

USPS Report on PRC Rate and Service Inquiries for June, 2009

The Postal Regulatory Commission referred 30 inquiries to the Postal Service in June. Customers received responses on average within 13 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (14) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (5) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (11) – 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. The references to the Mailing Standards of the United States Postal Service - Domestic Mail Manual and International Mail Manual are accessible on the Postal Service's Web site at pe.usps.com.

International Mail – Customers can ship to virtually every country worldwide with the Postal Service. Several options are available for sending letters, documents, or packages. Some international services include scanning upon acceptance and require a scan and/or a signature upon delivery.

Registered mail service provides security and limited indemnity protection for First-Class Mail International and Priority Mail International flat-rate envelope and small flat-rate box items. Registered mail destined for a foreign country is handled securely while in the United States, but handling in the foreign country is dependant on each country's internal procedures. Registered mail items received in the U.S. from a foreign country travel in the First-Class Mail mailstream from the point of entry to the post office of delivery. A signed delivery receipt must be obtained at the time of delivery.

Customers should always check the Individual Country Listing in the International Mail Manual or contact the country of destination for a list of items that are prohibited or restricted. Prohibitions and restrictions vary by country and service type and may include jewelry, cash, leather, etc.

If an item is lost, damaged or has missing contents, customers can file an international inquiry by calling the Postal Service's International Inquiry Center at 1-800-222-1811. More detailed information on international services is available in the International Mail Manual or on the Postal Service's Web site at usps.com/international/welcome.htm.

Collection Boxes – The Postal Service provides neighborhood collection boxes for customers to deposit mail. The location of the boxes are determined by looking at patterns of customer behavior to provide collection service where and when it is needed. If a box generates a small volume of mail, a review is conducted to determine if the box should be retained. If customers are no longer depositing mail in a box, it may be removed.

Many neighborhood Cluster Box Units contain a mail slot for outgoing mail and customers may also deposit outgoing mail in their private mailbox.

Post Office Box Fees – The fees for Post Office Box service are built directly upon an econometrically determined nationwide index of real estate values, with overall increases now limited by the Consumer Price Index – Urban, calculated by the Department of Labor. Fees vary from location-to-location due to the variations in real estate values and can not be changed without

the approval of the Postal Regulatory Commission. Customers can check the location, availability, and fees and apply for a Post Office Box on the Postal Service's Web site at usps.com/receive/businesssolutions/poboxservice.htm.

Customers can also access answers to frequently-asked questions on rates and service and contact the Postal Service directly at usps.com/customerservice/welcome.htm.