

OFFICE OF THE CONSUMER ADVOCATE AND MANAGER, CUSTOMER RELATIONS



APRIL 12, 2018

John Greenewald
The Black Vault Headquarters
27305 W. Live Oak Rd Suite 1203
Castaic, CA 91384

RE: FOIA Case No. 2018-FPRO-00693

Dear Mr. Greenewald:

This is in response to your Freedom of Information Act (FOIA) request dated March 27, 2018. Specifically, you requested a copy of records, electronic or otherwise, of the following: The USPS Consumer Affairs "CORE LANGUAGE" document.

We identified 30 pages of record material concerning your request. Enclosed are 30 pages that can be released to you in their entirety.

The Postal Service has fully satisfied your request. If you need further assistance or would like to discuss any aspect of your request, please do not hesitate to contact the FOIA Public Liaison listed below.

PRIVACY & RECORDS OFFICE
US POSTAL SERVICE
475 L'ENFANT PLAZA SW RM 1P830
WASHINGTON DC 20260-1101
Phone: (202) 268-2608
Fax: (202) 268-5353
FOIA Public Liaison: Jane Eyre

You may also contact this office at:

Office of the Consumer Advocate and Manager, Customer Relations
475 L'Enfant Plaza, SW
Washington DC 20260-2201
202-268-2067

to discuss any aspect of your request.

Sincerely,

A handwritten signature in blue ink that reads "David Hollberg". The signature is written in a cursive style with a long horizontal stroke at the end.

David Hollberg
Planning and Support Specialist

This document is made available through the declassification efforts
and research of John Greenewald, Jr., creator of:

The Black Vault



The Black Vault is the largest online Freedom of Information Act (FOIA)
document clearinghouse in the world. The research efforts here are
responsible for the declassification of hundreds of thousands of pages
released by the U.S. Government & Military.

Discover the Truth at: <http://www.theblackvault.com>

Title: Package delivery – domestic

Dear *[Insert Customer Name]*,

I regret learning of the inconvenience you have experienced.

The Postal Service is aware of the frustration and disappointment caused when we do not live up to our commitment of safe and reliable mail service.

[Insert the results of your investigation here- including when you expect the package to be delivered to the customer or what next steps you and customer must take if it has not been delivered.]

An apology is no substitute for good service, but I want to offer one on behalf of the Postal Service. We appreciate your reporting this matter to us. It helps to know the kinds of difficulties our customers have so we can work toward improvements. The information you have provided will be shared with management as they continue their efforts to improve service performance in your area.

Thank you for the opportunity to address this matter with you. Please accept our sincere apology for any inconvenience this matter may have caused you.

Sincerely,

*[Insert Your Name
Title
Contact Information]*

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

COA not working

Dear *[Insert Customer Name]*,

Thank you for contacting the United States Postal Service.

[Insert the results of your investigation regarding the customer's change of address issue – including when the issue will be corrected and if there are any further actions required by the customer]

Please allow up to [seven to ten Postal business days](#) from the effective date on the COA card to receive forwarded mail at the new address. It is recommended that a COA be completed two weeks before moving but may not be completed more than 3 months prior to moving.

Thank you for the opportunity to address this matter with you.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: COA assistance

Dear *[Insert Customer Name]*,

The Postal Service offers multiple options for submitting a Change of Address (COA). For a \$1.05 verification fee, a domestic Change of Address request can be filed online at www.usps.com or by telephone at 1-800-ASK-USPS. Customers may also fill out the COA form found in the Movers Guide.

Once completed, the change of address may be submitted to a Local Post Office, handed to the letter carrier or dropped into a Collection Box. The card must be filled out completely (both sides) and signed. No postage is necessary for a COA card.

Should your plans change and you wish to cancel your COA request, contact the old delivery unit. Notify them of your wish to cancel your change order.

A COA request must be filed by the person who is moving or by someone authorized to file such a COA. The following rules apply:

- The person who submits a COA form states that he or she is the person, executor, guardian, authorized officer, or agent to whom mail would be forwarded under this order.
- Anyone intentionally submitting false or inaccurate information on a COA request form is subject to punishment by fines or imprisonment or both under Sections 2, 1001, 1702 and 1708 of Title 18, United States Code (U.S.C.), a criminal code.
- Mail addressed to a deceased person may be forwarded to a different address. The person filing the COA request must provide documentation of legal authorization (such as that of a court appointed executor or administrator) either in person or by mail, along with a COA form, to the local Post Office of the deceased. **Note:** Possession of a death certificate does not qualify as documentation of legal authorization.

Please allow up to [seven to ten Postal business days](#) from the effective date on the COA card to receive forwarded mail at the new address. It is recommended that a COA be filled out two weeks before moving but may not be completed more than 3 months prior to moving.

Thank you for the opportunity to address this matter with you.

Sincerely,

*[Insert Your Name
Title
Contact Information]*

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: COA not submitted

Dear *[Insert Customer Name]*,

According to our records, you have not submitted a Change of Address. In order to have your mail forwarded, this must be done.

The Postal Service offers multiple options for submitting a Change of Address (COA). For a \$1.05 verification fee, a domestic Change of Address request can be filed online at www.usps.com or by telephone at 1-800-ASK-USPS. Customers may also fill out the COA form found in the Movers Guide.

Once completed, the change of address may be submitted to a Local Post Office, handed to the letter carrier or dropped into a Collection Box. The card must be filled out completely (both sides) and signed. No postage is necessary for a COA card.

Should your plans change and you wish to cancel your COA request, contact the old delivery unit. Notify them of your wish to cancel your change order.

A COA request must be filed by the person who is moving or by someone authorized to file such a COA. The following rules apply:

- The person who submits a COA form states that he or she is the person, executor, guardian, authorized officer, or agent to whom mail would be forwarded under this order.
- Anyone intentionally submitting false or inaccurate information on a COA request form is subject to punishment by fines or imprisonment or both under Sections 2, 1001, 1702 and 1708 of Title 18, United States Code (U.S.C.), a criminal code.
- Mail addressed to a deceased person may be forwarded to a different address. The person filing the COA request must provide documentation of legal authorization (such as that of a court appointed executor or administrator) either in person or by mail, along with a COA form, to the local Post Office of the deceased. **Note:** Possession of a death certificate does not qualify as documentation of legal authorization.

Please allow up to [seven to ten Postal business days](#) from the effective date on the COA card to receive forwarded mail at the new address. It is recommended that a COA be filled out two weeks before moving but may not be completed more than 3 months prior to moving.

Thank you for the opportunity to address this matter with you.

Sincerely,

*[Insert Your Name
Title
Contact Information]*

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Premium Forwarding Service (PFS) not working

Dear *[Insert Customer Name]*,

This is in response to your inquiry concerning Postal Service's Premium Forwarding Service (PFS). We are sorry to hear about your experience.

[Insert the results of your investigation regarding why PFS is not working and include any follow up actions you and/or the customer needs to take. Delete this text.]

Thank you for the opportunity to address this matter with you. Please accept our sincere apology for any inconvenience this matter may have caused you.

Sincerely,

*[Insert Your Name
Title
Contact Information]*

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Premium Forwarding Service (PFS) not submitted

Dear *[Insert Customer Name]*,

Thank you for contacting the United States Postal Service.

[Insert the results of your investigation regarding why the PFS was not submitted including any follow up actions that you and/or the customer need to take.]

Option general information

Premium Forwarding Service provides a single weekly shipment of all mail via Priority Mail service (with some exceptions) as opposed to a temporary Change of Address which provides for "piece-by piece" forwarding of First-Class Mail First-Class Package Service items and Periodicals for a specified period of time. Premium Forwarding Service does not impact mail sent to your primary address because business mailers receive no Change of Address information for their customers.

For a weekly fee, we'll hold your mail, package it, and ship it to you each week by Priority Mail service. Premium Forwarding Service Residential (PFS-Residential) is a temporary service that can be used from 2 weeks up to 1 year. Unfortunately, PFS-Residential Online option is not currently available for PO Box addresses.

There is an enrollment fee of \$18.00 retail or \$16.50 if you enroll online. The weekly service is \$18.00 for each week of service. Most mail is packaged every Wednesday and sent to you via Priority Mail service. Your package should arrive in 1, 2, or 3 business days depending on distance. Priority Mail Express items are rerouted directly to you. Priority Mail items are shipped to you immediately or included in your weekly package, whichever is faster. First-Class Mail items that don't fit in the weekly package are sent separately at no extra cost.

Premium Forwarding Service Commercial (PFSC) allows businesses to consolidate mail received from multiple PO Boxes and/or street addresses into a single shipment for delivery to an alternate address.

Premium Forwarding Service Commercial features an online application that allows the business customer to select the shipment days and duration of the request, USPS Tracking on all PFCS shipments, email notifications informing business customer of the date the items were shipped, the expected delivery date, and the number of shipments. Business customers no longer need to provide shipping labels to the local Post Office. USPS Tracking labels will be included in the service.

A Business customer that wishes to participate must register through the Business Customer Gateway, pay an annual enrollment fee, participate in [eVS](#), and complete the online application. For more information, visit us at www.usps.com.

Thank you for using the United States Postal Service.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Redelivery (First Attempt)

Dear ***[Insert Customer Name]***,

I regret learning of the inconvenience you have experienced. We are sorry we missed you!

[Insert the results of your investigation regarding why the redelivery did not work including any follow up actions that you and/or the customer need to take.]

Optional general information

With our Redelivery Service you can schedule packages or mail requiring a signature for a day of your choosing. Simply notify your Post Office of a date that works best for you when someone can be home to receive it.

You may contact the number provided on the peach colored Delivery Notice/Reminder/Receipt ([PS Form 3849](#)) left during our first delivery attempt or visit us online at: <https://redelivery.usps.com/redelivery/>. There is no charge for this service.

Thank you for the opportunity to address this matter with you.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Hold Mail problem

Dear *[Insert Customer Name]*,

Thank you for contacting the United States Postal Service.

We are sorry to hear about your experience with our Hold Mail Service.

[Insert the results of your investigation regarding why the Hold Mail service did not work including any follow up actions that you and/or the customer need to take. Delete this text]

Optional (Held and Returned in Error):

This is in response to your recent inquiry.

I was disappointed to learn of the ongoing problems you have experienced with your postal service. It is my understanding that recently some of your mail was returned to your creditors and correspondents. I assure you that it is our desire to provide you with the finest service possible, and we are committed to resolving any problems which prevent us from accomplishing this goal. To ensure that this matter is corrected and that your mail is delivered properly in the future, we will monitor your service for a period of time.

It is the policy of the Postal Service to retrieve mail from any mailbox when it appears that the addressee has abandoned the address. The mail is then held at the local Post Office for ten (10) days, awaiting claim by the addressee. If the mail is not claimed within that period of time, it is returned to the sender marked "UNCLAIMED." To ensure that this problem does not recur, please notify your local Post Office when you plan to be absent for a period of time and cannot collect the mail.

In the event of an unexpected absence, you can rest easy knowing that your mail is safely held for you by alerting your local Post Office at www.usps.com, or by contacting the National Service Center at 1-800-275-8777 (1-800-ASK-USPS), where a representative can assist you.

Please accept my sincere apology for any inconvenience you may have experienced. If you have any questions, please feel free to contact my office.

Optional (Random Pick-up Discouraged):

This is in response to your recent inquiry.

I understand your desire to pick up your mail at the Post Office. Unfortunately, we have found it necessary to ask customers who receive their mail through carrier delivery service not to call for their mail at the Post Office. This practice is disruptive to postal employees working on their regularly assigned duties and, in the final analysis, results in delayed delivery of the mail to all customers.

If it is necessary that you pick up your mail, I recommend renting a Post Office Box. Although there is a fee for this service, you would be able to collect your mail each morning. Many of our customers find this service matches their needs.

Please accept my sincere apology for any inconvenience you may have experienced due to this situation.

Optional (Hold Time Limits):

This is in response to your recent inquiry.

I understand your desire to have your mail held for an extended period of time, and I appreciate the opportunity to explain postal policy regarding this matter. Ordinary mail, except First-Class Mail bearing the return address of the sender and specifying a retention period, can be held at the request of the addressee for up to 30 days. This retention period limit has been studied in detail when longer periods have been suggested in the past.

During prime vacation and holiday periods, vast numbers of customers request that their mail be held. Regrettably, our facility is not designed for the storage of mail, and it is difficult to provide the extra space required during peak periods.

To extend the 30-day period would magnify this problem. In addition, we believe that 30 days is sufficient for the needs of the majority of our customers. Nevertheless, we do offer free, temporary forwarding services to customers who need a longer retention period.

Optional (Hold Mail General info)

Whether you are on vacation or an unexpected business trip you can rest easy knowing your mail is safely held for you at your local Post Office. There is no charge for this service, and a request may be submitted:

- Online at the Hold Mail Service Web-site at: <https://holdmail.usps.com/holdmail/>
- In writing to the local Post Office or Letter Carrier by leaving it in the mailbox
- By calling 1-800-ASK USPS (1-800-275-8777)

A Hold Mail may be requested up to 14 calendar days in advance and forms are kept by the Post Office for 18 months. Requests must be for a minimum of three days and a maximum of 30 days.

If you choose to pick up held mail earlier than the date supplied on the Hold Mail Request, the Hold is automatically cancelled and delivery will resume on the next postal business day. To pick up held mail earlier than the date supplied on the Hold Mail Request you must present a valid photo ID. You may authorize a third party to pick up your held mail by filing a written request at their local Post Office. Photo ID must be provided proving the third party is the person authorized in the letter.

There are two options for collecting accumulated mail. Letter carriers can deliver the mail on the ending date specified, or you can pickup mail at your local Post Office.

For more information please visit our Web-site at: <https://holdmail.usps.com/holdmail/>

Thank you for the opportunity to address this matter with you.

Please accept my sincere apology for any inconvenience you may have experienced. If you have any questions, please feel free to contact my office.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Package Pick up problem

Dear *[Insert Customer Name]*,

Thank you for contacting the United States Postal Service. We are sorry to hear about your experience with our Package Pick Up Service.

[Insert the results of your investigation regarding why the package pick up did not happen including any follow up actions that you and/or the customer need to take. Delete this text.]

When a package is labeled "Return Service Requested", this means that the mailer agrees to pay return postage if the article is undeliverable as addressed or refused by the addressee. This pledge is only valid until delivery occurs and becomes void when the addressee accepts and opens the parcel.

The Postal Service does provide a "merchandise-return service" which mail order houses may use to authorize their customers to return merchandise by mail without the customer paying the postage. Businesses using this service provide special mailing labels for their customers, which state, "No Postage Necessary if Mailed in the United States."

OPTIONAL

Since the mailer of your package did not provide such a label, the charges made by your Post Office were correct.

Thank you for the opportunity to address this matter with you.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Mail Delivery Problems

Dear *[Insert Customer Name]*,

Thank you for bringing this matter to our attention. I regret learning of the inconvenience you have experienced.

[Insert the results of your investigation regarding the customer did not receive their mail. Include any follow up actions that you and/or the customer need to take. Delete this text.]

If you continue to receive delayed mail, we ask that you save the envelopes; record the delivery dates and present the envelopes to your local Postal manager. A thorough investigation will then be made.

Thank you for the opportunity to address this matter with you. Please accept our sincere apology for any inconvenience this matter may have caused you.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Delivery Times

Dear ***[Insert Customer Name]***,

This is in response to your recent inquiry about receiving mail at different times of the day.

[Insert the results of your investigation regarding why the customer's mail delivery time has changed. Include any follow up actions that you and/or the customer need to take. Delete this text.]

Carrier delivery routes are established to provide the most efficient delivery pattern possible. Special attention is paid to mail volumes, energy conservation measures and the most efficient use of work hours. All routes are examined periodically and adjusted as changing mail volumes and community growth dictate. Based on these factors, it is not possible to guarantee specific delivery times to all of our customers.

Please accept my sincere apology for any inconvenience you may have experienced. Please be assured that we make every effort to serve your mail needs to the highest standards possible.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Chronic Misdelivery

Dear *[Insert Customer Name]*,

This is in response to your recent inquiry. I was disappointed to learn of the situation you have encountered with misdelivered mail.

[Insert the results of your investigation regarding why the customer's mail was misdelivered. Include any follow up actions that you and/or the customer need to take. Delete this text.]

We will monitor the delivery of your mail for a period of time. In the meantime, I would appreciate your contacting my office if this situation is not resolved to your satisfaction.

Please accept my sincere apology for any inconvenience you may have experienced.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Mail Returned to Sender

Dear ***[Insert Customer Name]***,

This is in response to your inquiry regarding the return of mail that was addressed to ***[Insert Addressee Name]***. Occasionally, the Postal Service does not handle a mailpiece correctly, and we appreciate customers who take the time and effort to let us know about an error.

[Insert the results of your investigation regarding why the customer's mail was returned to sender. Include any follow up actions that you and/or the customer need to take. Delete this text.]

Thank you for the opportunity to address this matter with you. Please accept our sincere apology for any inconvenience this matter may have caused you.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Enclosure

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Damaged Domestic Mail

Dear ***[Insert Customer Name]***,

I regret learning of the inconvenience you have experienced. All mail deserves proper care and handling as it moves through our system.

[Insert the results of your investigation regarding why the customer's mail was damaged. Include any follow up actions that you and/or the customer need to take (ex: Filing a claim if they have insurance). Delete this text.]

Insure your package only for what its contents are worth; you're only covered for the actual value at the time and place of mailing. If the item is not insured, we cannot offer the opportunity to file a claim for reimbursement.

Packaging tips and insurance information is available at the Post Office or on www.usps.com.

Please accept our sincere apology for any inconvenience this matter may have caused you.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Personnel Complaint -Manager

Dear *[Insert Customer Name]*,

I regret learning of the inconvenience you have experienced. I share your concern and disappointment regarding the treatment reported in your complaint.

We expect our employees to perform their duties in a manner which is both courteous and professional. We remind our employees to treat each customer with the courtesy that we would expect. You may be assured that appropriate action will be taken to prevent a recurrence.

Should you ever experience a similar situation in the future, we encourage you to call our toll-free number at 1-800-ASK-USPS (800-275-8777), or visit our Web site at www.usps.com to describe the concern.

Please accept our deepest apology. Every effort will be made to provide you with quality service in the future.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Personnel Complaint – Office Clerk

Dear *[Insert Customer Name]*,

I regret learning of the inconvenience you have experienced with a clerk at the **[INSERT NAME OF THE POST OFFICE]**. I share your concern and disappointment regarding the treatment reported in your complaint.

We expect our employees to perform their duties in a manner which is both courteous and professional. We remind our employees to treat each customer with the courtesy that we would expect. You may be assured that appropriate action has been taken to prevent a recurrence.

Should you ever experience a similar situation in the future, we encourage you to ask for the manager on duty, call our toll-free number at 1-800-ASK-USPS (800-275-8777), or visit our Web site at www.usps.com to describe the concern.

Please accept our deepest apology. Every effort will be made to provide you with quality service in the future.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Personnel Complaint – Letter Carrier

Dear ***[Insert Customer Name]***,

I regret learning of the inconvenience you have experienced with one of our letter carriers. I share your concern and disappointment regarding the treatment reported in your complaint.

We expect our employees to perform their duties in a manner which is both courteous and professional. We remind our employees to treat each customer with the courtesy that we would expect. You may be assured that appropriate action has been taken to prevent a recurrence.

Should you ever experience a similar situation in the future, we encourage you to report your concern to the supervisor at your local post office, call our toll-free number at 1-800-ASK-USPS (800-275-8777), or visit our Web site at www.usps.com to describe the concern.

Please accept our deepest apology. Every effort will be made to provide you with quality service in the future.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Personnel Complaint – Other

Dear ***[Insert Customer Name]***,

I regret learning of the inconvenience you have experienced with a Postal Service employee. I share your concern and disappointment regarding the treatment reported in your complaint.

We expect our employees to perform their duties in a manner which is both courteous and professional. We remind our employees to treat each customer with the courtesy that we would expect. You may be assured that appropriate action has been taken to prevent a recurrence.

Should you ever experience a similar situation in the future, we encourage you to report your concern to the supervisor at your local post office, call our toll-free number at 1-800-ASK-USPS (800-275-8777), or visit our Web site at www.usps.com to describe the concern.

Please accept our deepest apology. Every effort will be made to provide you with quality service in the future.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Retail Transaction Problem

Dear ***[Insert Customer Name]***,

I regret learning of the inconvenience you have experienced.

Retail items purchased at the Post Office may be eligible for a refund. If you would like a refund on a retail item purchased at the Post Office you may take your purchase and receipt to the local office and they will assist you. We have forwarded your inquiry to the ***[Insert Name of Post Office Here]*** Post Office for attention.

Unfortunately, there is no guarantee that you will receive a refund as Postal regulations dictate specific instances when refunds can and cannot be provided.

Please accept our sincere apology for any inconvenience this matter may have caused you. For further questions or information regarding this matter please contact the Post Office at ***[Provide Local Post Office Phone Number Here]***.

Please accept our sincere apology for any inconvenience this matter may have caused you.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Post Office Hours

Dear *[Insert Customer Name]*,

This is in response to your report of receiving incorrect information about the *[INSERT NAME OF THE POST OFFICE]*.

Each post office is responsible for maintaining updated information about post office hours of operation, address, phone number and the type of services offered at their location.

In case you still need it, the correct information you are looking for is this:

[Insert the information the customer is looking for about the post office here. Customize the remaining text of this letter as needed. DELETE this instructional text.]

We have informed the responsible manager so they can make sure that all systems are updated and this error will not happen again.

We are sorry for any confusion this experience may have caused and we appreciate you bring this to our attention.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com

Title: Post Office Retail Lobbies

Dear *[Insert Customer Name]*,

I regret learning of the inconvenience you have experienced at **[Insert name of the post office]**.

[Insert the results of your investigation on the condition of the retail lobby. Delete this text.]

No matter which Post Office customers visit, we believe they deserve a clean, uncluttered professional retail environment, signage that explains our products and services and a well-stocked display of retail merchandise.

In the future, if you should encounter post office lobby conditions that don't meet your expectation, please report them directly to a sales associate or manager for the quickest resolution of your concern.

Sincerely,

*[Insert Your Name
Title
Contact Information]*

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at usps.com

Title: Broken Equipment

Dear *[Insert Customer Name]*,

I regret learning of the inconvenience you have experienced with broken equipment at **[Insert name of the post office]**.

[Insert the results of your investigation on the condition of the broken equipment. Delete this text.]

No matter which post office customers visit, we believe they deserve a clean, uncluttered professional retail environment with properly functioning postal equipment to quickly and effectively serve their needs.

In the future, if you should encounter problems with any postal equipment in your local post, please report them directly to a sales associate or manager for the quickest resolution of your concern.

Sincerely,

*[Insert Your Name
Title
Contact Information]*

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at usps.com

Title: Forms and Supplies

Dear *[Insert Customer Name]*,

I regret learning of the inconvenience you have experienced with the lack of forms/mail supplies at **[Insert name of the post office]**.

[Insert the results of your investigation on the condition of the broken equipment. Delete this text.]

No matter which post office customers visit, we believe they deserve a clean, uncluttered professional retail environment with an ample supplies of mailing forms and supplies to serve their needs.

In the future, if you should encounter problems with mailing forms of supplies at your local post, please report them directly to a sales associate or manager for the quickest resolution of your concern.

Sincerely,

*[Insert Your Name
Title
Contact Information]*

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at usps.com

Title: Wait Time in Line

Dear *[Insert Customer Name]*,

I regret learning of the inconvenience you have experienced.

The Postal Service shares the problem of occasional long lines with banks, supermarkets, and other retail outlets. Lines occur most often on Mondays, the day after holidays, during lunch hours, and near closing times. We make a concerted effort to match our staffing schedules with the known peaks of customer traffic. To minimize wait time, we rely upon our Postmasters to take steps to remedy the situation and ensure that customers do not have to wait in line an unreasonable or excessive amount of time.

We are aware that our customers lead busy lives and have taken steps to make buying Postal Service products easier. We invite you to visit www.usps.com where most transactions that you do in the post office are also available online – including purchasing stamps, shipping packages and managing your mail and package deliveries.

Our goal is to provide our customers with the best possible Postal Service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive.

Thank you for the opportunity to address this matter with you.

Sincerely,

*[Insert Your Name
Title
Contact Information]*

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: usps.com

Title: Retail Service - Other

Dear **[Insert Customer Name]**,

I regret learning of the inconvenience you have experienced with **[Insert name of product or service]**.

[Insert the results of your investigation regarding the specific product or service problem the customer. Include any follow up actions that you and/or the customer need to take.]

We invite you to visit www.usps.com where most transactions that you do in the post office are also available online – including reserving a Post Office Box, preparing and shipping packages and managing your mail and package deliveries.

Please accept our sincere apology for any inconvenience this matter may have caused you. For further questions or information regarding this matter please contact the Post Office at **[Provide Local Post Office Phone Number Here]**.

Please accept our sincere apology for any inconvenience this matter may have caused you.

Sincerely,

**[Insert Your Name
Title
Contact Information]**

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: usps.com

Title: Bulk Mail/BME problems

Dear *[Customer Name]*,

Thank you for contacting the United States Postal Service. I am sorry to learn about your experience with our business mail entry service.

[Insert the results of your investigation regarding why the customer had issues with using non-profit mailing processes or prices. Please include any follow up actions that you and/or the customer need to take.]

As information, Our Every Door Direct Mail (EDDM)-Retail service is a simple and cost-effective option for local businesses sending up to 5,000 mailpieces a day per ZIP Code. For larger mailings, use our Every Door Direct Mail service with a mailing permit. It's great for announcing store openings, sales, or events.

With EDDM service, there's no need to buy addresses or mailing lists. Instead, you can focus your marketing efforts on potential customers within a specific radius of your business, which can save you on postage and printing.

You can download fact sheets for both [Every Door Direct Mail – Retail](#) and [Every Door Direct Mail – Business Mail Entry Unit](#) service.

Additional information may be found at <https://www.usps.com/business/every-door-direct-mail.htm>. Simply click on the Business link on the center of the page and then click on Every Door Direct Mail. You will find an easy to use mailpiece size checker, information on how to create and design your mailpiece as well as a thorough explanation of EDDM.

Thank you for the opportunity to address this matter with you.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

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Title: Nonprofit mailing

Dear *[Customer Name]*,

Thank you for contacting the United States Postal Service. I am sorry to learn about your experience with our non-profit mailing process.

[Insert the results of your investigation regarding why the customer had issues with using non-profit mailing processes or prices. Please include any follow up actions that you and/or the customer need to take.]

The special reduced price mailing privileges granted to nonprofit mailers by the Postal Service are based on Federal law. In 1951, the U.S. Congress granted special nonprofit prices for certain periodicals and Standard Mail when mailed by eligible nonprofit organizations. Organizations that typically are eligible for nonprofit prices include: religious, educational, scientific, philanthropic, agricultural, labor, veterans', fraternal, and some political committees. Free mail service is provided for the blind and for absentee voting materials mailed to and from American citizens residing outside the territorial limits of the United States.

Federal law determines who may qualify to use special mailing privileges. The Postal Service has no authority to limit the use of nonprofit mail by organizations that meet those requirements. Pricing information is available online at usps.com.

Thank you for the opportunity to address this matter with you.

Sincerely,

***[Insert Your Name
Title
Contact Information]***

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