

USPS Report on PRC Rate and Service Inquiries for March 2010

The Postal Regulatory Commission referred 62 inquiries to the Postal Service in March. Customers received response on average within 13 days.

Inquiries covered various topics that fell into three main categories:

- Delivery Services (39) – i.e., the time of delivery, forwarding, and method of delivery
- Customer Service (6) – i.e., hours of service availability of retail products and product tracking
- Policies/procedures (17) – 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.

Money Orders - U.S. Postal Service money orders are among the most secure financial instruments in the world; they contain design features that maximize their security. They are a convenient and economical alternative to sending cash through the mail. They can be purchased from any Post Office location in the United States, as well as from any rural letter carrier, available up to \$1000 each. Sending money to other countries is easy and convenient using an international money order. You can send international money orders valued up to a maximum of \$700 to 30 countries. The money orders can be cashed at the post office locations of the destination country. There are no stop payments on postal money orders.

To have a spoiled or damaged international or domestic money order replaced without charge (including one that was made out to an incorrect recipient), take the original Postal money order and the purchase receipt to a local Post Office and request a PS Form 6401, *Money Order Inquiry*. The money order will be immediately reissued. For more information about money orders, visit usps.com/money.

Census Mail - The U.S. Census counts every resident in the United States, and is required by the Constitution to take place every 10 years. In March of 2010, Census forms were delivered to every residence in the United States and Puerto Rico. Any request for Census information from the Census Bureau will be clearly identified as coming from the U.S. Census Bureau and as OFFICIAL BUSINESS of the United States. The Postal Service does not prepare the Census; it only delivers the Census forms to all of the households in the country. For more information on the 2010 Census [Click Here](#).

Prison Mail - The jurisdiction of the Postal Service over mail addressed to persons receiving their mail at an institution ends upon delivery. Once mail has been delivered to the facility, it is the responsibility of the institution's authorities to distribute the mail to the residents, clients, or others affiliated with the institution. Authorized personnel of prisons, jails, or other correctional institutions, under rules and regulations promulgated by the institution, may open, examine, and censor mail sent from or addressed to an inmate of the institution. Similarly, outgoing mail from the institution does not become United States mail until it is placed into the care of a Postal employee or deposited into an official Postal Service mailbox. An inmate may designate in writing an agent outside the institution to receive his or her mail, either through an authorized address of the agent, if the mail is so addressed, or at the delivery Post Office serving the institution, if the mail is addressed to the inmate at the institution.