

USPS Monthly PRC Report Oct 2018

The Postal Regulatory Commission referred 37 inquiries to the Postal Service in October 2018. Customers received responses on average within 10 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 27 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 8– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 2 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Thousands of men and women in the nation’s diplomatic corps and in the military will be serving abroad during the holidays. The mail is a great way to stay connected with them by sending them cards, letters, presents and care packages for the festive season.

The Postal Service offers a reduced price of \$17.40 on its largest Priority Mail® Flat Rate Box® for mail sent to APO/FPO/DPO (Air/Army Post Office/Fleet Post Office/Diplomatic Post Office) destinations worldwide — a \$1.50 discount from the regular price.

Priority Mail Flat Rate Boxes are available at no cost at local Post Offices and also can be ordered online. Postage, labels and customs forms also can be printed online anytime using Click-N-Ship®. All mailing products can be found at store.usps.com/store/home.

To ensure timely delivery of holiday wishes by Dec. 25, the Postal Service recommends that cards and packages be sent to military APO/FPO/DPO addresses overseas no later than the mailing dates listed below.

Mail Addressed To	Priority Mail Express Military Service (PMEMS)¹	First-Class Mail Letters and Cards	Priority Mail	Parcel Airlift Mail (PAL)²	Space Available Mail (SAM)³	USPS Retail Ground
APO/FPO/DPO AE ZIPs 090-092	Dec 18	Dec 11	Dec 11	Dec 04	Nov 27	Nov 06
APO/FPO/DPO AE ZIP 093	N/A	Dec 04	Dec 04	Dec 04	Nov 27	Nov 06
APO/FPO/DPO AE ZIPs 094-098	Dec 18	Dec 11	Dec 11	Dec 04	Nov 27	Nov 06
APO/FPO/DPO AA ZIP 340	Dec 18	Dec 11	Dec 11	Dec 04	Nov 27	Nov 06
APO/FPO/DPO AP ZIPs 962-966	Dec 18	Dec 11	Dec 11	Dec 04	Nov 27	Nov 06

1. PMEMS is available to selected military/diplomatic Post Offices. Check with your local Post Office to determine if this service is available to an APO/FPO/DPO address.

2. PAL is a service that provides air transportation for parcels on a space-available basis. PAL is available for Retail Ground items not exceeding 30 pounds in weight or 60 inches in length and girth combined. The applicable PAL fee must be paid in addition to the regular surface price for each addressed piece sent by PAL service.