

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

NOTICE OF REVISED RESPONSE OF WITNESS NEEDHAM TO
TO INTERROGATORY OF DAVID B. POPKIN
(DBP/USPS-T1-3 REDIRECTED FROM WITNESS LYONS)

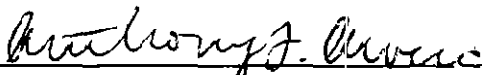
The Postal Service hereby gives notice of a revised response of witness Needham to DBP/USPS-T8-3, filed on August 23, 1996. The response is revised to include new information that has come to witness Needham's attention since the original response was filed. A revised response to DBP/USPS-T1-3 is attached.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking


Anthony F. Alverno

475 L'Enfant Plaza West, S.W.
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September 11, 1996

RESPONSE OF U.S. POSTAL SERVICE WITNESS NEEDHAM TO
INTERROGATORIES OF DAVID B. POPKIN
REDIRECTED FROM WITNESS LYONS

DBP/USPS-T1-3 [a] Does the return receipt service also provide for notification to the sender of the date of delivery? [b] Provide copies of any directives etc. which require this. [c] Is it a requirement that the date of delivery shown on the return receipt represent the actual date of delivery? [d] What procedures does the Postal Service utilize to ensure that the actual date of delivery is shown? [e] If there is such a procedure, how can it be accomplished if the accountable mail is delivered to the addressee with the return receipt still attached? [f] What evidence of delivery is provided if the date shown is missing or incorrect or written over?

RESPONSE:

a) Yes.

b) See Domestic Mail Manual Transition Book 932.41

c) See attachment 1 to this interrogatory.

d) See Domestic Mail Manual Transition Book 932.412; Domestic Mail Manual S915.4.0; USPS LR-SSR-137 (response of witness Larson to your interrogatory no. 20 in Docket No. R90-1 and provisions in Handbook PO-603 and Handbook Series M-41).

See also attachment 1 to this interrogatory.

e) See response to (d).

f) A record, which is maintained for two years, is also made at the post office prior to delivery, and this can be consulted if necessary.



FILE COPY

August 1, 1996

DISTRICT MANAGERS

SUBJECT: Failure to Obtain Signature on PS Form 3811
Domestic Return Receipt

There has been an increased number of complaints from customers regarding incorrect handling of return receipts by delivery personnel.

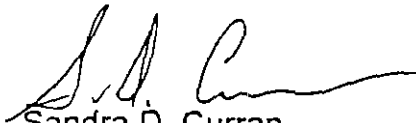
The majority of these complaints center around return receipts received by the sender with no signature, illegible signature, or not received at all. This is a long standing problem and we have placed repeated reminders in the Postal Bulletin with little impact on the situation.

In order to make a real difference towards resolution I am asking that you take a more proactive approach to the problem. I ask that you contact the delivery offices in your district and have them:

- Review current delivery arrangements with large volume delivery points, including government agencies, regarding practices such as handing over accountable mail to be signed for at a "later", more convenient time. Evidence indicates that a large percentage of this problem is due to this practice, which is controllable from our end.
- Ensure that retail outlets have discarded all editions of PS Form 3811 dated prior to December 1994. The newer edition has a space for the addressee or their agent to print as well as sign their name.
- Ensure that carrier supervisors review the proper procedures for obtaining a signature on accountable mail with the delivery personnel in their office. Make sure employees are reminded that should a piece of accountable mail be discovered after the carrier has left for the street, the need for obtaining a signature is identical to those pieces that were signed for from the accountable clerk.

- Long standing, unofficial arrangements that promote exceptions to stated procedures for "convenience" need to be reviewed and voided if necessary. Large volume addressees, using mailroom/reception employees as agents, need to understand and adhere to all appropriate procedures. Also, proper letters of authorization must be on file for one person to act as agent for another.
- A significant concern is a lack of realization by some employees that the customer is the sender, who has paid for this service, and any arrangement that makes it easier for the addressee at the expense of that service should not be tolerated.

I appreciate your efforts on this issue and I know that with your involvement we can improve on the current situation.



Sandra D. Curran
Acting Manager, Delivery

cc: Managers, Delivery Programs Support (Area)

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.

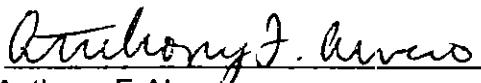
Susan W Needham

Dated: September 11, 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.

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September 11, 1996


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