

USPS Report on PRC Rate and Service Inquiries for February 2016

The Postal Regulatory Commission referred 22 inquiries to the Postal Service in February, 2016. Customers received responses on average within 6 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 14 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 8 – 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.

Safe shopping

National Consumer Protection Week begins



Shopping online can lead to more than just the perfect find.

Scammers often target consumers' personal and financial information through emails that lure them to [phishing](#) sites.

National Consumer Protection Week, which this year occurs March 6-12, is an annual campaign to help consumers make informed decisions about their shopping habits.

To help kick off the week, the [CyberSafe at USPS](#) team provides these tips:

- Be suspicious of emails that advertise deals that are too good to be true.
- Only buy from reputable sites.
- Retain all online order documentation in case purchases don't arrive and your credit card is charged.
- Look for unusual charges on your bank or credit card statements and report them immediately.

The CyberSafe at USPS site offers additional [security tips](#) to avoid online scams, while the Postal Bulletin's Feb. 18 edition has [more information](#) about National Consumer Protection Week.