

USPS Report on PRC Rate and Service Inquiries for July 2011

The Postal Regulatory Commission referred 39 inquiries to the Postal Service in July. Customers received responses on average within 10 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (23) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (8) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (8) – 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.

Outgoing Mail – The United States Postal Service makes every effort to deliver and pick-up customers' mail. For curbside delivery customers, if the flag is up or if there is mail to deliver, outgoing mail will be collected by the letter carrier. Many customers who receive delivery service from a Cluster Box Unit will often find there is a collection mail slot available to deposit outgoing mail. Customers who have door delivery can also deposit mail in the mail receptacle at their residence; however, outgoing mail will only be collected if there is mail to deliver.

If a customer would like, they can hand outgoing mail to the letter carrier (and there is no need for a stamped or dated receipt for the mail piece). Keep in mind that the amount of mail a letter carrier can pick up is limited by the space that they have available to them in their vehicle. Additionally, all mail picked up by letter carriers must comply with normal weight and size restrictions, have the correct postage affixed and fall within the size and weight restrictions of the class.

Customers that have too much mail for the letter carrier to pick up may:

- Drop it off at a local Post Office facility.
- Request a Carrier Pick Up (not available in all markets).
- Schedule a Pick Up on Demand Online.
- Contact the local servicing Post Office for further help.

Mail cannot be delivered to or picked up from a blocked mailbox. For more information regarding outgoing mail collection options, please visit frequently asked questions under the Customer Service option located at www.usps.com

Carrier Release Program – The Carrier Release Program allows senders of uninsured parcels (First-Class Mail / Priority Mail / Standard Mail and Package Services) to authorize carriers to leave parcels in a safe location protected from weather if no one is available at the location to receive it. This request can also be made for flats too large for mail receptacles. Unless the addressee has filed a written order asking that parcels not be left outside the authorized delivery receptacle, uninsured parcels or parcels that do not require a signature may be left. By following the mailer's or addressee's instructions, the Postal Service provides customers with a more convenient way to receive parcels and envelopes to large for the mail receptacle. For more information regarding the Carrier Release Program, please visit the frequently asked questions under the Customer Service option located at www.usps.com