

July 30, 2012

Postal Regulatory Commission  
901 New York Ave NW, Suite 200  
Washington, DC 20268

Reference: PRC Docket # MC2012-26

Dear Commissioners,

I am the franchisee/ owner of The UPS Store in Whitefish, MT , employing 4 people from our community. I am writing to ask that you disallow the United States Post Office's "enhanced" services to Post Office Box customers, specifically:

1. Acceptance of third-party parcels and other items from UPS, FedEx, DHL and other non-USPS carriers, a practice that has been prohibited for many years.
2. The new ability to use the street address of the Post Office where the Post Office Box is located, rather than the conventional "PO Box 123, Anytown, MA 01234."
3. The new ability of Post Office Box customers to use the "#123" designation instead of the conventional "PO Box 123" form of address.
4. E-mail / text message notification to PO Box customers of items received. ("Real Mail Notification")

These new business practices place the United States Postal Service in direct and unequal competition with thousands of small businesses across the country. UPS Stores are privately owned and operated such as mine and this our only source of income. This new form of competition from the USPS will result in significant loss of revenue and damage to my business. That will threaten not only my home, but also the jobs of the people I employ.

As Commercial Mail Receiving Agencies (CMRA), their business is regulated and inspected by the USPS. There is no other enterprise in our society where one competitor can regulate another, even to the point of requiring them to turn over their customer list on a quarterly basis.

As a CMRA, they operate under other unfair rules, such as the ability of a postal customer to change his address from a PO Box to another address with a simple "Change of Address" form, while customers of a CMRA are prohibited from doing so. When a CMRA mailbox customer moves, we are required by the USPS to receive the customer's mail for six months following termination and cannot re-mail it without paying for new postage, unlike the USPS mailbox holders.

As noted in PRC Order No. 1366, "the Postal Service has not submitted an appropriate filing that describes the nature and implementing rules for these enhanced services." The USPS failed to

follow the rules in rolling out these new services, and made a unilateral decision and executed it without the necessary filings. What the USPS is doing is fundamentally wrong. I will not sit by and allow the USPS to launch a series of services and products that are specifically targeting my customers. It is also unfair that we as tax payers have to bail out the USPS for poorly structured business operations and then we have to sacrifice our business for them to become to try profitable.

A financially viable Post Office is an important part of our business, but not at our expense. A relationship with the USPS is a careful balance of competition and support, and in this instance they have tipped the scales. It is unfair to allow the USPS to launch a series of products and services specifically designed to take my customers. It is also unfair that we as tax payers have to bail out the USPS for poorly structured business and

Thank you for your time and kind attention to this matter. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

Pete and Patty Olson, Owners  
The UPS Store 2029  
6477 Hwy 93 S  
Whitefish, MT 59937  
406-862-8300  
406-862-8303  
Store2029@theupsstore.com