

## USPS Report on PRC Rate and Service Inquiries for December 2010

The Postal Regulatory Commission referred 59 inquiries to the Postal Service in August. Customers received responses on average within days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (42) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (5) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (12) – 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.

**What is a Contract Post Unit** – A Contract Postal Unit (CPU) is a supplier owned or supplier leased site operated by the supplier, under contract to the Postal Service to provide Postal Services to the public. CPU's provide most of the same services as a Post Office with the exception of money orders. Inquires about what services an individual Contract Postal Unit offers should be directed to that CPU for information. The contractor must meet specific criteria set forth by the United States Postal Service. CPU's cannot be located at a postal facility and cannot charge extra for Postal products and services. A Contract Postal Unit cannot be staffed by postal employees, provide post office boxes or sell competitive services. To learn more about Contract Postal Units please visit the USPS web site at [Contract Postal Unit](#)

**What is a Commercial Mail Receiving Agency** - A Commercial Mail Receiving Agency (CMRA) is a private business that accepts mail from the Postal Service for others (recipients), retains it for collection (in most cases a private mailbox "PMB") or re-mails it to another location with payment of new postage. Mail services offered by CMRAs are external to services offered by the Postal Service therefore CMRA customers bear the expenses associated with the services provided. The CMRA, and not the United States Postal Service is solely responsible for forwarding mail intended for individuals after the CMRA / recipient relationship has terminated. There are also a number of non-traditional businesses that accept mail from the Postal Service for others, retain it for collection, or re-mail it to another location. These businesses also usually offer other services to their customers like the traditional storefront CMRA. Corporate Executive Centers (CECs) that generally offer customers a small suite or private office space, as well as shared office services may offer its clients mail receipt and re-mailing services. The CEC may provide these services through a small suite or private office covering a portion of an office building, or they may operate an entire building. Some storage businesses offer their customer's storage space and private mailbox services and there are businesses that offer mail forwarding and message services to customers that live and travel in recreational vehicles (RVs). To learn more about Commercial Mail Receiving Agencies please visit the USPS web site at [CMRA](#)

**Dogs on the Premises** – Delivery service may be suspended when there is an immediate threat (including, but not limited to, threats due to loose animals) to the delivery employee, mail security, or postal property. The U.S. Postal Service is charged with the responsibility of providing consistent and reliable mail service. However, as an employer, we are also dedicated to the well-being and safety of our employees. Our records show that dog bites impose unnecessary pain on our letter carriers, are an inconvenience to our employees, and an enormous expense to the Postal Service. Delivery service may be temporarily withdrawn when animals interfere with our ability to complete mail delivery. Owners must confine their dogs during delivery hours and be notified promptly if service is suspended. Mail delivery will resume as soon as the Postal Service is confident the animal is no longer a menace. Please visit the web site for information on this and other types of conditions that impede delivery service at [Delivery Service](#)