

USPS Report on PRC Rate and Service Inquiries for July 2010

The Postal Regulatory Commission referred 65 inquiries to the Postal Service in May. Customers received responses on average within 10 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (34) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (14) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (7) – 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.

How can a customer submit an unsolicited business proposal to the Postal Service?

An unsolicited proposal is the offer to sell to the Postal Service the rights to ideas, concepts, products, processes, or technologies. They are considered unsolicited because they are not submitted in response to a solicitation or request for proposal or any other Postal Service initiated solicitation or program. The United States Postal Service is unique in that it is a government agency mandated to operate in a business-like manner when competing with private industry for shipping services. The Postal Service therefore relies on the creativity and innovation of the American entrepreneurial community to help meet our business and competitive objectives. For that reason, the Postal Service has created the Unsolicited Proposal Program (UPP) to give these companies and entrepreneurs the opportunity to offer their best ideas.

[Publication 131](#), The Postal Service Unsolicited Proposal Program, is the source guide to obtain all the information needed to submit an unsolicited proposal to the Postal Service. To learn more about unsolicited proposals or requests for information in pursuit of business opportunities, please visit the Postal Service website at <http://www.usps.com/suppliers/howto/unsolicitedproposals.htm>

How can a customer submit an appeal for a Domestic Insurance Claim denial to the Postal Service?

For domestic insurance claims that were denied, customers may appeal a decision by filing a written appeal focusing on the basis of the claim denial within 60 days of the date of the original decision to the following address:

DOMESTIC CLAIM APPEALS
ACCOUNTING SERVICES
PO BOX 80141
ST LOUIS MO 63180-0141

For domestic mail if the original claim was filed online, the customer may file an appeal online by signing into his or her account at: www.usps.com/insuranceclaims/online.htm. The appeal must be filed within 60 days of the date of the original decision.

For domestic mail if a customer receives a check for less than the claimed amount, the customer may file a check protest appeal by submitting a written letter within 60 days of the date of the check to the following address:

CHECK PROTEST
ACCOUNTING SERVICES
PO BOX 80140
ST LOUIS MO 63180-0140

For more information on the domestic insurance claims denial process, please visit the Postal Service website at <http://www.usps.com/cpim/ftp/pubs/pub122/welcome.htm>

How can a customer use Click-N-Ship and when necessary get a refund from Postal Service?

Click-N-Ship is a postage payment online option in which customers can pay for postage and print a label for their package directly from the Postal Web site. Click-N-Ship brings the Post Office to your computer desktop at home or at the office with no additional fees. All you need is an Internet connection, your home or office computer, and a laser or quality inkjet printer using black ink.

Click-N-Ship does have a refund processing capability within the website. If customers find an error in the label, it is not a loss of funds for the unusable label. Print a new label with the correct information and use the "my account" link within the Click-N-Ship website to streamline refund processing. For more information on Click-N-Ship and the refund process, please visit the Postal Service website at <https://sss-web.usps.com/cns/landing.do>