

USPS Report on PRC Rate and Service Inquiries for April 2011

The Postal Regulatory Commission referred 67 inquiries to the Postal Service in April. Customers received responses on average within 10 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 (18) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (16) – i.e., general information, 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.

Replacement Postal Service Money Orders – The United States Postal Service replaces, without charge, a damaged or defective Postal money order or one that is spoiled during imprinting or customer completion if the customer returns the negotiable portion of the money order and the matching customer receipt. There are no stop payments on postal money orders.

If a customer purchases a Postal money order, completely fills out the money order, then decides not to give it to the payee, the customer cannot take the money order into a Post Office location with the original receipt to cash it. The customer would need to replace the spoiled money order. To have a spoiled or damaged international or domestic money order replaced (including one that was made out to an incorrect recipient) customers need to take both the original Postal Service Postal money order and the purchase receipt for the original money order to the post office. Customers will be required to complete paperwork and a new money order will be immediately reissued. When replacing a money order using this procedure, there is no fee associated with the replacement.

Customers will not be given a refund for spoiled Postal money orders, but a customer can make the replacement Postal money order payable to self and cash it. It is advisable to cash money orders for large amounts later in the day. Sales and Service Associates begin the day with little or no cash on hand and accumulate funds as the day progresses. For more information please visit [Money Orders](#).

Redelivery of Mail – Customers can schedule a redelivery via telephone by calling 1-800-ASK-USPS (1-800-275-8777), or they can use the online redelivery service to arrange for their mail to be redelivered, or they can have their mail held at their local Post Office so it can be picked up later. Customers that pick up mail at the post office must present photo identification and the PS Form 3849 Delivery Notice/Reminder Receipt left by the carrier, in order to pick up mail. Customers are encouraged to respond promptly to delivery notice/reminder as retention periods vary according to the type of mail piece being held.

Online redelivery service allows customers to use the convenience of the internet to schedule delivery of parcels or extra service mail that could not be delivered on the initial attempt by the letter carrier. This service will electronically notify the customers' Post Office to redeliver the mail piece on a day the customer or the agent of the customer can be home to receive it. Redelivery time cannot be specified. Mail items scheduled for redelivery will arrive with the regular mail delivery. Redelivery service is available in many areas nationwide. Currently, redelivery service is available to customers at no charge. For more information regarding mail redelivery, please visit [Redelivery](#) on the Post Office website.