

## USPS Report on PRC Rate and Service Inquiries for September 2015

The Postal Regulatory Commission referred 76 inquiries to the Postal Service in September, 2015. Customers received responses on average within 9 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (66) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (10) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (0) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

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

## Matters of import



### Registered Mail change to take effect Oct. 1

The Postal Service will no longer offer scanning and tracking services for some international Registered Mail destined for the United States.

If an international post hasn't upgraded its capability to offer a product with "visibility," USPS will not offer tracking and scanning. This change took effect Oct. 1.

The change was made to improve the profitability of import Registered Mail items and to encourage international posts to shift their items from the import Registered Mail stream to the import ePacket product.

The ePacket product is an import small packet package shipment that provides delivery scanning at higher postage rates than Registered Mail.

*Several international posts* already have upgraded to offer their customers a product that includes scanning and tracking service features.