

USPS Monthly PRC Report Dec. 2018

The Postal Regulatory Commission referred **29** inquiries to the Postal Service in **December 2018**. Customers received responses on average within **8** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services **25** – 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 **0**– 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.

Update on Canadian Union of Postal Workers Strike

As of Tuesday, November 27, 2018, the Canadian Union of Postal (CUPW) are no longer in a legal strike position following the passage of legislation by the Government of Canada. Operators can now resume the sending of mail to Canadian exchange offices in Montreal and Vancouver.



27, 2018, the Workers strike position legislation by the Designated sending of mail Toronto,

The Canadian network is experiencing severe mail and parcel backlogs, and parcel backlogs are expected to worsen significantly with the arrival of large volumes of online orders from Black Friday and Cyber Monday sales. To allow Canada Post to minimize the significant delays that are expected in the processing and delivery of packages, Canada Post request that members prioritize the dispatching of committed services, including Express Mail Service (EMS), air parcels and express products.

Canada Post is unable to honor its delivery standards for any product because of the backlogs created by rotating strikes and labor disruptions.

While Canada Post is operational and continues to try to minimize service impacts, there are delivery delays across the country.

Once Canada Post receives mail or parcels from customers, it will process and deliver as much as possible on a first-in, first-out basis. International items will require screening by the Canada Border Services Agency, with which they are working to manage the significant existing backlog.