebastopol	MS	39359		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
6/14/12	Consumer	Paint Rock	TX	76866		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/14/12	Consumer	Midway	WA			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
5/30/12	Consumer	Bois Blanc Island	MI	49775		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
5/30/12	Consumer	Bois Blanc Island	MI	49775		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/14/12
6/13/12	Consumer		MI			USPS financial situation			1 form postcards received regarding service standards	Placed on file	6/13/12
6/6/12	Consumer	Hatboro	PA	19040		Service	Delivery	PO Box	Concerns with competitive P O Box program participation - further comments	Placed on file	6/6/12
6/5/12	Consumer					Philatelic	Suggestion		Suggestion for stamp design	No contact information provided to respond	6/5/12
6/11/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/11/12
6/12/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/12/12
6/12/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/12/12
6/12/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/12/12
6/15/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/15/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/15/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/15/12
6/4/12	Consumer	Lakeside	MI	49116		Service	Retail	PO closing	Comment on possible closing of Lakeside, MI post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/12/12
5/25/12	Consumer	West New York	NJ	07093		RFI	Information	Other	Question on postmarks and permit indicia	Sent to USPS to assist & respond to PRC & customer	6/7/12
6/7/12	Consumer	Midland	MI	48642		Service	Delivery	Mail theft	Contents of package missing when opened by customer	Sent to USPS to assist & respond to PRC & customer	6/7/12
6/7/12	Business Owner	Greensboro	NC	27408		Service	Delivery	Mode of delivery	Mail being delivered to front of office complex	Sent to USPS to assist & respond to PRC & customer	6/7/12
6/7/12	Business Owner					Service	Delivery	PO Box	Questions on post office box delivery	Answered by PAGR	6/7/12
6/8/12	Consumer	Cypress	TX	77429		Service	Delivery	Mail theft	Package allegedly stolen after delivery	Sent to USPS to assist & respond to PRC & customer	6/8/12
6/8/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/8/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/8/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/8/12
6/8/12	Federal, State & local govt	New Smyrna Beach	FL	32169		Service	Retail	Other	Flag not being flown at local post office - constituent referral	Sent to USPS to assist & respond to PRC & customer	6/8/12
6/8/12	Consumer	West Sunbury	PA	16061		Service	Delivery	PO Box	P O Box fee increased	Sent to USPS to assist & respond to PRC & customer	6/8/12
6/11/12	Consumer	Union	IL			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/11/12
6/11/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/11/12
5/31/12	Consumer	Des Moines	IA	50312		Service	Retail	PO closing	Comment on possible closing of Capitol Square Station in Des Moines, IA - further comments	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d) - further explanation of appeal process	6/12/12
6/13/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Request for status of Valassis Direct Mail, Inc. NSA	Answered by PAGR Director	6/13/12
6/12/12	Media	West Plam Beach	FL			Service	Retail	Other	Question concerning lease termination	Requested status of post office	6/12/12
6/13/12	Consumer	New York City	NY	10022		Service	Delivery	Undelivered Mail	Mail not delivered when regular carrier is off	Sent to USPS to assist & respond to PRC & customer	6/13/12
6/11/12	Consumer	Cannon	KY	40923		Service	Delivery	Mode of delivery	Rural route service not being extended	Sent to USPS to assist & respond to PRC & customer	6/13/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/12/12	Consumer	Seattle	WA	98115		Service	Retail	Other	Smoking area in post office not properly ventilated	Sent to USPS to assist & respond to PRC & customer	6/13/12
6/11/12	Consumer	Smyrna	GA	30080	Priority Mail	Service	Delivery	Misdelivery	Package delivered to wrong address	Sent to USPS to assist & respond to PRC & customer	6/13/12
6/11/12	Business Owner	Palm Bay	FL	32907		Service	Employee behavior	Rudeness	Postmaster rude to customer	Sent to USPS to assist & respond to PRC & customer	6/13/12
6/12/12	Consumer	Tendoy	ID	83468		Service	Retail	Other	Customer not receiving responses to inquiries made at local post office	Sent to USPS to assist & respond to PRC & customer	6/13/12
6/12/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/13/12
6/13/12	Consumer	Leawood	KS	66224	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Germany	Sent to USPS to assist & respond to PRC & customer	6/14/12
6/14/12	Consumer	Woodinville	WA	98077		Service	Delivery	Missing mail	Packages missing in mail	Sent to USPS to assist & respond to PRC & customer	6/14/12
6/14/12	Consumer	Chicago	IL	60616		Service	Retail	Coll box	Collection boxes removed from downtown Chicago area not replaced	Sent to USPS to assist & respond to PRC & customer	6/14/12
6/15/12	Consumer	Sarasota	FL	34242		Service	Delivery	Refund	Refund for overcharging Click n' Ship account	Sent to USPS to assist & respond to PRC & customer	6/15/12
6/15/12	Consumer	Indianapolis	IN	46241	International surface mail	Service	Delivery	Delayed Mail	Letters and packages delayed in mail	Sent to USPS to assist & respond to PRC & customer	6/15/12
6/15/12	Consumer	Los Angeles	CA	90019		Service	Delivery	Mail theft	Contents of card missing when opened by customer	Sent to USPS to assist & respond to PRC & customer	6/15/12
6/15/12	Consumer	Metairie	LA	70005	International surface mail	Service	Delivery	Missing mail	Package missing in mail sent to Brazil	Sent to USPS to assist & respond to PRC & customer	6/15/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/14/12	Consumer	West Columbia	SC	29170		Service	Delivery	Misdelivery	Mail being delivered to nearby addresses also receiving other customer's mail	Sent to USPS to assist & respond to PRC & customer	6/15/12
6/15/12	Consumer	Houston	TX	77242		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	6/15/12
6/15/12	Media	West Plam Beach	FL			Service	Retail	Other	Question concerning lease termination	Requested status of post office	6/15/12
6/13/12	Consumer	Redlands	CA	92373		Service	Retail	PO closing	Comment on possible closing of Redlands, CA post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/15/12
6/18/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/19/12
6/18/12	Consumer	Stockton	CA			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/19/12
6/18/12	Postal Employee		OR			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Placed copy in commenter file	6/19/12
6/18/12	Consumer		OR			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Hayes Center	NE			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer		OR			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Stella	NE	68442		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Constock	NE			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer		OR			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer		OR			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Postal Employee	Merriman	NE	69218		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Federal, State & local govt	Morehouse				N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Malden	WA			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Verdigre	NE			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/18/12	Business Owner	North Loop	NE	68859		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Wallace	NE	69169		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Federal, State & local govt	Center	NE	68724		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Federal, State & local govt	Center	NE	68724		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Alsea	OR	97324		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/18/12	Consumer		MI			USPS financial situation			1 form postcards received regarding service standards	Placed on file	6/18/12
6/18/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Alea	OR	97324		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Alea	OR	97324		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Pennsburg	PA	18073		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Alea	OR	97324		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Federal, State & local govt	Columbia	SC	29211		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Alea	OR	97324		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/18/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/19/12
6/18/12	Consumer	Lancaster	PA	17608		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/19/12
6/18/12	Consumer	Bloomsberg	PA	17815		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/19/12
6/18/12	Consumer	Havre	MT	59501		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/19/12
6/18/12	Consumer	Ironwood	MI	49938		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/19/12
6/19/12	Federal, State & local govt	Washington	DC	20515		R2012-8	Rates		Questions on Valassis Direct Mail, Inc. NSA Advisory Opinion	Answered by PAGR Director	6/19/12
6/19/12	Consumer	West New York	NJ	07093		RFI	Information	Other	Question on postmarks and permit indicia - further questions	Sent to USPS to assist & respond to PRC & customer - answered by PAGR	6/19/12
6/19/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/20/12
6/19/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/20/12
6/19/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/20/12
6/15/12	Business Owner	Mohave Valley	AZ	86446		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/16/12	Consumer	Chicago	IL	60611		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/19/12	Consumer	Sonyea	NY	14556		Service	Delivery	Prison mail	Issues with prison mail administration - further comments	Provided contact information for ACLU	6/19/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/19/12	Consumer	Cleveland	OH	44112		Service	Fraud		Allegations of mail fraud	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/15/12	Consumer	Greenwich	CT	06830		Service	Fraud		Allegations of mail fraud	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/18/12	Consumer	Dayton	OH	45405		Service	Facility	Other	Various service issues at post office with condition of facility	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/18/12	Consumer	San Francisco	CA	94119		Service	Retail	Lobby hours	Comment on lobby hours at Santa Cruz, CA post office	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/25/12	Federal, State & local govt	Washington	DC	20510		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/26/12
6/25/12	Consumer	Sidney	NE	69162		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/26/12
6/25/12	Consumer	Pittsburgh	PA	15212		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/26/12
6/19/12	Consumer	Los Angeles	CA	90034	Priority Mail	Service	Delivery	RTS	Packages returned to sender	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/19/12	Consumer					Service	Delivery	Other	Question on stamping registered packages	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/19/12	Postal Employee	Marshalls Creek	PA	18335		Personnel	RFI	Other	Question on Flexible Spending Account	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/18/12	Consumer	Bellbrook	OH	45305		Service	Delivery	Delayed Mail	Package delayed in mail	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/18/12	Consumer	Duluth	GA	30096		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	6/20/12
6/18/12	Consumer	Livonia	MI	48150		Service	Delivery	Undelivered Mail	Mail not being delivered to residence or picked up fom mailbox	Sent to USPS to assist & respond to PRC & customer	6/20/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/20/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/20/12
6/16/12	Consumer					N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	6/18/12
6/27/12	Consumer					R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/27/12
6/27/12	Consumer	Lakewood	WA	98498		R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/27/12
6/15/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/15/12
6/15/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/15/12
6/16/12	Consumer	Alesa	OR	07324		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/16/12	Consumer	Alesa	OR	07324		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Federal, State & local govt					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/18/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Consumer	Verdigre				N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/18/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/18/12
6/19/12	Consumer	Canyon	CA	94516		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/19/12
6/19/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/19/12
6/19/12	Federal, State & local govt	Paint Rock	TX	76866		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/19/12
6/19/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/19/12
6/19/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/19/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/19/12	Consumer			99149		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/19/12
6/20/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/20/12
6/20/12	Consumer	Albion	NE	68620		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/20/12
6/21/12	Consumer	Alsea	OR			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/21/12
6/21/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/21/12
6/21/12	Postal Employee		TX			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/21/12
6/22/12	Consumer	Paint Rock	TX	76866		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/22/12
6/22/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/22/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/22/12	Consumer	Lutsen	MN			N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/22/12
6/23/12	Consumer	Keller	WA	99140		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/25/12
6/23/12	Consumer	Stamford	NE	68977		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/25/12
6/25/12	Consumer	Dunnville	KY	42528		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/25/12
6/25/12	Postal Employee	Round Mountain	CA	96084		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/25/12
6/26/12	Postal Employee					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12
6/26/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12
6/26/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/27/12	Consumer	San Francisco	CA			R2012-8	Rates		Comment on Valassis Direct Mail, Inc. NSA	Acknowledged comments and placed copy in commenter file	6/27/12
6/28/12	Consumer					N2012-1	Delivery	AMP	Comment on proposed service standard changes	Acknowledged comments and placed copy in commenter file	6/28/12
6/26/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12
6/26/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12
6/20/12	Consumer	Sassamansville	PA	19472		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12
6/20/12	Consumer	Bath	IN	47010		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12
6/25/12	Consumer	Alesea	OR	97324		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12
6/22/12	Consumer	Elrama	PA	15038		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/27/12	Consumer	Omaha	NE	68154		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/27/12
6/20/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/20/12
6/21/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/21/12
6/22/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/22/12
6/22/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/22/12
6/26/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12
6/26/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12
6/26/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/26/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/28/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/28/12
6/28/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/28/12
6/28/12	Postal Employee	Montgomery Creek	CA	96065		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/28/12
6/22/12	Consumer	New York City	NY	10025		Service	Retail	Other	Postal vehicles double parked in front of local post office blocking street and traffic flow	Sent to USPS to assist & respond to PRC & customer	6/27/12
6/27/12	Consumer	Coral Springs	FL	33067		Service	Retail	Wait time in line	Long wait in line at local post office	Sent to USPS to assist & respond to PRC & customer	6/27/12
6/26/12	Consumer	West Hollywood	CA	90069		Service	Employee behavior	Rudeness	Clerk rude to customer and other service issues	Sent to USPS to assist & respond to PRC & customer	6/27/12
6/26/12	Consumer	Miami	FL	33112	International surface mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	6/27/12
6/25/12	Consumer	Indianapolis	IN	46241		Service	Delivery	Other	Carrier left package at front door without ringing doorbell	Sent to USPS to assist & respond to PRC & customer	6/27/12
6/25/12	Consumer	Indianapolis	IN	46241	International surface mail	Service	Delivery	Delayed Mail	Letters to Germany delayed in mail	Sent to USPS to assist & respond to PRC & customer	6/27/12
6/21/12	Consumer	Cedar Rapids	IA	52401		Service	Employee behavior	Other	Carrier complaining to resident about customer	Referred to USPS CA	6/27/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/21/12	Consumer	Atlanta	GA	30343		USPS financial situation			Comment on USPS financial situation	Placed on file	6/27/12
6/25/12	Business Owner	Princeton	NJ	08540		Service	Delivery	Delayed Mail	Mail being delivered late in the day	Sent to USPS to assist & respond to PRC & customer	6/27/12
6/26/12	Consumer					Other			Erroneously received e-mail intended for another website	No contact information provided to respond	6/27/12
6/26/12	Consumer	Venice	CA	90291		Service	Delivery	Mode of delivery	Customer wants to change location of mailbox	Sent to USPS to assist & respond to PRC & customer	6/27/12
6/27/12	Business Owner	Sheridan	WY	82801		Service	Delivery	Other	Small business having difficulty with new customs declaration forms process	Sent to USPS to assist & respond to PRC & customer	6/27/12
6/20/12	Consumer		MD			RFI	Information	Other	Question on funding of federal agency programs	Answered by PAGR	6/27/12
6/16/12	Consumer	Lawrence	NE	68957		USPS financial situation	Suggestion		Comment on USPS financial situation	Placed on file	6/27/12
6/17/12	Consumer					RFI	Information	Other	Question on valuation of the Zip Code System study	Provided link to website with information	6/27/12
6/18/12	Consumer					USPS financial situation	Suggestion		Comment on USPS financial situation	Placed on file	6/27/12
6/21/12	Postal Employee					USPS financial situation	Suggestion		Comment on USPS financial situation	Placed on file	6/27/12
6/26/12	Consumer	Blountstown	FL	32424		RFI	Information	PO closing	Request for list of post office closings	Answered by PAGR	6/27/12
6/27/12	Consumer	Chattanooga	TN	37415		Service	Delivery	RTS	Sons mail being returned to sender	Sent to USPS to assist & respond to PRC & customer	6/28/12
6/27/12	Consumer	Winter Park	FL	32792		Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	6/28/12
6/21/12	Postal Employee		TX			Personnel	Other		Allegations of age discrimination	Sent to USPS to assist & respond to PRC & customer	6/28/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/27/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/28/12
6/28/12	Consumer					Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	6/28/12
6/28/12	Consumer	Ft Ogden	FL	34267		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/28/12
6/27/12	Consumer	Los Angeles	CA	90062	Priority Mail	Service	Delivery	Missing mail	Package missing in mail	Sent to USPS to assist & respond to PRC & customer	6/28/12
6/28/12	Consumer	Tallahassee	FL	32304		Service	Delivery	Mail damage	Contents of package missing when delivered	Sent to USPS to assist & respond to PRC & customer	6/28/12
6/28/12	Consumer	Kansas City	MO	64116		Service	Delivery	Change of address	Mail not being forwarded	Sent to USPS to assist & respond to PRC & customer	6/28/12
6/15/12	Consumer					Service	Rates		Question on First-Class package single piece Commercial Plus pricing	Answered by PAGR	6/28/12
6/25/12	Consumer	Montgomery	AL	36117		Service	Delivery	Undelivered Mail	Mail not being delivered to residence due to placement of mailbox - further comments	Referred to USPS IS	6/28/12
6/28/12	Consumer	Holbrook	AZ	86025		Service	Retail	Other	Problem with post office processing passport documentation	Sent to USPS to assist & respond to PRC & customer	6/29/12
6/19/12	Consumer	Las Vegas	NV	89102		Service	Delivery	Unsolicited mail	Customer receiving mail with inappropriate language	Referred to USPS IS	6/29/12
6/21/12	Consumer	West Plam Beach	FL	33405		Service	Retail	PO Box	P O Box location being closed	Sent to USPS to assist & respond to PRC & customer	6/29/12
6/20/12	Consumer	Lynnville	KY	42063		Service	Retail	PO closing	Comment on possible closing of Lynnville, KY post office	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	6/29/12

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Intake Date	From	City	State	Zip	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date
6/27/12	Consumer	West New York	NJ	07093		RFI	Information	Other	Question on postmarks and permit indicia	Sent to USPS to assist & respond to PRC & customer - status update	6/27/12
6/29/12	Consumer	Highland	CA	92346		Service	Delivery	Hold mail	Mail not held during absence of customer	Sent to USPS to assist & respond to PRC & customer	7/10/12
6/28/12	Consumer	Washington	DC	20036		Service	Delivery	Other	Data of BRM remit post nets not transmitted to vendors	Sent to USPS to assist & respond to PRC & customer	7/10/12
6/27/12	Consumer	Omaha	NE	68154		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/27/12
6/28/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/28/12
6/29/12	Consumer					N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/29/12
6/27/12	Consumer	Omaha	NE	68154		N2012-2	Retail	Lobby hours	Comment on USPS Post Office Structure Plan to reduce lobby hours at over 13,000 post offices nationwide	Acknowledged comments and placed copy in commenter file	6/27/12