

USPS Report on PRC Rate and Service Inquiries for January 2012

The Postal Regulatory Commission referred 68 inquiries to the Postal Service in January. Customers received responses on average within 20 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (52) – 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 (5) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Putting Mail on Hold

A request to Hold Mail can be submitted in three ways:

- By filing online at: [Hold Mail](#) at www.usps.com you will need to do the following steps: You will need to enter your name, address, phone number, email address and click “Check Availability” to see if a Hold Mail is available through the online system. If it is not available, you will need to submit a hold request using one of the other options provided:
- Submitting a completed [PS Form 8076](#), Authorization to Hold Mail at your local Post Office facility.
- Contacting 1-800-ASK-USPS (1-800-275-8777) where a representative can assist you.

Note: A Hold Mail request is not necessary for a PO Box, as mail will be allowed to accumulate for up to 30 days.

Confirmation number:

When completing an online Hold Mail request, a confirmation page will be displayed with a confirmation number to verify your request has been accepted.

How far in advance do I need to submit my Hold Mail request?

Online [Hold Mail](#) requests submitted before 2:00 A.M. Central Time can begin on the same Postal business day. Postal business days are Monday through Saturday. Requests made in person at your local Post Office™ or by calling 1-800-ASK-USPS (1-800-275-8777) must be submitted one business day in advance. You may submit a Hold Mail request up to 30 days in advance.

What are the minimum / maximum lengths of time the Post Office™ will hold my mail?

[Hold Mail](#) requests must be for a minimum duration of 3 days. The maximum duration for Hold Mail requests is 30 days. If you need mail held longer than 30 days, please contact your local Post Office™.

Do I need to submit multiple Hold Mail requests if there is more than one person at the same address?

All mail regardless of name will be held for the address entered. Submitting a [Hold Mail](#) request once is all that is required to hold mail delivery for everyone at the address.

When my mail is being held, are packages held too?

Yes. When your mail is placed on hold, your Post Office™ will hold all packages as well.

Cost of the Hold Mail service

Currently this service is available at no charge.

Customers can also find answers to many frequently asked questions by visiting the US Postal Service website at usps.com/customerservice/welcome.htm.