

USPS Report on PRC Rate and Service Inquiries for February 2010

The Postal Regulatory Commission referred 55 inquiries to the Postal Service in February. Customers received responses on average within 10 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (32) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (4) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (19) – 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.

National Consumer Protection Week - In recognition of NCPW 2010, the Postal Service and Postal Inspection Service are calling attention to free resources to help people protect their privacy and avoid identity theft and other fraud schemes. Consumers can visit www.deliveringtrust.com for free fraud education and prevention videos about identity theft, work-at-home scams, internet fraud, foreign lotteries, investment scams and more. Viewers can follow the Chief Postal Inspector and Postal Service Consumer Advocate as they walk through the top ten scams to watch for. The website also offers tips on recognizing scams and instructions on reporting scammers to the appropriate authorities.

Delivery of signature and non-signature items - Mail with a Special Service(s) requires a signature and/or payment of fees from the recipient or the recipient's agent before delivery can be completed. Someone must be present to sign for this type of mail service. Signing PS Form 3849, "Sorry We Missed You", and leaving it for the mail carrier does *not* meet the minimum requirements for Special Service mail to be delivered. *Restricted Delivery* service is even more specific; the specific person or an authorized agent must be present to sign for and accept this mail. The following Special Service mail requires a signature and/or payment of fees: Insured Mail (over \$200); Collect On Delivery (COD); Registered Mail; Postage Due; Certified Mail; Return Receipt for Merchandise; Foreign Origin Mail with extra services; Signature Confirmation; Restricted Delivery option; Express Mail (unless signature waived); and Return Receipt (attached to any class of mail).

Mail without any Special Service(s) can be delivered to an address without a signature, and/or when the recipient is not present. If the item is too large to fit in the mailbox, the carrier will leave a PS Form 3849, *Sorry We Missed You.*"

Delivery of mail to homes or curbside mailbox - Customers must keep the approach to their mailboxes clear of obstructions to allow safe access for delivery. This includes approaches to mailboxes located at a customer's door and approaches to curbside mailboxes. Obstructions can include trashcans, vehicles or snow. A clear approach will permit the carrier to safely walk to the door or to drive up to the curbside to deposit and collect mail without leaving the vehicle. For curbside mailboxes, the approach to and the exit from the mailbox should be cleared to allow the carrier to drive forward rather than back up the vehicle after delivery. If USPS employees are impeded in reaching a mail receptacle, the postmaster may withdraw delivery service.