



The Clock is Ticking

- When the Postal Service receives a Freedom of Information Act (FOIA) request, it must respond within 20 working days. The Postal Service could provide the requested records, deny the request, or explain why additional time is needed.
- If the Postal Service doesn't respond within 20 days, it can't charge the person making the request any fees to provide the information. No fees mean lost money for the Postal Service.

Responding to FOIA requests on time isn't just smart, it's smart business.