

USPS Report for October 2014

The Postal Regulatory Commission referred 114 inquiries to the Postal Service in October, 2014. Customers received responses on average within 9 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (92) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (10 – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (12) – 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.

New online application makes international inquiries easier



Customers who send international shipments through the Postal Service and encounter problems can now initiate inquiries 24/7 through a new online application.

The application, which is available on usps.com, also provides senders in the United States with real-time status updates.

Customers who use the application must be registered on *usps.com*. If they're not, they can register when they begin the inquiry process. Use the link below:

www.usps.com/ship/file-international-claims.htm

On the page "File International Claims" a customer should click on the "Create an Inquiry" link included in the instructions, which will prompt them to log in to his or her *usps.com* account. Customers who don't have an account will be prompted to create one.

The application makes the international inquiry and claim process much easier.