

## **USPS Report on PRC Rate and Service Inquiries for April 2019**

The Postal Regulatory Commission referred 31 inquiries to the Postal Service in April 2019. Customers received responses on average with 5 days.

Inquiries covered various topics that fell in to two main categories:

Delivery Services – 18 i.e., daily delivery service  
Service 12 – i.e., Post Office Lobby service, Collection Boxes,  
Policy/International – International Indemnity Claim

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

## **Ready to help**

### **USPS offers new support for commercial mailers**

April 26 at 10:52 a.m.

The Postal Service has opened the Mailing and Shipping Solutions Center (MSSC) to better serve commercial mailing and shipping customers.

Beginning April 26, these customers can call the center at 877-672-0007 weekdays from 7 a.m.-7 p.m. Central time for support.

“This will allow our customers to reach trained and professional mailing requirements staff, who can assist them with all their mailing and shipping needs,” said Acting Mail Entry and Payment Technology Vice President Marc McCrery. “It’s another part of our continuous effort to deliver a world-class customer experience.”

The MSSC employees will be located across the United States. They will use technology to connect with colleagues on a local and national level and ensure customers receive consistent, standardized support.

The employees will also work with commercial shippers and mailers to identify solutions through consultation, diagnostics, research, recommendations and additional assistance.

USPS also operates four Customer Care Centers to serve residential customers.

McCrery said the MSSC will help the Postal Service “continue to innovate and streamline solutions for our commercial mailing and shipping partners.”