

USPS Report on PRC Rate and Service Inquiries for August 2016

The Postal Regulatory Commission referred 23 inquiries to the Postal Service in August, 2016. Customers received responses on average within 8 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 6 – 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.

Early birds--USPS urges voters to mail ballots early

The Postal Service is encouraging customers who vote by mail to cast their ballots early this fall, when millions of people are expected to turn to USPS to [participate](#) in the election.

Individuals should send their completed absentee ballots at least one week in advance of their state deadlines to ensure the safe, timely delivery of their vote.

“The US Mail serves as a secure, efficient and effective means for citizens to participate in the electoral process,” said DPMG Ronald Stroman. “Having worked closely with state election officials throughout the last year, the Postal Service is fully prepared to deliver election and political mail in a timely manner.”

USPS suggests voters follow these tips:

- Request ballots be sent from their local jurisdiction with sufficient time to receive, complete and return them one week before the deadline.
- Check with their local election officials for rules pertaining to their jurisdiction.
- Visit their state’s elections site to find out the locations of election offices and to get information about voting by mail.

The Postal Service continues to work with state and local governments to [prepare for the elections](#).