

ORIGINAL

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

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POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

SPECIAL SERVICES REFORM, 1996

Docket No. MC96-3

RESPONSE OF UNITED STATES POSTAL SERVICE  
WITNESS NEEDHAM TO INTERROGATORY OF  
THE OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS STEIDTMANN  
(OCA/USPS-T2-5)

The United States Postal Service hereby provides the response of witness Needham to the following interrogatory of the Office of the Consumer Advocate: OCA/USPS-T2-5, filed on July 24, 1996, redirected from witness Steidtmann.

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

*Anthony F. Alverno*  
Anthony F. Alverno

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
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August 7, 1996

POSTAL RATE COMMISSION  
DOCKETED  
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OFFICE OF THE SECRETARY

RESPONSE OF U.S. POSTAL SERVICE WITNESS NEEDHAM  
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS STEIDTMANN

OCA/USPS-T2-5

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OCA/USPS-T2-5. In your testimony at page 5 you state: "In conjunction with the simplified return receipt offering, the price of the certified mail service would be raised to \$1.50. Customers purchasing certified mail with a return receipt will receive a greater level of service."

a. Assuming adoption of this proposal, please explain how certified mail customers who do not purchase a return receipt will receive a greater level of service.

b. Assuming adoption of this proposal, please explain how customers of certified mail who also purchase return receipt showing to whom and date delivered will receive a greater level of service. Your answer should address the fact that certified mail customers currently have the option of getting a delivery address but that 98% of customers do not exercise this option.

OCA/USPS-T2-5 Response.

a. The quoted material in the interrogatory does not mention a greater level of service for certified mail alone. Although there will be no direct change in the service level for certified mail purchased without a return receipt, simplifying the product options for return receipts should indirectly improve service by reducing the complexity of combined certified mail/return receipt transactions for customers and postal employees. Specifically, simplifying the product options for return receipts should simplify customers' transactions by making it easier for the postal clerk to explain and the customer to understand the available service options associated with certified mail and return receipt.

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The reduction in options will simplify handling procedures for return receipts,  
which could reduce confusion and improve consistency of service in delivery.

b. Please see my response to OCA/USPS-T8-26.

**DECLARATION**

I, Susan W. Needham, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information, and belief.

Susan W Needham

Dated: August 7, 1996

**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.

  
Anthony F. Alverno

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