

USPS Report on PRC Rate and Service Inquiries for June 2010

The Postal Regulatory Commission referred 55 inquiries to the Postal Service in June. 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 (12) – 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.

Premium Forwarding Services

Generally, the Postal Service offers free forwarding service for customers that change their address on a permanent or temporary basis depending on circumstances. By filing a permanent Change of Address, individual mail may be forwarded on a piece-by-piece basis as a convenience to customer for a period not to exceed 12 months. Likewise, a temporary change of address is handled in the same manner on a piece-by-piece basis for a less than 12 month period and it is anticipated that the customer will be returning to the permanent residence.

As a convenience to the customer, a premium paid service is offered for forwarding mail using Priority Mail, for those customers that need or prefer to have all mail from their primary residential address shipped to a temporary address on a more predictable basis. Premium Forwarding Service (PFS) is a personalized service for reshipping all mail from a primary residential address (or P.O box with certain restrictions) to a temporary address in one batch on a weekly basis. Premium Forwarding Service was established to create a uniform and consistent national service that would be available equally to all at a published price, replacing all informal mail forwarding arrangements, commonly referred to as “Snowbird Service,” offered at some Post Offices to accommodate customers’ temporary address changes.

Please note that some mail pieces, such as those requiring a delivery scan or signature, Express Mail® and pieces required to be sent separately are still rerouted piece by piece. PFS shipments are mailed once a week on Wednesday except for those pieces required to be shipped separately. Customers may not use both free forwarding service and Premium Forwarding Service simultaneously.

To learn more about premium forwarding services, participation requirements, terms and conditions, and fees, please visit the Postal Service website at <http://www.usps.com/receive/premiumforwarding/>.

Cash in the Mail

The Postal Service does not recommend sending cash in the mail, unless the customer chooses Registered Mail service to protect the contents from loss or theft. Postal Money Orders are recommended as a safe, convenient, and economical alternative to sending cash through the mail. Money Orders let you send money safely through the mail, and domestic Postal Money Orders can be purchased from any Post Office™ location in the United States, as well as from any rural route carrier, and are available for values up to \$1,000 each. International postal money orders may not exceed \$700 in value.

Sending Postal Money Orders is a safe, convenient, and economical alternative to sending cash through the mail. So if you are sending money to someone or paying a bill, please visit the Postal Service website at <http://www.usps.com/money/sendingmoney/moneyorders/> to learn more about products offered for your convenience.

To read more about what you can do to protect your mail from theft and get some helpful hints please visit <https://postalinspectors.uspis.gov/investigations/MailFraud/fraudschemes/mailtheft/TipThieves.aspx>

Customer Inquiries via USPS.com

The Postal Service™ is a customer oriented organization that provides multiple contact channels for communication purposes, including online access via the Postal Service Customer Service webpage at <http://www.usps.com/customerservice/>.

The United States Postal Service® website contains a wealth of information and is available to customers 24 hours per day, 365 days per year. Customers may select the “Email Us” option to get information, report a problem or submit a suggestion or compliment. Electronic capture of customer inquiries in a centralized repository permits prompt transmission to the local servicing post office for timely response. Current response options available to customers are by telephone and email. Customers will be able to request hardcopy response in the near future. The site also allows customers to select self-help topics for Frequently Asked Questions (FAQs) and obtain telephone contact information.

To learn more about contacting the Postal Service via USPS.com, please visit the Postal Service Website at <http://www.usps.com/> and click on “CUSTOMER SERVICE” located on the top right corner of the screen and look for the contact option that best fits your needs.

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