

USPS Report on PRC Rate and Service Inquiries for August 2010

The Postal Regulatory Commission referred 53 inquiries to the Postal Service in August. Customers received responses on average within 9 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (33) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (4) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (16) – 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.

Information on Customized Postage – Customized postage lets you personalize your mail, and is a great companion to attach to your mailings for important announcements, events or holidays. Customized Postage combines your creative choice of an image with a state-of-the-art barcode that is compatible with the automated mail processing systems of the U.S. Postal Service®. The Postal Service has partnered with several companies that offer customers various denominations, such as full rate single piece First-Class Mail®. After picking one of the companies that best meets your needs, you may place your order online. Just have a digital file of the image or picture that you want to use ready before placing your order.

The images used on customized postage must be created by you, belong to you or your business, or not violate copyright laws in any other way. They also must not be inappropriate or offensive. You will be able to crop, enlarge, or rotate your custom image and add a border color to complete your design. Generally, you may purchase your customized postage in sheets of 20 postage stickers each, which will be printed for you and sent to you through the mail. Business owners can also use Customized Postage on envelopes to enhance appearance and messaging.

You may learn more about customized postage by visiting the Postal Service Web site at www.usps.com/postagesolutions/customizedpostage.htm

Obtaining information on a registered letter sent to you from overseas – Registered Mail service is generally the safest and most secure way to mail or ship items of high dollar or intrinsic value both domestically and internationally. To obtain information on a registered letter sent to you from overseas, please contact the International Inquiry Center at 800-222-1811, and provide the registered item number for your letter. If no delivery information is found, you will be instructed to contact the sender, who is responsible for starting an international inquiry with the foreign post in the country of origin. As part of the inquiry process the origin country's postal administration will contact the foreign administrator for the U.S. Postal Service® to attempt to obtain delivery information, but the results of the international inquiry will only be shared with sender.

For more information, please visit the International Mail Resource Center at <http://www.usps.com/international/intlresourcecenter.htm>.

Uninsured package damage - Can a customer file a claim – If a package was not insured against damage or loss, a claim can not be honored. Insurance coverage, also referred to as indemnification, is an additional special service that can be purchased when mailing packages at the Post Office or using online shipping services. Generally, the Postal Service recommends adding insurance when mailing packages to protect the value of contents from loss or damage, and offers affordable coverage to meet your shipping needs. When filing a claim, proof that insurance coverage was purchased at the point of mailing must be provided, along with other information such as details of the loss or damage.

To learn more about adding insurance and other extra services when mailing packages, please visit the USPS Web site at www.usps.com/business/packages/purchaseinsurance.htm

To find out more about filing a claim when insurance was purchased at the time of mailing, please visit <http://www.usps.com/insuranceclaims/welcome.htm>.