

**Guaranteed Delivery Costs****\*\*No data for 2017 to 2020****Data for 2021 thru April 3, 2025:**

Period	Total number of claims	Total Refund paid	Total Refund denied
2021	(b) (3) & 410(c)(2)		
2022			
2023			
2024			
2025			

Period	Total Refund denied	Appeal Submitted	No Appeal Submitted
2021	(b) (3) & 410(c)(2)		
2022			
2023			
2024			
2025			

Period	Appeal Submitted	Refund Approved	Refund Denied
2021	(b) (3) & 410(c)(2)		
2022			
2023			
2024			
2025			

QUARTERLY BREAKDOWN FOR 2024 AND 2025		
Period	Total number of claims	Total Refund paid
2024		
Qtr1	(b) (3) & 410(c)(2)	
Qtr2		
Qtr3		
Qtr4		
2025		
Qtr1		
Qtr2		

Period	Total Refund denied	Appeal Submitted	No Appeal Submitted
2024	(b) (3) & 410(c)(2)		
Qtr1			
Qtr2			
Qtr3			
Qtr4			
2025			
Qtr1			
Qtr2			

Period	Appeal Submitted	Refund Approved	Refund Denied
2024	(b) (3) & 410(c)(2)		
Qtr1			
Qtr2			
Qtr3			
Qtr4			
2025			
Qtr1			
Qtr2			

## Number of Refunds Requested Online

\*\*With standard deviation, *max,min* by status and period

Row Labels	Sum of OSR Sum of Requested Amt	Sum of Refunded Amt	StdDev of Per piece	Max of Per piece	Min of Per piece
<b>Appeal Denied</b>					
2021	<b>(b) (3) &amp; 410(c)(2)</b>				
2022	<b>(b) (3) &amp; 410(c)(2)</b>				
2023	<b>(b) (3) &amp; 410(c)(2)</b>				
2024	<b>(b) (3) &amp; 410(c)(2)</b>				
2025	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Appeal Paid</b>					
2021	<b>(b) (3) &amp; 410(c)(2)</b>				
2022	<b>(b) (3) &amp; 410(c)(2)</b>				
2023	<b>(b) (3) &amp; 410(c)(2)</b>				
2024	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Denied</b>					
2021	<b>(b) (3) &amp; 410(c)(2)</b>				
2022	<b>(b) (3) &amp; 410(c)(2)</b>				
2023	<b>(b) (3) &amp; 410(c)(2)</b>				
2024	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Paid</b>					
2021	<b>(b) (3) &amp; 410(c)(2)</b>				
2022	<b>(b) (3) &amp; 410(c)(2)</b>				
2023	<b>(b) (3) &amp; 410(c)(2)</b>				
2024	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Grand Total</b>					

Row Labels	Sum of OSR Sum of Requested Amt	Sum of Refunded Amt	StdDev of Per piece	Max of Per piece	Min of Per piece
2021	<b>(b) (3) &amp; 410(c)(2)</b>				
2022	<b>(b) (3) &amp; 410(c)(2)</b>				
2023	<b>(b) (3) &amp; 410(c)(2)</b>				
2024	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Appeal Denied</b>					
Qtr1	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr2	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr3	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr4	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Appeal Paid</b>					
Qtr1	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr2	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr3	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Denied</b>					
Qtr1	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr2	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr3	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr4	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Paid</b>					
Qtr1	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr2	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr3	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr4	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>2025</b>					
<b>Appeal Denied</b>					
Qtr1	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr2	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Denied</b>					
Qtr1	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr2	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Paid</b>					
Qtr1	<b>(b) (3) &amp; 410(c)(2)</b>				
Qtr2	<b>(b) (3) &amp; 410(c)(2)</b>				
<b>Grand Total</b>					

## Data for Specific Tracking Number

## Service Refund Status History

Tracking #: 9470103699300057573507  
Refund ID: 6006595

Status	Amount	Notes	Date	User
PTR Dispute				
Approve	-	ptr notification	05/05/2021	ptr_call_back
Notified				
Dispute Paid	\$26.35	-	05/05/2021	37489165
Dispute Approved	\$26.35	Service guarantee not met	05/05/2021	PSACGC
Dispute Under Review	-	At 11:35AM the item was reported as delivered but when I checked it had not been delivered. I took time stamped pictures of the mail box and porch area at noon. The package delivered about 12:30 without notice (just left in mailbox)	04/18/2021	37489165
Denied	\$0.00	PMEServiceRefundEligibility Code 3 : Item not eligible for a refund, service commitment met ServicesNotRenderedEligibility Code2 : Item not eligible for a service not rendered claim, too few days since date of mailing	04/16/2021	Service Refund