

USPS Monthly PRC Report Nov. 2018

The Postal Regulatory Commission referred **39** inquiries to the Postal Service in **November 2018**. Customers received responses on average within **10** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services **26** – 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 **1**– 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.

Newsbytes

HOLIDAY FACTS and INFORMATION

- * Busiest MAILING, SHIPPING and DELIVERY WEEK — Dec. 17-23
- * Nearly 16 billion total pieces of mail and packages are expected to be processed and delivered this holiday season — Thanksgiving to New Year's Day
- * The Postal Service is projecting more than 900 million packages will be delivered this holiday season (2017: 871 million | 2016: 750 million | 2015: 660 million)
- * Nearly 200 million packages are expected to be delivered during the busiest week, and about the same the week prior
- * More than 8 million packages are expected to be delivered each Sunday during the holiday season, beginning Nov. 25
- * Dec. 17 is expected to be the busiest day for usps.com with more than 8 million customers predicted to visit on that day alone | Nearly 5 million people on regular days