

USPS Report on PRC Rate and Service Inquiries for October 2010

The Postal Regulatory Commission referred 47 inquiries to the Postal Service in September. Customers received responses on average within 11 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (28) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (11) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (08) – 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.

Business Proposals – The Postal Service seeks creative proposals presenting new business opportunities leveraging emerging trends, cutting edge technology and inventive processes that will enhance its revenue performance or produce greater savings. Submissions are reviewed by a team of Postal Service managers from relevant functional areas for strategic alignment and development potential. Once the Strategic Business Initiatives team obtains feedback from potential internal beneficiaries, the submitter is notified of a decision by email. Naturally, this process is affected by the complexity of the innovation and the number of Postal organizations impacted. The submitter only needs to disclose or reveal enough information about the proposal to allow the Postal Service to make an intelligent, informed decision about it. The submitter does not need to provide proprietary or confidential information at submission. All that is needed is enough information, including appropriate financial information, to determine the proposal's relevance to the strategic focus of the Postal Service and how the proposal will make a positive business impact on the Postal Service. For legal reasons, the Postal Service will require the submitter accept the terms before a proposal will be reviewed. In particular, please note that the Postal Service cannot receive proposals in confidence and cannot agree to keep submitter proposals confidential. If you would like to offer your business services as a contractor for the Postal Service, email Innovations@USPS.gov. For more information on this program, please visit <http://www.usps.com/suppliers/howto/unsolicitedproposals.htm>

Can International Mail be forwarded in the United States? Except for parcels and periodicals, international items mailed by either surface or by air may be forwarded within the United States without an additional postage charge or fee, unless there is a notation specifically forbidding the item from being forwarded. A surface parcel may be forwarded to the original addressee or to an alternate addressee at another Post Office facility in the United States by surface transportation, subject to collection on delivery of postage at the U.S. domestic zone price. The Post Office facility forwarding a parcel by surface in the United States will mark the wrapper "POSTAGE DUE," and indicate the amount of domestic postage necessary for forwarding and any applicable storage charges. When delivering a forwarded parcel, the Post Office facility will collect the necessary amount for domestic transmission. The customs clearance and delivery fee (if applicable) will also be collected on any forwarded, dutiable parcel. Forwarding by Air must be prepaid. Periodicals are forwarded free for 60 days from the effective date of the Change of Address (COA) request. After 60 days, the United States Postal Service no longer forwards this mail. For more information, please visit [International Forwarded Mail](#)

Customer receiving fraudulent package delivery messages – Some customers may be receiving email messages or telephone calls that allege to be from the Postal Service. The messages contain fraudulent information about attempted or intercepted package delivery. For emails, if opened, the messages instruct customers to click on a link to find out more about when they can expect delivery of

their "package." Customers are encouraged to simply delete the message without taking any further action. For telephone calls customers are strongly encouraged to not provide any personal information and let the caller know there is not interest to continue the conversation and hang-up the telephone. The Postal Inspection Service is aware of the problems and is working hard to resolve the issues and shut down the malicious programs. For more information, please visit http://www.usps.com/homearea/fraudulent_email.htm

