

USPS Report on PRC Rate and Service Inquiries for September 2010

The Postal Regulatory Commission referred 49 inquiries to the Postal Service in September. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (35) – 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 (10) – 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.

Using U. S. Postage Stamps – U. S. Postage never expires; customers can use existing stamps indefinitely. Customers may use any denomination of U.S. Postage stamps on an item, if the necessary amount is affixed to the mail piece. A used stamp cannot ever be reused. If the stamp was already used to send mail through the USPS, it cannot be used to mail a different mail piece even if the stamp was not canceled. U.S. postage cannot be used in another country. Customers must use the proper postage based on the country from which the item is being mailed. When mailing an item from inside the United States, you must use U.S. postage (even if it is going to a location outside of the United States). When mailing an item from outside of the United States, customers must use postage stamps from the country of origin (U.S. postage cannot be used even if it is coming to the United States).

Why does the Postal Service return stamped envelopes that weigh more than 13 ounces? –

The 13-ounce rule is part of ongoing attention to security as the Postal Service works cooperatively with other government agencies to keep the public, its employees, its customers and the U.S. Mail as safe as possible. The rule is as follows:

Mail weighing more than 13 ounces *and bearing only stamps as postage must be presented* for mailing to an employee at a Post Office retail service counter. Stamped mail weighing more than 13 ounces can *not* be deposited in collection boxes or picked up from a customer's mailbox. Customers can use a number of quick, easy, convenient ways to print postage for packages weighing more than 13 ounces, including an Automated Postal Center, Click-N-Ship, PC Postage, or a postage meter. When postage is paid electronically or with a meter, it does not need to be presented at a Post Office retail counter, regardless of weight. For more information, please visit, http://www.usps.com/customerservice/why_pop.htm

What is an Internet Change of Address? It is a valid notification of a Change of Address (COA) that you can complete online at www.usps.com/moversguide. Customers receive all of the official documentation they would normally receive if they would go in person to change their address at the Post Office. A Move Validation Letter (MVL) is processed and sent to the old address. For privacy, it will not mention the new mail forwarding address. However, if the customer has already moved, then this letter will not be mailed. A Confirmation Notification Letter (CNL) will be mailed seven (7) to ten (10) Postal business days after initiating a online COA to the new mailing address. Customers may also receive a Welcome Kit in the mail as well. Customers can initiate this service from any personal computer with access to the internet. There is a \$1.00 Verification Fee charged for the verification of your address. The fee permits the Postal Service to electronically verify the information you entered with the bank that issued your card. This is done to verify that the address provided matches the address of record for the card. For customers who prefer not to pay the fee, the online Change of Address form can be printed. After the form is printed and mailed to the Postal Service. Customers also have the option of delivering the form in person to the local Post Office, or handing it to the mail carrier. After completing all required fields in the Change of Address form, select the "Print and Mail" option. The Print and Mail form is located at the bottom of the "Identity Verification" page. This will automatically open your local printer options, where you can print the form from your local printer.