

# Retail Stand-Up Talk

December 17, 2020

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## The Peak Week(s) – Questions customers are asking

While the Postal Service carefully plans for peak season every year, unprecedented package increases and limited employee availability due to COVID-19 are impacting service times. With some of our busiest days of the season still ahead, it will be important for you to put on your best “Customer Service Image”.

- Be professional. Be empathetic. Be patient.
- Apologize for any service disruption. Provide assistance as needed.

It will be also helpful to know what questions customers might be asking. We are providing the following Q&As, so you are prepared with your responses in advance.

The USPS has the largest operation network and fleet of drivers and carriers. We are leveraging those resource every hour of every day to deliver the Holidays across the nation. You are a part of our commitment and part of that success!

Thanks for the great job you do every day.

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## The Peak Week(s) – Q&As

**Q: Customer:** I heard there may be delays in getting packages delivered. Is there truth to those claims?

**A: USPS Employee:** Shipping/delivery companies across the country are challenged this year. A record volume of Holiday mail compounded by a temporary employee shortage due to the COVID-19 surge and transportation capacity limits are causing temporary delays for the Postal Service as well.

**Q Customer:** If I am sending my package now, will it arrive in time for the Holidays?

**A: USPS Employee:** We do have some general mailing/shipping recommendations for getting items delivered by December 25. However, we are experiencing unprecedented package increases and limited employee availability due to the impacts of COVID-19, which may impact delivery times. Some suggested dates:

- Dec. 18 — APO/FPO/DPO (except ZIP Code 093) using USPS Priority Mail Express service
- Dec. 18 — First-class packages
- Dec. 19 — Priority Mail service
- Dec. 23 — Priority Mail Express service. **Priority Mail Express provides day-certain delivery.**

**Q: Customer:** My package hasn't arrived yet. How do I know where it is?

**A: USPS Employee:** Thank you for sharing your concerns and we appreciate your patience. I will be happy to check for tracking updates. Let's see what we can find out about your package...

**Q: Customer:** How can I access tracking information on my own?

**A: USPS Employee:** The type of tracking and delivery information is based on the class of mail or add-on services purchased when mailing. Some options include:

- Online: Use USPS Tracking® at usps.com
- By text: Send a text to 28777 (2USPS) using the tracking number as the content of the message.
- By smartphone: Download the USPS Mobile® app for iPhone® and Android™.
- By phone: Go to "Contact USPS" on usps.com for the phone number and hours of operation.

**Q: Customer:** I checked on usps.com for a package sent Priority Mail to my niece. The status showed "Notice Left". Can she reschedule delivery for when she is home?

**A: USPS Employee:** She can schedule redelivery using the tracking number or the barcode shown on the back of the PS Form 3849, "We Redeliver for You". Redeliveries can be scheduled online 24/7.

**Q: Customer:** It's been 4 weeks. My package hasn't arrived. How long should I wait to request a search?

**A: USPS Employee:** The earliest you can submit a Missing Mail search request is seven days after the original date of mailing. The latest is 365 days after the original date of mailing.