

USPS Report on PRC Service Inquiries for August 2020

Postal Regulatory Commission

Submitted 8/8/2020 2:55:27 PM

Filing ID: 114484

Accepted 9/8/2020

The Postal Regulatory Commission referred 38 inquiries to the Postal Service in August 2020. Customers received responses on average within 5 days.

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

- Delivery Services 28- i.e., time of delivery, forwarding and method of delivery
- Customer Service 9 – 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.

Informed Delivery enrollment for PO Box customers



PO Box customers can use the [Post Office Box online tool](#) to sign up for Informed Delivery.

The Postal Service is offering PO Box customers an opportunity to sign up online for Informed Delivery, the free USPS feature that allows users to digitally preview their mail and manage their incoming packages.

When customers purchase a new PO Box or renew one using the [Post Office Box online tool](#), they'll have an option to sign up for Informed Delivery during the transaction. PO Box customers will find the feature helpful in determining when they want to collect their mail.

Informed Delivery subscribers receive email notifications that contain images of the outside of the letter-size mailpieces before they arrive in their physical mailbox. Images are also accessible on the Informed Delivery online dashboard and mobile app.

The sign-up option is currently unavailable for customers who purchase or renew PO Boxes in person.

However, customers can still enroll their PO Box or residential address by using the standard online Informed Delivery [enrollment process](#).

To the letter

Students improve reading, writing skills by mail



Eureka, IL, Retail Associate Richard Craft accepts a child's letter through the local library's summer reading program.

An educational publisher, an Illinois library and a local Post Office came together this summer to promote literacy through letter writing.

The Eureka Public Library's summer reading program encouraged young readers to become writers by sending letters of encouragement to teachers, grandparents, veterans, nursing home residents or long-distance friends.

The kids were encouraged to use templates provided by Scholastic, the world's largest publisher of children's books, which works with the Postal Service to *promote letter writing* for schoolchildren.

The Eureka effort led to an increase of 380 new readers, encouraged letter exchanges and taught children critical language skills during a challenging summer.

"They were stuck at home and we had to come up with ways to engage them. I wrote notes for each reader. We mailed activity sheets and craft items. Mailing things was easy for us," said Angela Roberts, the library's youth services manager.

The Eureka Post Office, part of Great Lakes Area's Central Illinois District, participated in the program by teaching the youngsters how to properly address an envelope, buy and use stamps, and mail cards and letters.

"Using the Post Office at a young age gives children a sense of how we help connect people," said Eureka Postmaster Brian Shirey.

Added Retail Associate Richard Craft: "It's great that children learn how to communicate with others with just a stamp. It can take you pretty far across our country."