

USPS Report on PRC Rate and Service Inquiries for January 2016

The Postal Regulatory Commission referred 75 inquiries to the Postal Service in January, 2016. Customers received responses on average within 5 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 64 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 11 – 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.

USPS Extra Services

USPS extra services can provide a receipt, a confirmation, a signature – and more! Explore the benefits and features of USPS extra services.

Do you need evidence to show that your letter of package was mailed?

Use a certificate of Certificate of Mailing. A Certificate of Mailing service provides a postmarked mailing receipt as evidence that your item was mailed. All you need to do is complete Postal Service Form 3817 at the time of mailing and pay the applicable extra service fee.



Figure 1: PS Form 3817 Certificate of Mailing. Click on image to see a full size covv of the form.

Do you need to verify that your letter was sent, and when your letter was delivered or that a delivery attempt was made? Use Certified Mail service.

Certified Mail service provides date and time of delivery or attempted delivery when you access www.usps.com (under "Quick Tools," click on *Tracking*) or call toll-free 800-222-1811. Upon request, it also provides a postmarked mailing receipt.

This is all you need to do:

- Complete PS Form 3800.
- Attach the barcoded label to your mailpiece.
- Request a postmark for your PS Form 3800 for evidence the item was mailed.
- If using PC Postage or privately printed 4" x 6" labels, also apply Label 3800-N, *Certified Mail (no barcode)*.
- Pay the applicable extra services fee.



Figure 2: PS Form 3800 Certified Mail Receipt. Click on image to see a full size covv of the form.

Do you need to know who signed for your mail? Use Return Receipt service.

- A Return Receipt provides evidence of delivery (to whom it was delivered and the date of delivery). You also receive the delivery address, if it's different from the address on the mailpiece. You may choose to receive the Return Receipt electronically (a copy of the signature) or by mail (with an original signature). Tracking your return receipt by mail is available when you access www.usps.com (under "Quick Tools," click on *Tracking*) or call toll-free 800-222-1811.
- To learn more about USPS special services please see [USPS Publication 370, Extra Services](#).

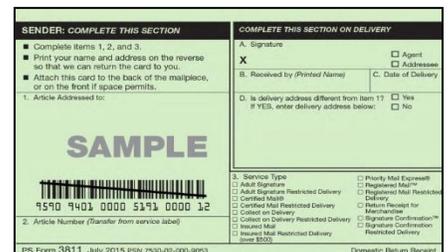


Figure 3: PS Form 3811, Domestic Return Receipt. Click on image to see a full size copy of the form.