

USPS Report on PRC Rate and Service Inquiries for December 2010

The Postal Regulatory Commission referred 47 inquiries to the Postal Service in December. Customers received responses on average within 14 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 (6) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (8) – 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 General Delivery - General delivery is a courtesy service provided by the Postal Service that is intended primarily for use at Post Offices without carrier delivery and for residents not eligible for carrier delivery service. General delivery service may also be used to accommodate transient customers on a short term basis (up to 30 days), and for other customers who are not permanently located. Mail endorsed "Transient, to be called for, general delivery" or with other suitable words will be placed in the general delivery case to be delivered to the addressee upon request at a retail service counter and with proper identification. For persons living permanently in cities having carrier delivery service, sufficient reasons must be provided to the local postmaster to be considered for possible receipt of their mail at general delivery retail service counters, and is at the discretion of the postmaster. Please visit the Postal Service website for additional information on delivery options at [General Delivery](#).

What happens when my mailbox is blocked -Customers are required as a condition of delivery to ensure that proper access is provided to mail receptacles. If a mail receptacle is temporarily blocked by a vehicle, the letter carrier may get out of the vehicle as a courtesy to the customer to make the delivery. However, if the letter carrier continually experiences a problem in serving curb line or rural boxes where the customer is able to control on street parking, the postmaster may withdraw delivery service. Proper access includes the removal of large accumulations of snow from the area around curb line receptacles and from sidewalks steps, and access ways leading to door or other house mounted receptacles. Without such access, the safety of the Postal letter carrier is jeopardized and delivery may not be possible. If your mail cannot be delivered because accumulated snow prevents the carrier from reaching your box, you may discuss convenient short-term alternative ways of receiving mail with your local postmaster. Your postmaster will be pleased to discuss possible alternatives with you such as making arrangements with a neighbor to receive your mail or picking up your mail at your local post office. Please visit the Postal Service website for more information on [blocked mail receptacles](#).

What happened to the Wanted Posters that used to be in Post Offices - FBI "Most Wanted Posters" were removed from public display during 2008, and are now kept in a binder behind the retail service counter at local post offices. FBI Most Wanted Posters and Postal Inspection Service Wanted Posters are available for viewing upon request. Postal Inspection Service Wanted and Reward posters are posted on its Web site at <https://postalinspectors.uspis.gov/pressroom/wanted.aspx>.