

USPS Report on PRC Rate and Service Inquiries for November 2013

The Postal Regulatory Commission referred **81** inquiries to the Postal Service in November. Customers received responses on average within **10** 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 (**25**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**4**) – 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.

What is Click-N-Ship?

Click-N-Ship® brings the Post Office™ to your computer desktop at home or at the office with no additional fees. To start printing professional shipping labels - with postage - simply log on at <https://cns.usps.com/go> .

With Click-N-Ship service, you can:

- Print shipping labels on USPS.com®
- Pay for postage with any major credit card or PayPal®
- Calculate and compare postage
- Standardize address information
- Find a ZIP Code™
- Purchase insurance up to \$5,000 (domestic)
- Print a label with postage and an integrated customs form for international and military packages
- Print a Commercial Invoice with your Global Express Guaranteed label

Labels can be printed on 8 1/2" x 11" white paper and glued or taped securely to the package (with the exception of labels that require additional customs form pages). Do not place tape, even if it is clear, over the barcode on your label. The Priority Mail® and Priority Mail Express™ online labels should print to be approximately 4" x 6".

How does the Shipment Confirmation Acceptance Notice (SCAN) Form Work in Click-N-Ship®?

Click-N-Ship's SCAN Form (PS Form 5630) allows recipients to see that their package is on its way when they create shipping labels with PC Postage®.

The SCAN Form features a master barcode that represents all of the packages in a shipment; it is scanned when the shipment is received by the U.S. Postal Service®. This single scan enters all of the associated packages into the Postal Service USPS Tracking database as "Shipment Accepted" and allows both the sender and the recipient to see when the package entered the mailstream.

For more information regarding Click-N-Ship®, please visit frequently asked questions located at <http://faq.usps.com>