

# USPS Report on PRC Rate and Service Inquiries for August 2019

Postal Regulatory Commission  
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The Postal Regulatory Commission referred 35 inquiries to the Postal Service in August 2019. Customers received responses on average within 7 days.

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

- Delivery Services 30 - i.e., time of delivery, forwarding and method of delivery
- Customer Service 5 – i.e., hours of service , Collection Boxes, Indemnity Claims
- 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.

## Canada money orders

Effective Aug. 30, 2019, the U.S. Postal Service will no longer sell International Postal Money Orders destined for Canada, and will no longer cash International Postal Money Orders issued by Canada Post.

Also, effective Aug. 30, 2019, Canada Post will no longer sell International Postal Money Orders destined for the U.S., and will no longer cash International Postal Money Orders issued by the Postal Service.

A holder of a USPS issued international postal money order who does not cash it before the effective date can redeem it at a U.S. Post Office facility at face value. A customer wishing to cash a Canada Post issued money order at a USPS facility after Aug. 30, 2019, will be unable to do so, and is advised to return the money order to the sender.

## Contact us

Residential customers: <https://about.usps.com/newsroom/service-alerts/weather-updates-residential.htm>

Residential customers should check the above **Mail Service Disruptions** website first for current, frequently-updated information about whether mail is being delivered to your neighborhood or if your local Post Office is open. Or you can call our customer service center at 1-800-ASK-USPS (800-275-8777).

Business mailers

Business customers should contact the Business Service Network *headquarters* communications manager for additional service information or to report a disruption. You can email us at [mailserviceupdate@usps.gov](mailto:mailserviceupdate@usps.gov).

Business customers needing additional support or who have questions should contact your *local* Business Service Network or visit [PostalPro](#).