

USPS Report on PRC Rate and Service Inquiries for August 2012

The Postal Regulatory Commission referred 129 inquiries to the Postal Service in May. Customers received responses on average within 19 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (71) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (52) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (6) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Handle With Care

When customers send a package containing the remains of a loved one through the mail, they trust the Postal Service to handle it with care.

Customers have the option of mailing cremated human remains — “cremains” — to a domestic address using either Registered Mail or Express Mail Service.

For cremains sent to international addresses, Registered Mail Service is the only option. The country listing in the *International Mail Manual* must indicate that cremated remains are permitted and that Registered Mail Service is available for that country.

According to Publication 52, *Hazardous, Restricted, and Perishable Mail*, human ashes must be packed in sift proof or other containers and sealed in durable sift proof outer containers. The contents should be identified on the address side of the package.

Beware of SPAM

Customers receiving bogus USPS emails

The U.S. Postal Inspection Service is reporting that some customers are receiving bogus emails about a package delivery or online postage charges. The emails contain a link or attachment that, when opened, installs a malicious virus that steals information from personal computers.

The emails, which claim to be from USPS, include a label with fraudulent information about an attempted or intercepted package delivery and “online

postage charges.” Customers are told to click on a link, open the attachment or print the label.

USPS has added a red banner to the top of the *usps.com* home page that draws attention to this scam. The banner links customers to the Postal Inspection Service’s [Crime Alert page](#).

USPS is advising retail associates who receive a shipping label like the image accompanying this story to take the following actions:

- Do not scan the fictitious barcode. The scan will not harm postal computers. But it will transmit erroneous data to the Product Tracking System.
- Inform the customer presenting the barcode that it’s a scam.

Anyone receiving an email fitting this description should forward it to spam@uspis.gov.