

## USPS Report on PRC Service Inquiries for October 2020

The Postal Regulatory Commission referred 33 inquiries to the Postal Service in October 2020. Customers received responses on average within 5 days.

Inquiries covered various topics that fell into three main categories:

- Delivery Services 15 – i.e., time of delivery, tracking inquiries
- Customer Service 17 – i.e., Hours of service, Collection Boxes, Indemnity Claims
- Policies/procedures and International Inquiries 1 i.e., – International Inquiries

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

### **Seasonal Shipping - Holiday Mail-by deadlines released**

The Postal Service has recommended deadlines for the holiday mailing and shipping season.

The suggestions, released Oct. 8, are for expected delivery by Dec. 25 to domestic, Air/Army Post Office (APO), Fleet Post Office (FPO) and Diplomatic Post Office (DPO) addresses.

Here are the deadlines:

- **Nov. 6:** APO, FPO and DPO addresses (all ZIP Codes), USPS Retail Ground service
- **Dec. 9:** APO, FPO and DPO addresses (ZIP Code 093 only), Priority Mail and First-Class Mail services
- **Dec. 11:** APO, FPO and DPO (all other ZIP Codes), Priority Mail and First-Class Mail services
- **Dec. 15:** USPS Retail Ground service
- **Dec. 18:** APO, FPO, DPO (except ZIP Code 093), USPS Priority Mail Express service
- **Dec. 18:** First-Class Mail service, including greeting cards
- **Dec. 18:** First-Class Mail packages (up to 15.99 ounces)
- **Dec. 19:** Priority Mail service
- **Dec. 23:** Priority Mail Express service

USPS expects customer traffic to increase during the week of Dec. 7, with the period of Dec. 14-21 predicted to be the season's busiest for mailing, shipping and delivery.

More than 13 million customers are expected to use [usps.com](https://usps.com) on Dec. 14, making it the Postal Service's busiest day online this holiday season. Among these customers, almost 500,000 are expected to use the Click-N-Ship feature.

