

## USPS Report on PRC Service Inquiries for August 2021

The Postal Regulatory Commission referred 32 inquiries to the Postal Service August 2021. Customers received responses on average within 5 days.

Inquiries covered various topics that fell into two main categories:

- Delivery Services 14 – i.e., time of delivery, tracking inquiries
- Customer Service 15 – i.e., Hours of service, Collection Boxes, Indemnity Claims
- Policies/procedures and International Inquiries 3 i.e., – Policy Related

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

### **United States Postal Service Announces Proposed Temporary Rate Adjustments for 2021 Peak Holiday Season**

| <b>Product</b>                                | <b>Current</b>   | <b>Planned Increase</b> |
|---|------------------|-------------------------|
| Parcel Select Destination Delivery Unit (DDU) | Starts at \$3.30 | No change               |
| Parcel Select Lightweight (DDU)               | Starts at \$2.15 | No change               |
| FCPS Commercial                               | Starts at \$3.01 | 30 cents                |
| FCPS Retail                                   | Starts at \$4.00 | 30 cents                |
| Parcel Select Lightweight (DSCF and DNDC)     | Starts at \$2.55 | \$1.00                  |
| Parcel Select DSCF                            | Starts at \$4.84 | \$1.00                  |
| Parcel Select DNDC                            | Starts at \$6.85 | \$1.00                  |
| Parcel Return Service                         | Starts at \$3.21 | \$1.00                  |

A full list of commercial and retail pricing can be found on the Postal Service's Postal Explorer website <https://pe.usps.com/text/dmm300/Notice123.htm>

The PRC will review the prices before they are scheduled to take effect on Oct. 3, 2021. The complete Postal Service price filings with prices for all products can be found on the PRC website under the Daily Listings section at [prc.gov/dockets/daily](http://prc.gov/dockets/daily). The price change tables are also available on the Postal Service's Postal Explorer website at [pe.usps.com/PriceChange/Index](http://pe.usps.com/PriceChange/Index).

The Postal Service's "*Delivering for America*" 10-year plan aims to reverse a projected \$160 billion in losses over the next 10 years. The Plan's growth and efficiency initiatives will spur cash flow and savings to make \$40 billion in capital investments over the next 10 years – including approximately \$20 billion towards the Postal Service's mail and package processing network, facility upgrades and procurement of new processing equipment.

The Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

