

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 Submittted
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	Total Refund denied
2024	(b) (3) & 410(c)(2)		
Qtr1			
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	StdDevp of Per piece	Max of Per piece	Min of Per piece
Appeal Denied						
2021	(b) (3) & 410(c)(2)					
2022						
2023						
2024						
2025						
Appeal Paid						
2021	(b) (3) & 410(c)(2)					
2022						
2023						
2024						
Denied						
2021	(b) (3) & 410(c)(2)					
2022						
2023						
2024						
2025						
Paid						
2021	(b) (3) & 410(c)(2)					
2022						
2023						
2024						
2025						
Grand Total						

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

Data for Specific Tracking Number**Service Refund Status History**

Tracking #: 9470103699300057573507

Refund ID: 6006595

Status	Amount	Notes	Date	User
PTR Dispute Approve Notified	-	ptr notification	05/05/2021	ptr_call_back
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