

USPS Report on PRC Rate and Service Inquiries for April 2014

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

Inquiries covered various topics that fell into three main categories:

- Delivery services (19) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (16) – 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.

How to File an International Inquiry

Inquiries can be initiated for Global Express Guaranteed (GXG) items, Express Mail International items, registered items, and insured and ordinary parcels. Inquiries are not accepted for ordinary letters, Priority Mail International Flat Rate Envelopes, Priority Mail International Small Flat Rate Priced Boxes, or M-bags. Customers must wait a reasonable amount of time for an international item to be delivered in the foreign country before initiating an inquiry. Customers must initiate inquiries within the time limits in [Exhibit 921.2](#).

Exhibit 921.2 Time Limits for Inquiries

Product or Extra Service	Who	When to File (from mailing date)	
		No Sooner Than	No Later Than
Global Express Guaranteed	U.S. Sender Only	3 days	30 days
Express Mail International	U.S. Sender Only	3 days	90 days
Express Mail International With Guarantee	U.S. Sender Only	3 days	30 days
Registered Mail or insured or ordinary parcels	Sender or Addressee	7 days	6 months

Note: Inquiries are not accepted for First-Class Mail International items, First-Class Package International Service items, Priority Mail International Flat Rate Envelopes, Priority Mail International Small Flat Rate Priced Boxes, or M-bags.

Customers must call the International Inquiry Center at 800-222-1811 within the time limits listed in [Exhibit 921.2](#) to initiate an inquiry. Customers will be asked to provide information regarding the mailing, including but not limited to the following:

- a. Mailing receipt number or barcode number of the article.
- b. Names and addresses of the mailer and addressee.
- c. Date of mailing.
- d. Description of contents.

After the Postal Service customer provides the International Inquiry Center with the relevant mailing information, the International Inquiry Center will correspond with the appropriate foreign post and advise the customer of the results of the inquiry. Customers must allow foreign posts approximately 60 days to research and respond to the International Inquiry Center for inquiries on registered items and insured and ordinary parcels. When there is a determination that an item has been lost, the International Inquiry Center will mail a claim packet to the customer. The packet will include a letter of instruction on how to complete and submit the claim.