

USPS Report on PRC Service Inquiries for June 2020

Postal Regulatory Commission
Submitted 7/13/2020 1:31:56 PM
Filing ID: 113929
Accepted 7/13/2020

The Postal Regulatory Commission referred 45 inquiries to the Postal Service in June 2020. Customers received responses on average within 8 days.

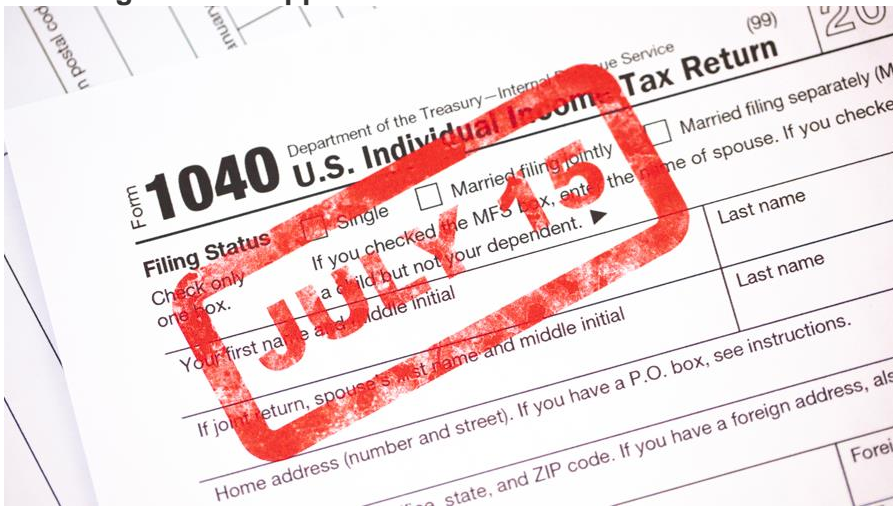
Inquiries covered various topics that fell in to three main categories:

- Delivery Services 33- i.e., time of delivery, forwarding and method of delivery
- Customer Service 11 – i.e., hours of service , Collection Boxes, Indemnity Claims
- 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.

Time's up

Tax filing deadline approaches



Due to the coronavirus pandemic, the federal government postponed the traditional April 15 filing deadline until July 15.

The Postal Service is ready for Tax Day this week.

As the *coronavirus pandemic* took hold during the spring, the federal government postponed the traditional April 15 filing deadline until July 15.

Taxpayers must file or seek an extension by the new deadline or face a penalty. The IRS is expecting about 150 million returns from individuals.

The agency has received almost 139 million returns so far.

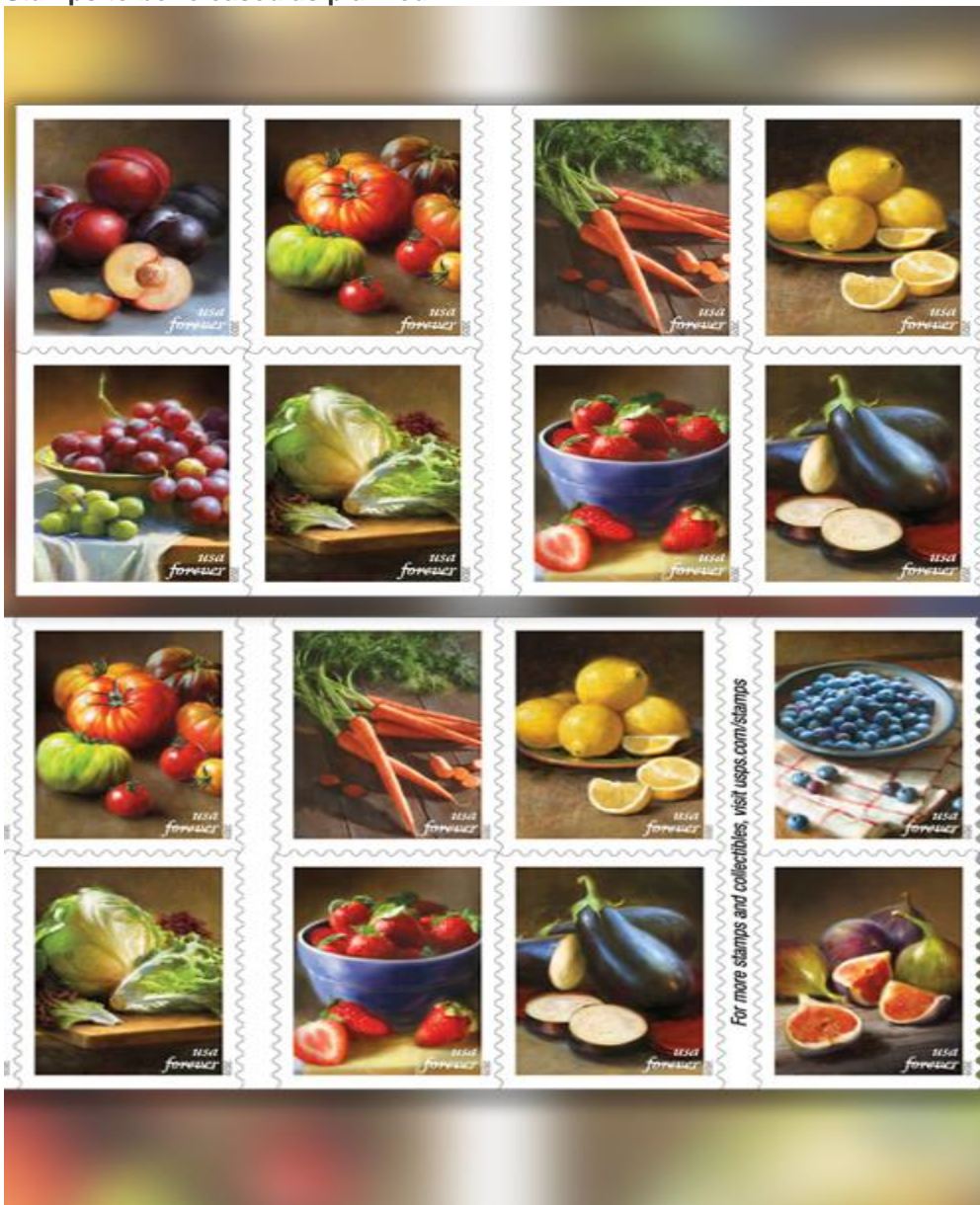
A *special section* on usps.com features tips for customers who mail their returns, a list of products and services that can help paper filers, information on Post Office hours, and links to useful guidance on the IRS website.

Additionally, USPS is reminding employees to provide safe, convenient access to postal property on Tax Day.

Poster 7, *Rules and Regulations Governing Conduct on Postal Service Property*, has information on keeping entrances unimpeded, restrictions on leafleting, and more.

Ceremony canceled

Stamps to be released as planned



The Fruits and Vegetables stamps feature 10 still-life paintings.

The Postal Service has canceled the dedication ceremony for the Fruits and Vegetables stamps, originally scheduled for July 17 in Charleston, WV.

The organization is following social distancing guidance during the [coronavirus pandemic](#).

The stamps will still be available for purchase at Post Offices and [usps.com](#), beginning July 17.

Fruits and Vegetables capture the classic beauty of still-life paintings through 10 portraits. Each stamp will be featured twice in booklets of 20.

The pandemic has also [prompted the cancellation](#) of several other USPS events this year, including the dedication ceremonies for the Hip Hop, Enjoy the Great Outdoors, Voices of the Harlem Renaissance, American Gardens, Earth Day, Maine Statehood and Contemporary Boutonniere and Garden Corsage stamps.