

USPS Report on PRC Rate and Service Inquiries for January 2014

The Postal Regulatory Commission referred **100** inquiries to the Postal Service in January. Customers received responses on average within **10** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (**69**) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (**24**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**7**) – 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.

LATE/DELAYED MAIL

I think my Mailpiece is Late or Delayed – What should I Do?

USPS provides you several tools and options to help determine where your mailpiece is in the mailstream and if it is delayed or not. You can check the delivery standard for your mailpiece to make certain that it is delayed or late, check the item's tracking status, if available, and/or contact the shipper or USPS customer service for further information on your expected mail.

Check Mail Delivery Standards

Before you assume that your mailpiece is delayed or possibly lost, it pays to check the delivery standards for the mail class being used to send the mailpiece. Delivery time varies from one class of mail to another. It may be possible that the mailpiece is still in transit and is not lost or delayed depending on what class of mail is being used and how long ago it was mailed. The following chart outlines the delivery standards for various mail classes:

MAIL CLASS	DELIVERY STANDARD
<i>First-Class Mail®</i>	<u>2-3</u> days (not guaranteed)
<i>Priority Mail®</i>	<u>1, 2, or 3</u> business days (not guaranteed) ¹
<i>Priority Mail Express™</i>	<u>1-2</u> days (guaranteed) ¹
<i>Standard Post®</i>	<u>2-8</u> days* (not guaranteed)
<i>Media Mail™</i>	<u>2-8</u> days* (not guaranteed)

¹ Based on origin and destination. Expected delivery day printed on receipt or provided at checkout.

Note: *Except Alaska, Hawaii and US Territories - estimate provided by the postage price calculator (<http://postcalc.usps.com/>).

If you wish to contact a customer representative: Call **1-800-ASK-USPS® (1-800-275-8777)**

- Monday thru Friday: 8:00 am to 8:30 pm ET
 - Saturday: 8:00 am to 6:00 pm ET
 - Sundays/ Holidays: **Closed**
- Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY): Call **1-877-TTY-2HLP (877-889-2457)**
 - Hours of Operation are the same as 1-800-ASK-USPS

You can also email us your concern at

<http://faq.usps.com/adaptivedesktop/faq.jsp?ef=USPSFAQ&dest=EmailUs>

Check Tracking Information

In order to track a mailpiece on USPS.com, you will need the Label ID number from the Mailing Label or Receipt of the mailpiece. On the receipt, that number, depending on the extra service purchased, may be labeled as USPS Tracking #, USPS COD Tracking #, USPS Signature Tracking #, USPS Certified Mail #, or USPS Registered Mail #. The number of letters and numbers vary depending on the class of mail or extra service being used. Sample tracking numbers are as follows:

MAIL CLASS OR SERVICE	SAMPLE TRACKING NUMBER
<i>Priority Mail Express™</i>	EA 000 000 000 US 9270 1000 0000 0000 0000 00
<i>Priority Mail Express International™</i>	EC 000 000 000 US
<i>Priority Mail International®</i>	CP 000 000 000 US
<i>Global Express Guaranteed®</i>	82 000 000 00
<i>Registered Mail™</i>	RA 000 000 000 US 9208 8000 0000 0000 0000 00
<i>USPS Tracking™</i>	0300 0000 0000 0000 0000 9400 1000 0000 0000 0000 00
<i>Priority Mail®</i>	1400 0000 0000 0000 0000 9205 5000 0000 0000 0000 00
<i>Certified Mail™</i>	7000 0000 0000 0000 0000 9407 1000 0000 0000 0000 00
<i>Signature Confirmation™</i>	2300 0000 0000 0000 0000 9202 1000 0000 0000 0000 00

Next, go to Track & Confirm on USPS.com® (<https://tools.usps.com/go/TrackConfirmAction>), enter the tracking number from the Mailing Label or Receipt into the field labeled “Enter Label/Receipt Number” and click on “Go.” The most recent tracking status of your mailpiece should appear.

If there is no status available or the information has not changed since the last time you viewed it, check back regularly as information is updated periodically throughout the day. If you have questions about the status of your mailpiece, you can call the toll-free customer service number at **1-800-222-1811**. Customer representatives are available as follows:

- Monday thru Friday: 8:00 am to 8:30 pm ET
- Saturday: 8:00 am to 6:00 pm ET
- Sundays:/ Holidays: **Closed**

Note: For international inquiries, call hours are closed on all holidays.

For more information regarding options for Late or Delayed mail, please visit frequently asked questions located at <http://faq.usps.com>