

Postal Issues

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How do I find a zip code?

I have the address, but I don't know the zip code. [Click here](#) to find the zip code. When you submit the address, the

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I'm moving. Do I have to go to the post office to notify them of my new address?

No. You can file a [change of address](#)

Please note: this form can also be used for a temporary relocation.

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What should I do if I think my First-Class Mail is lost?

When First-Class Mail does not arrive, the post office has no sure way of knowing what may have happened.

If expected mail has not arrived after sufficient time has elapsed (please wait 14 days from its date of mailing).

Whichever way you choose, a postal employee will assist you in completing your inquiry. Specifics will be provided.

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How can I report a problem or file a complaint?

The USPS is currently using a method of capturing customer complaints and eliminating the complaint process.

- Filing a complaint online by visiting the USPS website and clicking the contact us link at the bottom.
- Calling 1-800-ASK-USPS (1-800-275-8777).
- Speaking to the Station Manager at a local Post Office.

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What can I do if I need immediate assistance?

If you need immediate assistance, please give USPS a call.

General Information

1-800-ASK-USPS® or (800) 275-8777

Hours of Operation:

Monday through Friday from 8:00 a.m. to 8:30 p.m. (Eastern Time)

Saturdays from 8:00 a.m. to 6:00 p.m. (Eastern Time)

Closed Sundays and Holidays

Domestic Package Tracking

1-800-222-1811

Hours of Operation:

Monday through Friday from 7:30 a.m. to 10:30 p.m. (Eastern Time)

Saturdays, Sundays and Holidays from 9:00 a.m. to 8:00 p.m. (Eastern Time)

International Package Tracking

1-800-222-1811

Hours of Operation:

Monday through Friday from 8:00 a.m. to 9:30 p.m. (Eastern Time)

Saturdays from 9:00 a.m. to 7:00 p.m. (Eastern Time)

Closed Sundays and Holidays

TDD/TTY

1-877-877-7TDD (1-877-877-7833)

Hours of Operation:

Monday through Friday from 7:30 a.m. to 10:00 p.m. (Eastern Time)

Saturdays from 8:00 a.m. to 8:00 p.m. (Eastern Time)

Sundays and Holidays from 9:00 a.m. to 8:00 p.m. (Eastern Time)

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