

## USPS Report on PRC Rate and Service Inquiries for July, 2009

The Postal Regulatory Commission referred 49 inquiries to the Postal Service in July. Customers received responses on average within 9 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (20) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (7) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (22) – i.e., privacy and Freedom of Information Act requests, 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.

**Collection Times** – The Postal Service provides several options for depositing mail, including collection boxes. The time that mail is collected from a box is dependant on several factors: transportation schedules, volumes generated in a particular box, hours of the Post Office that services the collection box, etc. Customers can easily find the location of collection boxes and the last daily collection times on the Postal Service Web site at [http://usps.whitepages.com/post\\_office](http://usps.whitepages.com/post_office). Under “What are you looking for?” select “Collection Boxes” and enter an address or a ZIP Code. A list of all collection boxes in the area will appear. To see the last daily collection time and a location map, click on an individual collection box in the list.

**Redelivery** - Customers can request redelivery of parcels or extra service mail that could not be delivered on the initial attempt. Redelivery requests are accepted by telephone or online and are available at no charge. Customers will need the peach colored PS Form 3849, *Delivery Attempt Notice*, the mailperson left in the mail receptacle. It will contain all of the information needed to schedule a redelivery. Someone will have to be available to accept items requiring a signature. To schedule redelivery by phone, call 1-800-ASK-USPS (1-800-275-8777).

To schedule redelivery online, go to <https://dunsapp.usps.gov/Redelivery.jsp>. Online Redelivery Service allows customers to use the convenience of the Internet to schedule redelivery. This service will electronically notify the local Post Office to redeliver the mailpiece on a day the customer or their agent is available to receive it. Requests accepted online by 2:00 A.M. Central Time can be scheduled for delivery on the same Postal business day. Postal business days are Monday through Saturday.

**Prices** - There are a number of sources available to calculate Domestic and International postage prices. Price information is readily available on the Postal Service Web site at [www.usps.com](http://www.usps.com). On the Home page, choose “Calculate Postage” from the selections along the top row. Current prices with links to other resources, such as, resources for businesses, Zone charts and postage statements are available at [www.usps.com/prices/welcome.htm](http://www.usps.com/prices/welcome.htm). In addition, customers can obtain specific price information from a Postal clerk, or request a copy of Notice 123 (Price List) from their local Post Office.

Customers who print and pay for postage online using Click-N-Ship will receive a 10% online discount on Global Express Guaranteed, an 8% discount for Express Mail International, or a 5% discount on Priority Mail International shipments.

Customers can also access answers to frequently-asked questions on rates and service and contact the Postal Service directly at [usps.com/customerservice/welcome.htm](http://usps.com/customerservice/welcome.htm).