

USPS Report on PRC Rate and Service Inquiries for January 2010

The Postal Regulatory Commission referred 62 inquiries to the Postal Service in January. Customers received responses on average within 14 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (25) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (12) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (25) – i.e., privacy and Freedom of Information Act requests, obtaining refunds or exchanging postage, and suggestions.

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

Submitting proposals to the Citizen's Stamp Advisory Committee - All eligible subjects are reviewed by the Citizens' Stamp Advisory Committee regardless of how they are submitted, i.e., stamped cards, letters or petitions with electronic signatures. However, individuals and organizations submitting proposals for the stamp selection process are encouraged to mail their submission in writing to the Citizens' Stamp Advisory Committee at the following address:

Citizens' Stamp Advisory Committee
c/o Stamp Development
U.S. Postal Service
1735 North Lynn St., Suite 5013
Arlington, VA 22209-6432

The Citizens' Stamp Advisory Committee is appointed by the Postmaster General and is tasked with evaluating the merits of all stamp proposals. Established in 1957, the Committee provides the Postal Service with a "breadth of judgment and depth of experience in various areas that influence subject matter, character and beauty of postage stamps." The Committee's primary goal is to select subjects of broad national interest for recommendation to the Postmaster General that are both interesting and educational.

To learn more about the stamp selection process and basic criteria used in determining the eligibility of subjects for commemoration on all U.S. stamps and stationery, please visit the Citizens' Stamp Advisory Committee Web site at <http://www.usps.com/communications/organization/csac.htm>.

Delivery attempt notices for Certified Mail - Certified Mail service provides the sender with a mailing receipt and upon request, electronic verification that an article was delivered or that a delivery attempt was made. If a piece of mail that contains a special service such as Certified Mail can not be delivered on the first attempt, a notice is left for the customer letting them know that they can pick up the mail at the Post Office or schedule a redelivery on usps.com/redelivery. A final notice will be delivered by the Postal Service 5 days from the date of the first notice. The deadline to pick up the mail item or schedule a redelivery will appear on the notice. Generally, the item will be held for a total of 15 days, and if not claimed, will be returned to the sender. More information about the Delivery Attempt Notice process is available through the USPS Frequently Asked Questions Web site (faq.usps.com) by selecting "Redelivery" under the general topic of Receiving Mail.

To learn more about Certified Mail, please visit the Postal Service Web site at <http://www.usps.com/send/waysendmail/extraservices/certifiedmailservice.htm>.

Postal Service employment examinations - The Postal Service does not require the purchase of a study guide or charge any fees for taking employment entrance exams. Study guides and practice exams advertised for purchase are published and administered by independent, private companies. The Postal Service announces job vacancies online as they occur. Prospective applicants must create a profile and search an online job application and selection system to locate vacancies of interest. Once an applicant finds a vacancy, he or she must then complete an online application. If the vacancy requires an examination, the applicant is given the opportunity to qualify on the examination to be considered for employment.

To learn more about career opportunities with the Postal Service, employment requirements, and the online job application and selection system, please visit the Postal Service's employment Web site at www.usps.com/employment.