

The Virgin Islands Consortium

Postal Service On St. Croix Is Using International Mail Forms To Ship Express To U.S., Slowing Down Customer Service And Confusing U.S. Mail Recipients

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Staff February 04, 2019

SENDER'S INFORMATION			ACCEPTANCE INFORMATION	
From: Sender's Last Name	First Name	Age	Item Weight	
Business Name (if applicable)			Insured Amount (U.S. \$)	Insurance Fee (U.S. \$)
Address (Number, street, suite, apt., P.O. Box, etc. Residents of Puerto Rico exclude. Urbanization Code provided with ZIP.)			Postage (U.S. \$)	Total Postage/Taxes (U.S. \$)
City	State	ZIP Code ¹	1. USPS Corporate Acct. No.	
Telephone/Fax Number or Email Address			Office of Origin	
ADDRESSEE'S INFORMATION			Date Shipped (Day/Month/Year)	
To: Addressee's Last Name	First Name	Age	Time	
Business Name (if applicable)			Scheduled Delivery Date (Month/Day/Year)	
Address (Number, street, suite, apt., P.O. Box, etc.)			DELIVERY INFORMATION	

POINT PEN ON HARD SURFACE TO MAKE ALL CO



**UNITED STATES
POSTAL SERVICE®**

**PRIORITY
• MAIL •
EXPRESS™**

PAYMENT BY ACCOUNT (if applicable)
 USPS Corporate Acct. No. _____

External Agency Acct. No. or "Future Service" Acct. No. _____

DELIVERY OPTIONS (Customer Use Only)

☐ **SIGNATURE REQUIRED** (add "The addressee must sign for 'Signature Required' mail if the addressee is required to sign for the addressee's signature. US & Purchase additional services. US & Purchase return service. This box is not checked. The Postal Service will return the mail if the addressee's mail recipient or other addressee without stamping it with the addressee's signature is delivery.

Delivery Options

☐ No Saturday Delivery (delivered next business day)
☐ Sunday/Holiday Delivery Required (addition fee, when available)
☐ To Be Add Delivery Required (additional fee, when available)
 *Refer to USPS.com or local Post Office for restrictions.

OPTIONAL POSTAL SERVICE USE ONLY			
☐ Day ☐ 2nd Day ☐ Next Business Day	☐ 2nd Day ☐ Priority Mail® ☐ Registered Mail® ☐ Signature Required Mail® ☐ Signature Required Mail® ☐ Signature Required Mail®	☐ Priority ☐ Registered Mail® ☐ Signature Required Mail® ☐ Signature Required Mail® ☐ Signature Required Mail®	☐ Registered Mail® ☐ Signature Required Mail® ☐ Signature Required Mail® ☐ Signature Required Mail® ☐ Signature Required Mail®
1-2 Business Days	2-3 Business Days	3-5 Business Days	5-7 Business Days
1-2 Business Days	2-3 Business Days	3-5 Business Days	5-7 Business Days
1-2 Business Days	2-3 Business Days	3-5 Business Days	5-7 Business Days
1-2 Business Days	2-3 Business Days	3-5 Business Days	5-7 Business Days
1-2 Business Days	2-3 Business Days	3-5 Business Days	5-7 Business Days
1-2 Business Days	2-3 Business Days	3-5 Business Days	5-7 Business Days

TO: (please print) _____
ADDRESS: _____
CITY: _____
STATE: _____
ZIP: _____

ST. CROIX -- The U.S. Postal Service has been using International Express mailing forms to ship express mail to the U.S. mainland, a procedure, according to a veritable source, has caused long lines at post offices on St. Croix because the process is cumbersome and has added a greater workload on Postal Service employees.

Furthermore, the International Express Mail form stands to further confuse mainland businesses, many of whom already struggle with recognizing the U.S. Virgin Islands as part of the United States.

The problem, according to this veritable source, has lagged on for four months. This person said Postal Service leadership has blamed the change, which they say is temporary, on a problem with the system, but months later the issue lags on with no urgency, and has caused lines in post offices to be longer, as it consumes more time to prepare the international express mail, this person said.

The Postal Service could not be reached at time of writing.

Employees have been livid with the length of time it's taking for the Postal Service to fix the problem, as the employees themselves have been fielding complaints from residents who detest the longer waits and extra work just to express a package.

Below is a copy of the Priority Mail Express International shipping label, which the Postal Service on St. Croix has been using for about four months. For residents who are accustomed to shipping express mail, the form will look strange and confusing, because it requires a lot more information to be entered.

Priority Mail Express International Ship

SENDER'S INFORMATION

From: Sender's Last Name

Business Name *(If applicable)*

Address *(Number, street, suite, apt., P.O. Box, etc. Residents of Puerto Rico only)*

City

Telephone / Fax Number or Email Address

ADDRESSEE'S INFORMATION

To: Addressee's Last Name

Business Name *(If applicable)*

Address *(Number, street, suite, apt., P.O. Box, etc.)*

Postal Code

Province

Telephone / Fax Number or Email Address

**2. Check All
That Apply:**

- ☐ Gift ☐ Documents ☐ Merchandise ☐ Returned Goods
☐ Humanitarian Donation ☐ Dangerous Goods ☐ Other _____

4. Detailed Description of Contents *(Enter one item per line)*

5.

The second form is the right express priority mail form that should be utilized, which is a much quicker process.

USE WITH BALL POINT PEN ON HARD SURFACE TO MAKE ALL COPIES LEGIBLE.

CUSTOMER USE ONLY

FROM: (PLEASE PRINT)

PAGE: 1

PAYMENT BY ACCOUNT (if applicable)

UNION Corporate Acct. No.

Payment Terms: 30

DELIVERY OPTIONS (Customer Use Only)

☐ **SIGNATURE REQUIRED** When the order must reach the Receiver for addressee's signature. (All of Purchaser's additional requests. Purchaser Return Receipt service. This order is not eligible for Priority Mail and insurance or other services without attempting to select the Delivery Options

- ☐ No Saturday Delivery (additional cost business day)
- ☐ Sunday/Weekday Delivery Required (additional fee, which is \$10.00)
- ☐ 10:30 AM Delivery Required (additional fee, which is \$10.00)

There is NO "Business" or "Next Day Office" or "Express" service.

TO: (PLEASE PRINT)

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The Postal Service has not given employees a clear indication as to when the problem will be fixed.

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