

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

Postal Rate Commission  
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POSTAL RATE AND FEE CHANGES  
PURSUANT TO PUBLIC LAW 108-18

Docket No. R2005-1

RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF DOUGLAS CARLSON  
(DFC/USPS-22-23)  
(May 4, 2005)

The United States Postal Service hereby provides its responses to interrogatories DFC/USPS-22 and 23, filed by Douglas F. Carlson on April 20, 2005. Each interrogatory is stated verbatim and is followed by the response. Objections to interrogatories DFC/USPS-20 and 21 were filed on May 2, 2005.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.  
Chief Counsel, Ratemaking

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David H. Rubin

**CERTIFICATE OF SERVICE**

I hereby certify that I have this date served the foregoing document in accordance with Section 12 of the Rules of Practice and Procedure.

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David H. Rubin

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Response of the United States Postal Service  
to Interrogatories of Douglas F. Carlson

**DFC/USPS-22.**

- a. Please confirm that customers who purchase Certified Mail from Automated Postal Centers (APC's) do not receive proof of mailing. If you do not confirm, please explain.
- b. Please confirm that the APC does not inform or warn customers that they will not receive proof of mailing when they purchase Certified Mail from the APC. If you do not confirm, please provide the text that informs or warns customers that they will not receive proof of mailing when they purchase Certified Mail from the APC.

**RESPONSE:**

- a. Not confirmed. After using the APC, the customer can take the Certified Mail article to the retail window, where a window clerk can provide a postmarked mailing receipt.
- b. Confirmed.

Response of the United States Postal Service  
to Interrogatories of Douglas F. Carlson

**DFC/USPS-23.** Please provide the number of claims that were received for Registered Mail and Insured Mail, the number that were approved and paid, the number that were denied, and the reason for the claim (e.g., loss, damage, etc.) or denial (e.g., insufficient documentation, item not covered by postal insurance, etc.).

**RESPONSE:**

The requested information for Registered Mail, Numbered Insured Mail and Unnumbered Insured Mail, to the extent data are available, is provided in the following tables. Complete data are not available for Insured Mail claims that are locally adjudicated.

**REGISTERED CLAIMS PAID OR DENIED – FY 2004**  
**Data From St. Louis Accounting Service Center**

<u>Number Of Claims</u>	<u>Paid Claims</u>	<u>Reason for the Claim</u>	<u>Total Amount Paid</u>
78	Payment Certified	All contents damaged	\$152,490
412	Payment Certified	Article not delivered	\$1,467,398
27	Payment Certified	Some contents delivered	\$34,348
10	Payment Certified	Container only delivered	\$52,417
70	Payment Certified	Only some contents damaged	\$50,999
15	Payment Certified	Repair of damaged contents	\$8,616
612	<b>TOTAL PAID</b>		\$1,766,268
	<b><u>Denied Claims</u></b>		
13	ASC Adjudication	All contents damaged	
104	ASC Adjudication	Article not delivered	
12	ASC Adjudication	Some contents delivered	
6	ASC Adjudication	Container only delivered	
7	ASC Adjudication	Only some contents damaged	
6	First Appeal Denied	All contents damaged	
15	First Appeal Denied	Article not delivered	
5	First Appeal Denied	Some contents delivered	
4	First Appeal Denied	Container only delivered	
5	First Appeal Denied	Only some contents damaged	
1	Locally Adjudicated	All contents damaged	
1	Locally Adjudicated	Article not delivered	
5	Second Appeal Denied	All contents damaged	
1	Second Appeal Denied	Article not delivered	
2	Second Appeal Denied	Some contents delivered	
1	Second Appeal Denied	Only some contents damaged	
2	Damage not caused by USPS	All contents damaged	
4	Damage not caused by USPS	Container only delivered	
1	Damage not caused by USPS	Only some contents damaged	
1	Damage not caused by USPS	Repair of damaged contents	
91	Proof of delivery provided	Article not delivered	
1	Proof of delivery provided	No COD remittance received	
5	Response Tolerance Exceeded	All contents damaged	
33	Response Tolerance Exceeded	Article not delivered	
7	Response Tolerance Exceeded	Some contents delivered	
1	Response Tolerance Exceeded	Container only delivered	
3	Response Tolerance Exceeded	Only some contents damaged	
1	Response Tolerance Exceeded	Repair of damaged contents	
5	Exceeded Maximum Filing Tolerance	All contents damaged	
11	Exceeded Maximum Filing Tolerance	Article not delivered	
3	Exceeded Maximum Filing Tolerance	Container only delivered	
3	Exceeded Maximum Filing Tolerance	Only some contents damaged	
1	Article purchase dates after mailing date	All contents damaged	
1	Article purchase dates after mailing date	Article not delivered	
362	<b>TOTAL DENIED</b>		

**NUMBERED INSURED CLAIMS PAID OR DENIED – FY 2004**  
**Data From St. Louis Accounting Service Center**

<b>Number Of Claims</b>	<b><u>Paid Claims</u></b>	<b><u>Reason for the Claim</u></b>	<b>Total Amount Paid</b>
36,569	Payment Certified	All contents damaged	\$7,607,576
21,588	Payment Certified	Article not delivered	\$7,332,001
2,618	Payment Certified	Some contents delivered	\$613,944
2,232	Payment Certified	Container only delivered	\$653,189
18,379	Payment Certified	Only some contents damaged	\$2,217,918
1,363	Payment Certified	Repair of damaged contents	\$288,228
1	Locally Adjudicated	Article not delivered	\$93
1	Locally Adjudicated	Only some contents damaged	\$25
<b>82,751</b>	<b>TOTAL PAID</b>		<b>\$18,712,973</b>

<b><u>Denied Claims</u></b>			
337	ASC Adjudication	All contents damaged	
747	ASC Adjudication	Article not delivered	
52	ASC Adjudication	Some contents delivered	
101	ASC Adjudication	Container only delivered	
109	ASC Adjudication	Only some contents damaged	
39	ASC Adjudication	Repair of damaged contents	
188	First Appeal Denied	All contents damaged	
135	First Appeal Denied	Article not delivered	
17	First Appeal Denied	Some contents delivered	
33	First Appeal Denied	Container only delivered	
80	First Appeal Denied	Only some contents damaged	
18	First Appeal Denied	Repair of damaged contents	
59	Locally Adjudicated	All contents damaged	
28	Locally Adjudicated	Article not delivered	
6	Locally Adjudicated	Some contents delivered	
1	Locally Adjudicated	Container only delivered	
36	Locally Adjudicated	Only some contents damaged	
8	Locally Adjudicated	Repair of damaged contents	
37	Second Appeal Denied	All contents damaged	
24	Second Appeal Denied	Article not delivered	
1	Second Appeal Denied	Some contents delivered	
2	Second Appeal Denied	Container only delivered	
12	Second Appeal Denied	Only some contents damaged	
2	Second Appeal Denied	Repair of damaged contents	
2	Package Resides at MRC	All contents damaged	
125	Package Resides at MRC	Article not delivered	
1	Attempt to pay USPS Site	All contents damaged	
1	Attempt to pay USPS Site	Article not delivered	
444	Damage not caused by USPS	All contents damaged	
19	Damage not caused by USPS	Container only delivered	
210	Damage not caused by USPS	Only some contents damaged	
35	Damage not caused by USPS	Repair of damaged contents	
9	Proof of delivery provided	All contents damaged	
3,629	Proof of delivery provided	Article not delivered	
3	Proof of delivery provided	Some contents delivered	

**NUMBERED INSURED CLAIMS PAID OR DENIED – FY 2004, CONT.**

<b>Number Of Claims</b>	<b><u>Denied Claims</u></b>	<b><u>Reason for the Claim</u></b>	<b>Total Amount Paid</b>
6	Proof of delivery provided	Container only delivered	
2	Proof of delivery provided	No COD remittance received	
2	Proof of delivery provided	Only some contents damaged	
1,265	Response Tolerance Exceeded	All contents damaged	
639	Response Tolerance Exceeded	Article not delivered	
221	Response Tolerance Exceeded	Some contents delivered	
124	Response Tolerance Exceeded	Container only delivered	
850	Response Tolerance Exceeded	Only some contents damaged	
131	Response Tolerance Exceeded	Repair of damaged contents	
2,076	Exceeded Maximum Filing Tolerance	All contents damaged	
208	Exceeded Maximum Filing Tolerance	Article not delivered	
21	Exceeded Maximum Filing Tolerance	Some contents delivered	
232	Exceeded Maximum Filing Tolerance	Container only delivered	
1,101	Exceeded Maximum Filing Tolerance	Only some contents damaged	
77	Exceeded Maximum Filing Tolerance	Repair of damaged contents	
219	Article purchase dates after mailing date	All contents damaged	
79	Article purchase dates after mailing date	Article not delivered	
43	Article purchase dates after mailing date	Some contents delivered	
5	Article purchase dates after mailing date	Container only delivered	
151	Article purchase dates after mailing date	Only some contents damaged	
26	Article purchase dates after mailing date	Repair of damaged contents	
<b>14,028</b>	<b>TOTAL DENIED</b>		

**UNNUMBERED INSURED CLAIMS PAID OR DENIED – FY 2004**  
**Data From St. Louis Accounting Service Center**

<b>Number Of Claims</b>	<b><u>Paid Claims</u></b>	<b><u>Reason for the Claim</u></b>	<b><u>Total Amount Paid</u></b>
9,415	Locally Adjudicated	All contents damaged	\$253,538
6,203	Locally Adjudicated	Article not delivered	\$190,190
317	Locally Adjudicated	Some contents delivered	\$6,944
276	Locally Adjudicated	Container only delivered	\$8,484
3,480	Locally Adjudicated	Only some contents damaged	\$65,128
148	Locally Adjudicated	Repair of damaged contents	\$3,584
<b>19,839</b>	<b>TOTAL PAID</b>		<b>\$527,868</b>
	<b><u>Denied Claims</u></b>		
276	Locally Adjudicated	All contents damaged	
75	Locally Adjudicated	Article not delivered	
9	Locally Adjudicated	Some contents delivered	
3	Locally Adjudicated	Container only delivered	
102	Locally Adjudicated	Only some contents damaged	
1	Locally Adjudicated	Repair of damaged contents	
<b>466</b>	<b>TOTAL DENIED</b>		