

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

CONFIRM

Docket No. MC2002-1

RESPONSE OF UNITED STATES POSTAL SERVICE
WITNESS NIETO TO INTERROGATORY OF OFFICE OF
THE CONSUMER ADVOCATE
(OCA/USPS-T3-5)

The United States Postal Service hereby provides responses of witness Nieto to the following interrogatory of the Office of the Consumer Advocate: OCA/USPS-T3-5, filed on May 23, 2002.

The interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking

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June 6, 2002

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OCA/USPS-T3-5. The following refers to the library reference you sponsor, USPS-LR-2.

- a. Please explain the types of service/informational calls that are likely to be received by the National Customer Support Center (NCSC) personnel for Confirm®. For example, assistance in answering questions regarding the downloading of Confirm® flat files, helping clients interpret information contained in a Confirm® flat file, helping users navigate through the various www.planetcodes.com website screens, etc.
- b. Please assume that the Postal Service extended a tracking service similar to that offered by the Confirm® Planet Code as a purchase add-on to an automation compatible First-Class single piece Certified letter. Further assume, that information about the mail piece could be made available to single piece mailers in a method similar to that offered electronically for Delivery Confirmation and Certified Mail (after June 30, 2002).
 1. Would you expect there to be any additional per unit corporate call management costs for such a tracking service incurred over and above the \$0.0707 used in costing the Automated attendant (AA) / Interactive voice response unit (IVR) call center costs for Delivery Confirmation and Certified Mail? See Docket No. R2001-1, USPS-LR-J-135, pages I-5 and D-1.
 2. If your response to part “b(1)” is affirmative, please provide estimates for such a tracking service for each of the following:
 - a) A per call cost for total IVR/Call Center Costs, similar to the unit cost of \$0.70 used in Docket R2001-1, USPS-LR-J-135, pages I-5 and D-1.
 - b) An estimate of the percent of retail volume that would use IVR/Call Centers similar to the 10.1 percent used in Docket R2001-1, USPS-LR-J-135, pages I-5 and D-1.

RESPONSE:

- (a) The NCSC will provide Tier I support for the Confirm program and in this capacity will be the point-on-contact for all Confirm subscriber questions. The NCSC, after the initial subscriber account set-up and verification, will likely be responding to data accessibility questions and information requests. For information requests the NCSC will answer simple questions or enter a request for materials. To resolve a data accessibility question the NCSC will determine if a problem is due to a mailer error, hardware, or software. The NCSC has the ability to “ping” the Confirm system and

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establish if a problem is network, system, or application related in order to
escalate to the appropriate organization.

(b)(1-2) The Corporate Call Center that supports Delivery Confirmation is
not the same as the NCSC that supports Confirm. The Confirm program
that I studied was not designed to support retail single piece mailers. I am
not aware that the NCSC is prepared to provide support to this market
segment. Assuming the business model posited in the question were
chosen by Postal Service management, the cost analysis would likely
need to address volume variable, fixed and expense costs. That analysis
has not been performed.

DECLARATION

I, Norma B. Nieto, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information, and belief.

Norma B. Nieto

Dated: _____

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.

Kenneth Hollies

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