

USPS Report on PRC Rate and Service Inquiries for July 2016

The Postal Regulatory Commission referred 19 inquiries to the Postal Service in July, 2016. Customers received responses on average within 13 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 11 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 6 – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 2 – 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.

Fast money Service speeds payments for COD mailers



Business customers can use the new COD/EFT service to collect payments for their shipments. USPS has introduced a service that helps businesses collect payments faster for merchandise sent to their customers through the mail.

Collect on Delivery/Electronic Funds Transfer (COD/EFT) allows mailers to ship merchandise first and have the Postal Service collect cash payments later. The payments are sent directly to the mailer's financial institution within 48 hours.

The COD package label includes an option where mailers can designate EFT as a payment method. COD is one of 20 services the Postal Service recently simplified to better serve customers.