

Postal Regulatory Commission Public Inquiry Log December 2009

(Includes Rate and Service Inquiries)

Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date	Returning Customer
12/1/2009	Consumer				Service	Employee behavior	Rudeness	Employee rude to customer with question on mail forwarding form	Sent to USPS to assist & respond to PRC & customer	12/1/2009	
12/1/2009	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on illegible collection schedules on boxes in Garberville, CA	Sent to USPS to assist & respond to PRC & customer	12/1/2009	Returning Customer
12/1/2009	Consumer	Chicago	IL		Service	Retail	Hours of operation	Service inquiry on lobby access to 3 APCs	Sent to USPS to assist & respond to PRC & customer	12/1/2009	Returning Customer
12/1/2009	Consumer			Insurance	Service	Delivery	Claims	Insurance claim made towards merchandise damaged in the mail	Sent to USPS to assist & respond to PRC & customer	12/1/2009	
12/1/2009	Consumer	San Francisco	CA		Service	Retail	Hours of operation	Service inquiry on service curtailment in 46 communities in California	Sent to USPS to assist & respond to PRC & customer	12/1/2009	Returning Customer
12/1/2009	Consumer	Superior	WI		Service	Delivery	RTS	Customer repeatedly sending mail back to IRS	Answered by PAGR	12/1/2009	
12/1/2009	Consumer				RFI	Information	International mail	Rates to mail to Italy	Referred to USPS	12/1/2009	
12/1/2009	Consumer				Service	Delivery	Other	Link to website shipping poisonous insects	Sent to USPS for any action deemed necessary	12/1/2009	

12/1/2009	Federal, State & local govt	Washington	DC		Rates	Rate change	Other	Foundation letter erroneously sent to PRC	Forwarded to USPS GR to look into and provide direct response	12/1/2009	
12/1/2009	Consumer				RFI	Information	Hours of operation	Question on postal regulations governing post office operations	Sent to USPS to assist & respond to PRC & customer	12/2/2009	
12/1/2009	Consumer				USPS financial situation	Suggestion	Other	Suggestions to improve financial situation	Sent to USPS to assist & respond to PRC & customer	12/2/2009	
12/2/2009	Federal, State & local govt	Washington	DC		Employment			Referral of constituent request	Answered by PAGR Director	12/4/2009	
12/2/2009	Consumer	Reinholds	PA		Service	Suggestion		Suggestion on consolidating local post office operations	Sent to USPS to assist & respond to PRC & customer	12/3/2009	
12/2/2009	Consumer	West Haven	CT		N2009-1	Retail	PO closing	Requested that specific post office not be closed	Acknowledged comment and provided info on N Case, PRC fact sheet	12/2/2009	
12/2/2009	Consumer	West Haven	CT		N2009-1	Retail	PO closing	Requested that specific post office not be closed	Acknowledged comment and provided info on N Case, PRC fact sheet	12/2/2009	
12/2/2009	Consumer	West Haven	CT		N2009-1	Retail	PO closing	Requested that specific post office not be closed	Acknowledged comment and provided info on N Case, PRC fact sheet	12/2/2009	

12/2/2009	Consumer	Dimond	CA		N2009-1	Website		Concerned that the new post office consolidation list provided by USPS was not correct	Verified posting was correct and advised customer to refresh or reboot computer	12/2/2009	
12/2/2009	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedules at Terra Haute PDC - further correspondence	Sent to USPS to assist & respond to PRC & customer	12/4/2009	Returning Customer
12/2/2009	Consumer	San Francisco	CA		Service	Retail	Coll box	Comment on rate and service inquiries with regard to collection box schedules	Sent to USPS to assist & respond to PRC & customer	12/4/2009	Returning Customer
12/2/2009	Consumer	Washington	DC		Service	Retail	PO closing	Status of specific post office closing	Sent to USPS to assist & respond to PRC & customer	12/4/2009	
12/2/2009	Consumer	Washington	DC		Service	Retail	PO closing	Status of specific post office closing	Sent to USPS to assist & respond to PRC & customer	12/4/2009	
12/2/2009	Consumer	Carmel	NY		USPS financial situation			Comments subsequent to media article	Answered by PAGR	12/4/2009	
12/3/2009	Consumer	Floyds Knob	IN		Rates			Comment on Priority Mail rate change in January 2010	Answered by PAGR	12/4/2009	
12/3/2009	Consumer				RFI	Information	Mailbox regs	Question on placing matter in a mailbox without postage	Answered by PAGR	12/3/2009	

12/3/2009	Consumer	Arizona City	AZ		Other			Customers are asking how to file complaints about USPS	Provided info on USPS Consumer Affairs, 1-800 number and PRC rate and service inquiry process	12/3/2009	
12/4/2009	Consumer	Raleigh	NC		Service	Retail	Wait time in line	Long wait in line	Sent to USPS to assist & respond to PRC & customer	12/4/2009	
12/4/2009	Consumer	Hilliard	OH		Service	Retail	PO closing	Status of specific post office closing due to future lease expiration	Sent to USPS to assist & respond to PRC & customer	12/4/2009	
12/4/2009	Consumer				USPS financial situation	Suggestion	Other	Suggestions to improve financial situation - further information	Answered by PAGR	12/5/2009	
12/4/2009	Federal, State & local govt				N2009-1	Retail	PO closing	Request for status update	Answered by PAGR Director	12/4/2009	
12/4/2009	Federal, State & local govt	Washington	DC		Service	Mail processing	AMP	Letter on behalf of constituents regarding plan to consolidate mail processing operations from Philadelphia L&DC in Swedesboro, NJ	Answered by PAGR Director	12/14/2009	
12/4/2009	Postal Employee	Vernon	NJ		Personnel	Issue w/mgt		Customer request for assistance	Forwarded to USPS CA to look into and correct where necessary and respond to customer	12/5/2009	

12/4/2009	Postal Employee	Wichita Falls	TX		USPS financial situation	Suggestion		Suggestions to improve financial situation	Sent to USPS to assist & respond to customer	12/5/2009	
12/7/2009	Consumer	West Haven	CT		N2009-1	Retail	PO closing	Requested that specific post office not be closed	Acknowledged comment and provided info on N Case, PRC fact sheet	12/7/2009	
12/7/2009	Consumer	Avenal	CA		Service	Delivery	Prison Mail	Issues with prison mail	Wrote letter regarding prison administration policy	12/7/2009	
12/7/2009	Consumer	Zephyrville	FL		Service	Delivery	Mail pickup	Outgoing mail not being collected from residential mailbox	Sent to USPS to assist & respond to PRC & customer	12/7/2009	
12/8/2009	Consumer	Cincinnati	OH		Service	Delivery	Missing mail	Customer not receiving all their mail	Sent to USPS to assist & respond to PRC & customer	12/9/2009	
12/8/2009	Consumer	Lakeland	FL		N2009-1	Retail	PO closing	Requested that specific post office not be closed	Acknowledged comment and provided info on N Case, PRC fact sheet	12/15/2009	
12/9/2009	Consumer				Employment	RFI		Current job openings at the Commission	Answered by PAGR	12/10/2009	
12/9/2009	Consumer				Personnel	Fraud		Whistleblower complaint	Referred to USPS OIG	12/15/2009	
12/9/2009	Consumer	West Haven	CT		Service	Retail	Rudeness	General complaint	Sent as FYI to USPS OCA	12/15/2009	

12/9/2009	Consumer	Teton Village	WY		Service	Delivery	Mailbox regs	Requesting assistance with mailbox location	Sent to USPS to assist & respond to PRC & customer	12/15/2009	
12/10/2009	Consumer	League City	TX		Service	Delivery	PO Box	P O box closed and mail being forwarded without customers approval	Sent to USPS to assist & respond to PRC & customer	12/10/2009	
12/10/2009	Consumer	Hamburg	NY		Service	Employee behavior	Rudeness	Mail carrier rude to customer	Sent to USPS to assist & respond to PRC & customer	12/11/2009	
12/10/2009	Consumer				RFI	Information		Phone number for local Consumer Affairs office	USPS provided phone number to pass along to customer	12/11/2009	
12/10/2009	Consumer	Wells Bridge	NY		Service	Delivery	RTS	Tax papers being returned to sender and dispute over moving mailbox	Sent to USPS to assist & respond to PRC & customer	12/11/2009	
12/11/2009	Consumer	Albany	NY		N2009-1	Retail	PO closing	Concerned about lack of transparency and accountability in station & branch reviews	Informed customer of opportunity to submit comment for public record by filing online	12/11/2009	
12/11/2009	Consumer	West Haven	CT		N2009-1	Retail	PO closing	Requested copy of criteria and govt regs for closing a post office	Mailed information as customer requested	12/11/2009	

12/11/2009	Consumer				Service	Delivery	Information	Question on First-Class mail delivery performance statistics	Sent to USPS to assist & respond to PRC & customer	12/11/2009	
12/11/2009	Consumer	Madison	WI	Priority Mail	Service	Delivery	Did not knock	Carrier left Priority Mail package at apartment manager's office instead of attempting delivery to customer	Sent to USPS to assist & respond to PRC & customer	12/11/2009	
12/11/2009	Consumer				USPS financial situation	Suggestion	Other	Suggestions to improve financial situation - further information	Answered by PAGR	12/14/2009	
12/11/2009	Consumer				Rates			Question on rate formulation and other issues	Response from OAC to questions on rate formulation	12/15/2009	
12/11/2009	Federal, State & local govt	Louisville	KY		Personnel	Issue w/mgt		Congressional referral on behalf of constituent	Sent to USPS to assist & respond to customer with this employee issue	12/16/2009	
12/11/2009	Federal, State & local govt	Washington	DC		N2009-1	Retail	PO closing	Congressional referral on behalf of constituent regarding po closing	Forwarded to USPS OCA to send to USPS Government Relations to look into and provide response	12/15/2009	

12/11/2009	Federal, State & local govt	Washington	DC		Service	Delivery	Other	Congressional referral on behalf of constituent regarding mailing requirements for shipping to military overseas	Forwarded to USPS OCA to send to USPS Government Relations to look into and provide response	12/15/2009	
12/14/2009	Consumer	West Haven	CT		N2009-1	Retail	PO closing	Asked what type of business is USPS	Provided information	12/14/2009	
12/14/2009	Consumer				USPS financial situation	Suggestion	Other	Switch to hybrid vedhicles to save money and improve efficiency	Thanked for suggestions and comments	12/14/2009	
12/14/2009	Consumer				Service	Retail	Wait time in line	Long wait in line	Sent to USPS to assist & respond to PRC & customer	12/14/2009	
12/14/2009	Consumer	Boscobel	WI		Service	Delivery	Prison Mail	Issues with prison mail	Wrote letter regarding prison administration policy	12/15/2009	
12/14/2009	Postal Employee				Personnel	Fraud		Whistleblower complaint	Sent to USPS OCA for action as necessary	12/14/2009	
12/14/2009	Consumer				N2009-1	Retail	PO closing	Requested that specific post office not be closed	Acknowledged comment and provided info on N Case, PRC fact sheet	12/2/2009	
12/14/2009	Mailer				N2009-1			Response to letter sent by Commission for a national conversation on the future of mail and hardopy communications in the US	Acknowledged comment and provided info on N Case, PRC fact sheet	12/15/2009	

12/14/2009	Consumer	Oak Park	IL		RFI	Information	Other	Contractor wishing to do business with the Postal Service	Sent to USPS to assist & respond to PRC & customer	12/15/2009	
12/15/2009	Media	Macon	GA		N2009-1	Retail	PO closing	Request for status update	Answered by PAGR	12/15/2009	
12/15/2009	Media				N2009-1	Retail	PO closing	Request for status update	Answered by PAGR	12/15/2009	
12/15/2009	Consumer	Englewood	NJ	Express Mail	RFI	Information	Other	Refund criteria for Express Mail charges	Sent to USPS to assist & respond to PRC & customer	12/15/2009	Returning Customer
12/15/2009	Consumer	Josephine	PA		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	12/15/2009	
12/15/2009	Consumer	San Francisco	CA		Service	Retail	Coll box	Comment on rate and service inquiries with regard to collection box schedules in Delaware	Sent to USPS to assist & respond to PRC & customer	12/15/2009	Returning Customer
12/15/2009	Consumer				Other			Erroneously received e-mail intended for another website	No response needed	12/15/2009	
12/15/2009	Consumer				Other			Erroneously received e-mail intended for another website	No response needed	12/15/2009	
12/15/2009	Consumer	San Francisco	CA		Service	Retail	Coll box	Comment on rate and service inquiries with regard to collection box schedules	Sent to USPS to assist & respond to PRC & customer	12/16/2009	Returning Customer
12/15/2009	Consumer				N2009-1	Retail	PO closing	Concerned that the new post office consolidation list posted was not correct	Sent to USPS to assist & respond to PRC & customer	12/16/2009	

12/15/2009	Consumer	Boston	MA		Service	Retail	Wait time in line	Provided comments on wait time in line	Thanked for comments and forwarded to USPS Consumer Advocate's office	12/17/2009	
12/16/2009	Consumer	Philippi	WV		Service	Delivery	Did not knock	Carrier regularly does not knock to deliver Certified and packages	Sent to USPS to assist & respond to PRC & customer	12/16/2009	
12/16/2009	Consumer				Philatelic	RFI	Information	Question on exchanging stamped envelopes, aerogrammes and postcards	Sent to USPS to assist & respond to PRC & customer	12/17/2009	
12/16/2009	Consumer	Tiburon	CA		N2009-1	Retail	PO closing	Requested that specific post office not be closed	Acknowledged comment and provided info on N Case, PRC fact sheet	12/17/2009	
12/17/2009	Consumer	Boerne	TX		Service	Delivery	Missing mail	Customer missing package	Sent to USPS to assist & respond to PRC & customer - follow-up letter from customer stating that situation was favorably resolved	12/17/2009	
12/17/2009	Consumer	Washington	DC		Service	Retail	Wait time in line	Long wait in line	Sent to USPS to assist & respond to PRC & customer	12/17/2009	

12/17/2009	Consumer	Eustis	FL		Service	Retail	Refund	Issue with receiving refund for Click n Ship postage	Sent to USPS to assist & respond to PRC & customer	12/17/2009	
12/17/2009	Consumer	Northport	NY		Service	Retail	PO Box	Several service issues with regard to po box rental	Sent to USPS to assist & respond to PRC & customer	12/17/2009	
12/17/2009	Consumer	San Francisco	CA		Service	Retail	Coll box	Comment on rate and service inquiries with regard to collection box schedules in Fairmont, WV	Sent to USPS to assist & respond to PRC & customer	12/17/2009	Returning Customer
12/17/2009	Consumer	San Francisco	CA		Service	Retail	Coll box	Comment on rate and service inquiries with regard to collection box schedules in Coraopolis, PA	Sent to USPS to assist & respond to PRC & customer	12/17/2009	Returning Customer
12/17/2009	Consumer	San Francisco	CA		Service	Retail	Coll box	Comment on rate and service inquiries with regard to collection box schedules in Pittsburgh Intl Airport	Sent to USPS to assist & respond to PRC & customer	12/17/2009	Returning Customer
12/17/2009	Consumer				Service	Retail	Wait time in line	Long wait in line	Sent as FYI to USPS OCA	12/17/2009	
12/17/2009	Consumer	Export	PA		PI2010-1	Retail	PO closing	Comment on Export, PA suspension	Acknowledged comments and placed copy in PI commenter file	12/18/2009	
12/17/2009	Consumer	Golden Vally	AZ		Service	Delivery	Missing mail	Customer not receiving all their mail	Sent to USPS to assist & respond to PRC & customer	12/18/2009	

12/17/2009	Consumer	Hilliard	OH		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	1/13/2010	
12/18/2009	Consumer			Track & Confirm	Service	Delivery	International mail	Overseas customer with Track & Confirm issues	Sent to USPS to assist & respond to PRC & customer	12/18/2009	
12/18/2009	Consumer	Memphis	TN		Service	Delivery	Delayed mail	Multiple issues with local post office services, mail not being delivered to post office box, delayed mail - issues still unresolved	Forwarded to USPS to respond to service inquiry	12/18/2009	
12/18/2009	Consumer	Navarre	FL	Delivery Confirmation	Service	Delivery	Other	Customer did not receive Return Receipt card back	Sent to USPS to assist & respond to PRC & customer	12/18/2009	
12/18/2009	Postal Employee				USPS financial situation	Suggestion		Cut costs by eliminating management positions	No contact information provided to respond.	12/18/2009	
12/20/2009	Consumer				USPS financial situation	Compensation		Suggestions to improve financial situation	Sent to USPS to respond to customer	1/4/2010	
12/21/2009	Media				Other			Request to interview one of the Commissioners	Request sent to Commissioner's office	12/21/2009	
12/21/2009	Consumer	Rector	PA		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	12/22/2009	
12/22/2009	Consumer				Information	Other		Contact information for PMG	Provided information	12/22/2009	

12/22/2009	Federal, State & local govt	Beckley	WV		PI2010-1	Retail	PO closing	Referral of constituent comments on opening of Public Inquiry docket subsequent to Hacker Valley decision	Acknowledged comments and placed copy in PI commenter file	12/23/2009	
12/22/2009	Consumer	Fullerton	CA		Other			Copy of civil complaint against USPS and Congress	No response needed	1/4/2010	
12/22/2009	Consumer				Service	Delivery	Missing mail	Customer package not delivered	Sent to USPS to assist & respond to PRC & customer	1/4/2010	
12/22/2009	Consumer	Chicago	IL		Service	Retail	Hours of operation	Comment on holiday retail hours in the Chicago District	Sent to USPS to assist & respond to PRC & customer	1/6/2010	Returning Customer
12/23/2009	Consumer				Information	Other		Contact information for USPS CA and OIG	Provided information	12/23/2009	
12/23/2009	Consumer	Washington	DC		Information	Other		Contact information for Benning Road post office	Provided information from USPS website	12/23/2009	
12/23/2009	Postal Organization	Washington	DC		ACR2009	Other		Request to add letter and charts to docket record	Answered by PAGR with instructions to file online	1/4/2010	
12/23/2009	Consumer	Oakhurst	CA		Service	Retail	PO Box	Box rent paid late and box closed	Sent to USPS to assist & respond to PRC & customer	1/4/2010	
12/23/2009	Consumer			Express Mail	Service	Delivery	Delayed mail	Express Mail package not delivered by guaranteed date	Sent to USPS to assist & respond to PRC & customer	1/4/2010	

12/23/2009	Consumer	Lincoln	NE		N2009-1	Retail	PO closing	Courtesy copy of letter to USPS on possible post office closings in Lincoln, NE	Acknowledged courtesy copy of letter	1/7/2010	
12/23/2009	Consumer	Washington	DC		PI2010-1	Retail	PO closing	Comment on possible post office closing due to future lease expiration	Sent to USPS to assist & respond to PRC & customer	1/8/2010	
12/26/2009	Consumer	Flanders	NJ	Priority Mail	Service	Delivery	Delayed mail	Priority Mail package not delivered by guaranteed date	Sent to USPS to assist & respond to PRC & customer	1/4/2010	
12/26/2009	Consumer	Wheeling	WV	Delivery Confirmation	Service	Delivery		Customer unable to pick-up package at post office	Sent to USPS to assist & respond to PRC & customer	1/4/2010	
12/27/2009	Consumer	Englewood	NJ		Rates	Information		Comment on changes to national zone charts and postage prices	Sent to USPS to assist & respond to PRC & customer	1/4/2010	
12/28/2009	Consumer				Information	RFI		Phone number for USPS CA	Provided information	12/29/2009	
12/28/2009	Consumer	Bedford Hills	NY		Service	Delivery	Prison Mail	Issues with prison mail administration	Wrote letter regarding prison administration policy	12/30/2009	
12/28/2009	Consumer	Englewood	NJ		Service	Retail		Lack of 5PM collection time at Susanville and Alturas, CA post offices	Sent to USPS to assist & respond to PRC & customer	1/4/2010	Returning Customer
12/28/2009	Consumer				USPS financial situation	Suggestion	Other	Suggestions to improve financial situation - further information	Answered by PAGR	1/4/2010	

12/28/2009	Consumer	San Francisco	CA		Service	Delivery	Information	Request for information on service standards in Ellensburg, WA	Sent to USPS to assist & respond to PRC & customer	1/6/2010	Returning Customer
12/28/2009	Consumer	San Francisco	CA		Service	Retail	Hours of operation	Courtesy copy of letter sent to USPS on holiday retail hours at several post offices	Acknowledged courtesy copy of letter	1/6/2010	Returning Customer
12/28/2009	Consumer	Atlanta	GA		Service	Retail	PO closing	Request to be placed on contact list for any post office closings in Atlanta area	Sent to USPS to assist & respond to PRC & customer	1/7/2010	
12/28/2009	Consumer	Andover	MA		USPS financial situation	Suggestion		Copy of letter with suggestions to improve USPS profitability	Acknowledged courtesy copy of letter	1/8/2010	
12/28/2009	Consumer	Washington	DC		PI2010-1	Retail	PO closing	Comment on possible post office closing due to future lease expiration	Sent to USPS to assist & respond to PRC & customer	1/8/2010	
12/28/2009	Consumer	Rector	PA		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	1/13/2010	
12/28/2009	Consumer	Granite Canon	WY		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	1/13/2010	
12/28/2009	Consumer	Childwold	NY		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	1/13/2010	

12/29/2009	Consumer	La Porte	IN	Priority Mail	Service	Delivery	Delayed mail	Priority Mail package not delivered by guaranteed date	Sent to USPS to assist & respond to PRC & customer	1/4/2010	
12/29/2009	Consumer	Dublin	CA		Other			Request to have post office added to community	Referred to USPS CA	1/4/2010	
12/29/2009	Consumer				Service	Delivery	Misdelivery	Mail not addressed to customer being delivered to their residence	Sent to USPS to assist & respond to PRC & customer	1/4/2010	
12/29/2009	Consumer	Charlotte	NC	International surface mail	Service	Delivery	Missing mail	Customers missing mail from China; issue resolved after forwarding to USPS	Informed USPS CA that issue was resolved	1/4/2010	
12/29/2009	Consumer	Northport	NY		Service	Employee behavior	Rudeness	Employee behavior and po box rental issue	Sent to USPS to assist & respond to PRC & customer	1/7/2010	
12/29/2009	Consumer				Information	RFI	PO closing	Question on post office closing procedures	Answered by PAGR	1/7/2010	
12/29/2009	Consumer	Geyserville	CA		N2009-1	Retail	PO closing	Courtesy copy of letter on possible post office closings in Canton, OH	Acknowledged courtesy copy of letter	1/8/2010	
12/30/2009	Consumer			International surface mail	Service	Delivery	RTS	Packages sent from Korea returned	Sent to USPS to assist & respond to PRC & customer	1/4/2010	
12/31/2009	Consumer				Website	Employment	Information	Question on Postal Service employment information on website	Sent to USPS to assist & respond to PRC & customer	1/7/2010	

**Postal Regulatory Commission Public Inquiry Log December 2009 Totals
(Includes Rate and Service Inquiries)**

From		129	
Consumer	112		
Federal, State & local govt	8		
Mailer	1		
Media	3		
Postal employee	4		
Postal organization	1		
Product		10	Category
			118
ACD	0	Employment	2
Bound Printed Matter	0	Information	5
Certified Mail	0	Other	6
Change of Address	0	Personnel	4
Delivery Confirmation	2	Philatelic	1
EXFC	0	Rates	4
Express Mail	2	RFI	6
Express Mail International	0	Service	60
First-Class Mail	0	USPS financial situation	10
Free Matter for the Blind	0	Website	1
Hold Mail	0	A2009-1	0
Insurance	1	C2008-3	0
International First-Class Mail	0	C2009-1	0
International surface mail	2	MC2009-13	0
Irregulars	0	MT2009-1	0
LTL Market Test	0	N2009-1	19
M-bags	0	PI2009-1	0
Money Order	0	PI2008-3	0
NCOA	0	R2009-2	0
Nonprofit Mail	0	R2009-3	0
Parcel Post	0	R2009-5	0
Passport	0	RM2008-1	0
Periodicals	0	RM2008-3	0
Personalized envelopes	0	RM2008-4	0
PO Box	0	RM2009-3	0
Post cards	0	RM2009-6	0
Premium Forwarding Service	0	PI2010-1	10
Priority Mail	3		
Priority Mail Military rate	0		
Registered Mail	0		
Slim Jim	0		
Standard Mail	0		
Summer Sale	0		
Voting by mail	0		
Track & Confirm	1		

Issue	113	Sub Issue	93
Compensation	1	1 Day	0
CPI	0	3 Days	0
Delivery	29	5 Days	0
Disability retirement	0	6 Days	0
Employee behavior	3	Accessibility	0
Facility	0	AK Bypass mail	0
Fraud	2	AMP	1
Information	7	Change of address	0
Issue w/mgt	2	Claims	1
Mail Processing	1	Coll box	8
NSAs	0	Compliment	0
Other	4	Delayed Mail	4
PO Box	0	Did not knock	2
Rate change	1	Discounts	0
Retail	53	Forever stamp	0
Suggestion	9	Frequency	0
USO	0	Hold Mail	0
Website	1	Hours of operation	5
		ID Requirements	0
		Incorrect info	0
		International mail	2
		Lobby	0
		Location of boxes	0
		Mail damage	0
		Mailbox regs	2
		Misconduct	0
		Misdelivery	1
		Missing Mail	5
		Mode of delivery	0
		Opposed	0
		Other	11
		Paid too much	0
		Payment	0
		PO Box	3
		PO closing	32
		Postmark	0
		Prison mail	3
		Proper addressing	0
		Readability	0
		Refund	1
		RTS	3
		Rudeness	4
		Safety	0
		Security	0
		Service not honored	0
		Stamp product	0
		Stamps	0
		Summer Sale	0
		Undelivered mail	0
		Unsolicited mail	0
		Wait time in line	5