

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

The Postal Regulatory Commission referred 50 inquiries to the Postal Service in September. Customers received responses on average within 13 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (22) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (6) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (22) – i.e., privacy and Freedom of Information Act requests, obtaining refunds or exchanging postage, and suggestions.

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

**Mail Fraud** - As the primary law enforcement arm of the Postal Service, the U.S. Postal Inspection Service is a highly specialized, professional organization performing investigative and security functions essential to a stable and sound postal system. The U.S. Postal Inspection Service was founded by Benjamin Franklin and has a long, proud, and successful history of fighting criminals who attack our nation's postal system and misuse it to defraud, endanger, or otherwise threaten the American public.

To avoid becoming a fraud victim, customers should use common sense, take their time when responding to offers, educate themselves about fraud, know with whom they are dealing, protect personal information, and be skeptical of any offer that sounds too good to be true.

Customers who feel they have been victimized in a mail fraud scheme that in any way involves the U.S. Mail can contact the U.S. Postal Inspection Service in one of the following ways:

- Submit a mail fraud complaint online at <https://postalinspectors.uspis.gov>
- Contact the Mail Fraud hotline at 1-800-372-8347

**Business Opportunities** - The Postal Service invites commercial companies, entrepreneurs, and creative people to tell them about the innovative concepts or business initiatives they believe will help the Postal Service succeed now and in the future. Customers can submit proposals online at <https://innovations.usps.com>. Proposals are thoroughly and equitably evaluated.

The Postal Service has provided Strategic Business Initiatives Guidelines online at <http://www.usps.com/innovations/guidelines.htm> that will help customers determine if their business idea proposal supports the Postal Service's vision and goals.

**Stamp Designs** - Almost all subjects chosen to appear on U.S. stamps and Postal stationery are suggested by the public. Each year, Americans submit proposals to the Postal Service on literally thousands of different topics. Every stamp suggestion is considered, regardless of who makes it or how it is presented. On behalf of the Postmaster General, the Citizens' Stamp Advisory Committee is tasked with evaluating the merits of all stamp proposals. Established in 1957, the Committee provides the Postal Service with a "breadth of judgment and depth of experience in various areas that influence subject matter, character, and beauty of postage stamps."

While the Postal Service is proud of a stamp program that celebrates the rich diversity of the American culture, they do recognize that some individuals may disagree with their judgment about

a particular stamp. So that no one need purchase any stamp they find objectionable, the Postal Service produces a variety of stamps with various designs and denominations.

Ideas for stamp subjects should be mailed to:

CITIZENS' STAMP ADVISORY COMMITTEE  
U.S. POSTAL SERVICE  
1735 N LYNN ST STE 5013  
ARLINGTON VA 22209-6432

Subjects should be submitted at least three years in advance of the proposed date of issue. This allows for sufficient consideration and for design production, should the subject be approved. More information on this subject can be found on the Citizens' Stamp Advisory Committee Web site at <http://www.usps.com/communications/organization/csac.htm>.