

USPS Report on PRC Rate and Service Inquiries for December 2015

The Postal Regulatory Commission referred 75 inquiries to the Postal Service in December, 2015. Customers received responses on average within 9 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (60) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (12) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (3) – 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.

Paid in full

The Postal Service has improved Collect on Delivery (COD), aiming to make it easier for business customers to get paid for merchandise they mail.

Businesses can now have payments transferred electronically to their financial institution.

Additionally, these mailers can continue to use postal money orders to transfer payments.

Both methods ensure companies get paid for their products and postage, reducing the risk of mailing merchandise without collecting payment first.

“Collect on Delivery provides businesses a more convenient way of arranging transactions with customers with unique payment needs,” said New Products and Innovation VP Gary Reblin.

COD is available with Priority Mail Express Mail, Priority Mail, First-Class Mail, First-Class Package Service, Standard Post, Parcel Select and any Package Services product.

Recipients also have several payment options — including cash, check, money order or electronic funds transfer, either upon delivery or when picked up at the Post Office. Postal employees will not leave the shipment with the recipient without collecting payment first.