

USPS Monthly Report September 2014

The Postal Regulatory Commission referred **125** inquiries to the Postal Service in September, 2014. Customers received responses on average within 23 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (99) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (16) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (10) – 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 gives customers shipping tips for the holidays

With the holidays nearing, the Postal Service is offering customers shipping tips to make sure their packages are delivered in time.

“The key to holiday shipping is being prepared and starting early,” said Consumer Advocate John Budzynski. “This is our season and we are ready to deliver.”

This year, USPS expects to deliver 15.5 billion cards, letters and packages to customers throughout the country.

Here are some tips to help customers prepare for the holidays:

- **Enjoy convenience:** Order free Priority Mail shipping supplies on USPS.com and have them delivered to your door, free of charge.
- **Be informed:** Check *USPS.com* to verify that your items can be shipped.
- **Pack smart:** Pick a strong and sturdy box, cushion contents with packing peanuts, newspaper or bubble wrap, and use strong packing tape to seal it.
- **Save a trip:** Visit *usps.com* to pay for postage and request free Package Pickup at your door.
- **Track it:** Sign up for text and email alerts through MyUSPS.com to track the delivery status of your packages.
- **Gift options:** Visit a Post Office to purchase gift cards for family and friends.
- **Shipping deadlines:** To ensure packages are delivered in time for Christmas, ship before the following Postal Service recommended dates:

Dec. 2 – International First-Class Mail

Dec. 2 – Priority Mail International

Dec. 10 – Priority Mail Express International

Dec. 15 – Standard Post

Dec. 17 – Global Express Guaranteed

Dec. 20 – First-Class Mail

Dec. 20 – Priority Mail

Dec. 23 – Priority Mail Express*

*Priority Mail Express postage refund eligibility is adjusted for shipments mailed December 22-25.

For more shipping tips, and recommended **Military mailing dates** visit *usps.com*.