

USPS Report on PRC Service Inquiries for March 2020

Postal Regulatory Commission

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The Postal Regulatory Commission referred 35 inquiries to the Postal Service in March 2020. Customers received responses on average within 7 days.

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

- Delivery Services 17- i.e., time of delivery, forwarding and method of delivery
- Customer Service 16 – i.e., hours of service , Collection Boxes, Indemnity Claims
- 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.

Binding the nation

Brennan salutes employees for continued service

In a new letter, Postmaster General Megan J. Brennan thanks USPS employees for their continued service to the nation during the coronavirus pandemic.

“During these challenging and unprecedented times, I want to take this opportunity to express my sincere gratitude to you — the dedicated and unwavering employees of the United States Postal Service,” Brennan writes.

“While the impact the coronavirus has had upon our nation and our communities cannot be overstated, we will most assuredly overcome this disruption and thrive, again, as we have in the past. I am reminded, however, that it’s during troubled times such as these that the crucial role the Postal Service plays in the daily lives of the American people clearly shines through. Our mission to bind the nation together is more important than ever during times of crisis, and is achieved through the tireless efforts and sacrifices of our dedicated employees.”

The letter, which was mailed to every employee’s home address last week, explains that USPS is working closely with federal, state and local health authorities to ensure that the organization provides its essential service in a manner that protects the safety of its employees and the public.

The Postal Service has *adjusted procedures* to achieve this goal, Brennan writes, and the organization is keeping employees updated through stand-up talks, articles in USPS news publications, bulletin board messages, and other communications channels.

Additionally, the letter notes that several agencies, including the Centers for Disease Control and Prevention and the World Health Organization, as well as the surgeon general, have all said there is a very low risk that the virus is being spread through the mail.

Brennan concludes by saluting employees for helping the organization to *maintain its normal operations* during the pandemic.

“While all of us support the Postal Service in many different ways, those of you remaining physically present in the communities and serving our customers — whether in our retail offices or in transporting, processing and delivering goods and services to millions of people, providing mission-critical support across our network during these unprecedented times — are truly binding this nation together,” she writes. “For this I am so proud and thankful, as is the nation.”

How inviting

Two new stamps perfect for special occasions



The artwork for the Contemporary Boutonniere, upper left, and Garden Corsage stamps features modern botanical styles arranged by floral designer Carol Caggiano.

The Postal Service has released the Contemporary Boutonniere and Garden Corsage stamps, which form a natural pair to dress up envelopes for wedding invitations, RSVPs, thank-you notes and similar celebratory mail.

The dedication ceremony, which had been scheduled for April 2 before being *anceled* due to the coronavirus pandemic, may be held at a later date.

Contemporary Boutonniere is a Forever stamp, while *Garden Corsage* can accommodate the weight of heavy invitations, oversize greeting cards and mailings up to two ounces that require extra postage.

For centuries, boutonnieres — or buttonhole flowers, as they were called in Britain — were a staple of a well-dressed man's outfit. A boutonniere can also be worn by a woman who prefers something petite or tailored in design.

The word "corsage" was shortened from the French term "bouquets de corsage," which referred to the bodice of a dress, where small bouquets were pinned. Corsages were fashionable for daily wear in earlier centuries, but gradually they began to be worn mostly for formal occasions.

The boutonniere and corsage continue to be stylish accessories at weddings and other special events.

The stamp artwork features modern botanical styles arranged by floral designer Carol Caggiano and photographed by Renée Comet. Ethel Kessler was the art director.

Both stamps are available at Post Offices and usps.com.