

Dear Mr. Rusz:

U.S. Senator Bob Casey's office received a response from the USPS:

Response From USPS Below:

After investigation and consultation with local management, the congressional inquiry has been addressed and resolved.

Thank you for bringing this to our attention. We do apologize for the inconvenience. My investigation revealed mail is being returned to sender when the PO Box number is missing on mail/packages. I am sure you can realize and understand that with the mail and package volume it is difficult for our employees to remember each current PO Box customer especially when names are changed. Also, there are times when new employees are not familiar with the community and its customers.

If the customer and delivery points are known, the Postal Service's fundamental organizational purpose is to deliver the mail as addressed unless the mail piece specified other delivery instructions. The objective is not to return mail unless it is absolutely necessary. When there is uncertainty about the correct address, we believe it is better to return the mail to its sender, rather than risk delivery to the wrong person.

We know how important mail is to our customers. A notice regarding this matter has been issued to all PO Box customers at North Apollo, asking that in addition to the physical address, the PO Box must be included on all mail pieces. We can provide better service if the correct address is used when mailing. The use of a complete, accurate, and legible address allows mail to be delivered efficiently and in the shortest time.

For more information on our Return to Sender policy please visit our FAQ Section on USPS.com (<https://faq.usps.com/s/article/Return-to-Sender-Mail>).

Your business is very important to us.
Once again, please allow us to apologize for the unfortunate customer experience.
If you have any questions, please contact your local Consumer Affairs Manager at 412-359-7829.

Sincerely,
United States Postal Service

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Best,

Antoine Robinson (He/Him)
Constituent Advocate
U.S. Senator Bob Casey
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BOB CASEY