

USPS Report for November 2014

The Postal Regulatory Commission referred 141 inquiries to the Postal Service in November, 2014. Customers received responses on average within 7 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (109) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (26 – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (6) – 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 Mobile Enhancements

The updated USPS Mobile site expands available offerings for customers on the go. Postal Service customers can now use their smartphones to buy stamps and create printable domestic Priority Mail Flat-Rate postage labels.

You don't have to download an app to access these mobile options. Simply go to *USPS.com* on your smartphone and select "stamps" or "ship online."

These eight stamps can be purchased on your smartphone: Winter Fun, Rudolph the Red-Nosed Reindeer, Christmas Magi, Holy Family (2013 issue), Hummingbird, Liberty Bell, Star-Spangled Banner and Batman.

The stamp offerings on mobile devices will change to coincide with new releases and seasonal demands.

USPS Mobile also allows users to track packages, look up ZIP Codes and find Post Office locations.

To complete your transaction, simply register for a new *USPS.com* account or log-in to an existing one at the conclusion of your selection.

For more information, visit usps.com/yourpostoffice/.