

USPS Report on PRC Rate and Service Inquiries for August 2014

The Postal Regulatory Commission referred 82 inquiries to the Postal Service in August. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (43) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (28) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (12) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topics are being highlighted for their possible interest to a larger audience.

Shipment Confirmation Acceptance Notice (SCAN) Form

The United States Postal Service® has a PC Postage feature called *Shipment Confirmation Acceptance Notice (SCAN)*. You can use this feature to obtain a “Shipment Accepted” status for packages shipped using PC Postage applications. When a customer goes online to ship multiple packages, a SCAN Form ([PS Form 5630](#)) can be created at the end of the transaction. This form has one barcode associated with all of the packages in the shipment.

The mailer can give the packages to a letter carrier or bring the packages to the retail window. When the U.S. Postal Service™ employee scans the barcode on the SCAN Form, every package in the shipment receives a “Shipment Acceptance” event from the Post Office™. This single scan enters all of your associated packages into our database as “Shipment Accepted”. Both you and the recipient can see when a package was entered into the Postal Service’s mailstream by using USPS.com’s® Track & Confirm tool. Small businesses and online retailers can show customers that shipments really are on their way.

The SCAN Form is designed to better meet customer needs regarding tracking and visibility. It is important to note that items with online postage labels will show only the “Shipment Accepted” event scan. With this feature, mailers will have a complete online solution for shipping expedited packages - online labels with postage, free packaging, free Delivery Confirmation™ service, free Carrier Pickup service, and the ability to validate shipment acceptance.

The process is simple: Create your labels with Click-N-Ship®, at (www.usps.com) > Ship a Package > Print a Label with Postage. After printing all your labels for the day, close out and print the SCAN Form. Bring the form with you to the Post Office™ or place it with your packages if you request Carrier Pickup®. A USPS employee will scan the barcode on the SCAN Form when the shipment is accepted.

Customers can also access answers to frequently asked questions by visiting the US Postal Service website at usps.com/customerservice/welcome.htm.