

USPS Report on PRC Service Inquiries for December 2020

The Postal Regulatory Commission referred 22 inquiries to the Postal Service in December 2020. Customers received responses on average within 5 days.

Inquiries covered various topics that fell into three main categories:

- Delivery Services 12 – i.e., time of delivery, tracking inquiries
- Customer Service 8 – i.e., Hours of service, Collection Boxes, Indemnity Claims
- Policies/procedures and International Inquiries 2 i.e., – International Inquiries

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

USPS Loyalty Program

The Postal Service has updated the USPS Loyalty Program, adding three tiers that allow registered businesses to earn credits on Priority Mail and Priority Mail Express products purchased through Click-N-Ship.

Registered businesses must use the [Click-N-Ship](#) application on [usps.com](#) to earn the credits, which can be put toward future purchases of Priority Mail and Priority Mail Express products.

There are no limits to the amount of credits that can be earned.

“The USPS Loyalty Program helps us reward our valued business customers and provide them with an incentive to continue turning to the Postal Service for all their shipping and mailing needs,” said Mary Anderson, small-business engagement director at Postal Service headquarters in Washington, DC.

The first-of-its-kind program, which [launched last year](#), uses the following three tiers:

- **Base.** Existing USPS customers are automatically enrolled in this tier, earning \$40 in credits for each \$500 spent in qualifying Priority Mail and Priority Mail Express products.
- **Silver.** Business users that reach \$10,000 worth of Priority Mail and Priority Mail Express labels purchases in the prior calendar year earn \$50 in credits for each \$500 spent.
- **Gold.** Business users with \$20,000 purchased on Priority Mail and Priority Mail Express labels in the prior calendar year will have access to commercial base pricing, with up to 20 percent savings, on their Priority Mail and Priority Mail Express shipments.

New Click-N-Ship business customers are also eligible for a one-time \$40 “welcome bonus” credit when they ship at least \$500 combined at Priority Mail Express Retail and Priority Mail Retail rates.

The [USPS Loyalty Program page](#) on usps.com has additional information

Shipping Hand Sanitizer

As COVID-19 cases continue to rise, the Postal Service continues to have an increase of customers shipping hand sanitizers and disinfecting products to help prevent transmission of the virus.

As a reminder, most hand sanitizers products contain flammable alcohols, such as ethanol or isopropanol (rubbing alcohol), classifying them as hazardous materials which are subject to specific mailing restrictions.

In domestic mail, small quantities of hand sanitizers and alcohol wipes* are permitted via **surface transportation only** (USPS Retail Ground, Parcel Select or Parcel Select Lightweight). For example, up to 1 pint of liquid per package would be acceptable; however, an entire case of 12-ounce bottles would far exceed USPS allowable limits (see Pub 52, Appendix C, Packaging Instruction 3A for limits) unless they have a special authorization.

Customers who wish to utilize domestic air transportation for eligible ethanol products under Section 343.27 of Publication 52, or seeking an increase in volume amount must submit and obtain a written authorization from the manager, Product Classification at ProductClassification@usps.gov.

USPS prepares for a busy 2021

The Postal Service will be busy all year long in 2021. The organization has *planned* more than 15 stamp releases this year, *beginning* with Love 2021 on Thursday, Jan. 14.

Other early releases will include August Wilson (Thursday, Jan. 28), a Black Heritage stamp honoring the acclaimed playwright; Year of the Ox, the latest Lunar New Year stamp (Tuesday, Feb. 2); and Chien-Shiung Wu (Thursday, Feb. 11), a stamp honoring the influential nuclear physicist.

Beginning Sunday, Jan. 24, USPS will *raise* Shipping Services product prices approximately 3.5 percent for Priority Mail service and 1.2 percent for Priority Mail Express service, while Mailing Services product prices will rise approximately 1.7 percent.

After being canceled last year due to the coronavirus pandemic, the National Postal Forum — the mailing industry's largest annual meeting — is slated to be held May 2-5 in Nashville, TN. Likewise, the Stamp Out Hunger food drive, also canceled this year because of the pandemic, is expected to resume this year on Saturday, May 8.

The Postal Service is tentatively slated to recognize National Dog Bite Awareness Week in June; National Slip, Trip and Fall Prevention Week in October; and USPS Motor Vehicle Safety Month in December.

National Postal Customer Council Week, an annual event that brings together USPS and industry leaders at meetings across the nation, is scheduled to take place from Sept. 20-24.