

January 18, 2009

Postal Regulatory Commission  
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Washington, DC 20268  
FAX 202 789 6886

*"The Postal Service shall have as its basic function the obligation to provide postal services .... It shall provide prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities."*

History of unprofessional behavior from Escalon PO

<b>Incident</b>	<b>Comments</b>
<b>Clerk abusing position of authority</b> by asking improper questions of patron	Incident documented in 5-page November complaint with supplemental.
<b>Disabled parking spot</b> used by part time postal employee female friend, lack of action by clerk and Postmaster	Incident documented in 5-page November complaint with supplemental.
<b>Loss of \$482 item</b> , unable to track, insensitivity concerning patrons disability, failure to follow up with promised letter, adamant assertion that USPS purges all Delivery Confirmation records after 90 day.	Incident documented in 5-page November complaint with supplemental.  <b>Substantiating documentation enclosed</b> showing Escalon PO receipt, loss of tracking, loss of Delivery Confirmation, American Express claim, letter to Postmaster

<p><b>Unprofessional behavior</b> by Escalon PO regarding handling of lost Delivery Confirmation for \$482 item as recounted in letter sent to Postmaster. Disregard of complaint with failure to record complaints or seek to resolve them.</p>	<p><b>Substantiating documentation enclosed</b> Copy of original letter from 2007 sent to Postmaster of Escalon PO</p>
<p><b>Refusal to accept patron's signature</b> on notice, signed letter of authorization. March, 2008—small packet of seeds from Germany had to be returned to Germany, at USPS expense. <i>Supplier then re-mailed item without signature required.</i></p>	<p>Escalon PO refused to deliver. Insisted disabled patron sign at PO in presence of clerk.  <i>Signed authorization letter should have been sufficient for Escalon PO to deliver to mailbox</i></p>
<p><b>Refusal to accept patron's signature</b> on notice, signed letter of authorization. May 2008; Medication order by physician from Drugstore.com Escalon PO refused to accept patron's signature on orange notice requesting delivery.</p>	<p>Escalon PO refused to deliver. Insisted disabled patron sign at PO in presence of clerk.  <i>Signed authorization letter should have been sufficient for Escalon PO to deliver to mailbox</i></p>
<p><b>Stolen stamps</b> Escalon PO delivered order of stamps ordered online— with envelope obviously torn open to remove product then covered with USPS label</p>	<p>Photos mailed June, 2008 to: CRIMINAL INVESTIGATIONS SERVICE CENTER ATTN: MAIL FRAUD 222 S. RIVERSIDE PLAZA STE 1250 CHICAGO IL 60606-6100 • American Express claim filed</p>

	<p>to recover expense.</p> <ul style="list-style-type: none"> <li>• Photos mailed to Postal Regulatory Commission January, 2009</li> </ul>
<p><b>Delivery of smashed Medicare medication</b> Shipment of 90-day maintenance medications arrived that had been visibly crushed, ripped, broken</p>	<ul style="list-style-type: none"> <li>• Photos mailed to Postal Regulatory Commission January, 2009</li> </ul>
<p><b>Refusal to accept patron's signature</b> on notice, signed letter of authorization. September 2008; Medication order by physician from Drugstore.com Escalon PO refused to accept patron's signature on orange notice requesting delivery.</p>	<p>Second order of medication by physician with same result. Escalon PO refused to release unless disabled patron appears in person to sign for item.</p>
<p><b>Refusal to continue Priority Mail pickup service</b> from Patron's home business.</p> <p>Failure of USPS to acknowledge complaint, pattern of refusing to file complaint, assign case number, etc.</p>	<p>5-page documentation mailed to Inspector General in October, 2008. Sent Certified with return receipt received. Complaint sent regular first class USPS. Mailed to Sacramento office via Certified Mail <b>but ITEM DISAPPEARED, NO TRACKING, NO RETURN RECEIPT, 10"X13" ENVELOPE NOT RETURNED</b></p>
<p><b>Failure to properly handle Certified Mail.</b> 5-page documentation sent Certified</p>	<p>The disappearance of this Certified Mailing is a loss of</p>

<p>with return receipt November, 2008 to Sacramento USPS office via Certified Mail but ITEM DISAPPEARED, NO TRACKING, NO RETURN RECEIPT, contents lost. <b>Ongoing refusal of USPS shipping revenue</b></p> <p>Failure to provide USPS Priority Mail pickup service— apparently over dispute requiring Escalon PO to walk 25 feet to Patron’s porch</p>	<p>\$6.58 in postage paid.</p> <p>ITEM DISAPPEARED, NO TRACKING, NO RETURN RECEIPT, contents lost</p> <p>USPS cannot refuse to provide a service available to all patrons.</p> <p>Escalon PO will not walk from vehicle to porch. This distance is typical of a residential front lawn.</p>
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Sincerely,

Verne Robinson

Enc. Printout from USPS website

Enc. Documents relating to loss of Delivery Confirmation for a \$482 item