

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, DC 20268-0001

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

POSTAL RATE AND FEE CHANGES, 2000

Docket No. R2000-1

DOUGLAS F. CARLSON
INTERROGATORIES TO THE
UNITED STATES POSTAL SERVICE
(DFC/USPS-13-17)

January 29, 2000

Pursuant to sections 25 and 26 of the *Rules of Practice*, I hereby submit interrogatories to the United States Postal Service.

The instructions contained in my interrogatories to witness Mayo (DFC/USPS-T39-1-9) are incorporated herein by reference.

Respectfully submitted,



Dated: January 29, 2000

DOUGLAS F. CARLSON

DFC/USPS-13.

- a. For Docket Nos. R94-1, R97-1, and R2000-1, please provide the percentage of the total costs for certified mail, return receipt, and return receipt for merchandise that are attributable to window-service costs.
- b. Please provide the percentage increase in the window-service costs for certified mail, return receipt, and return receipt for merchandise between Docket Nos. R97-1 and R2000-1.
- c. Please provide the average length of a window transaction. Please provide this information for Docket Nos. R97-1 and R2000-1.
- d. Please provide the average length of a window-service transaction for certified mail, return receipt, and return receipt for merchandise. Please provide this information for Docket Nos. R97-1 and R2000-1.

DFC/USPS-14.

- a. Please describe the "mystery shopper" program and provide relevant documents explaining the program.
- b. Please describe the extent to which this program has been deployed nationally.
- c. Please provide the timetable during which this program has been or will be deployed.
- d. Please provide a copy of the checklist or other rating sheet that the mystery shopper completes after visiting a retail window.
- e. Please confirm that window clerks are encouraged or required to ask customers particular questions during each transaction, such as informing them of the opportunity to pay by credit card or debit card. If you do not confirm, please explain.
- f. Please provide the name of the program that encourages or requires window clerks to ask the questions described in (e).

- g. Please confirm that the program described in (f) may increase the amount of time devoted to a particular window transaction compared to the amount of time that would have been required for that transaction absent the additional questions. If you do not confirm, please explain.
- h. Please provide the additional amount of time that the program described in (f) has added to the typical window transaction for Docket Nos. R97-1 and R2000-1. If this information is not available, please explain why it is not.
- i. Please confirm that the costs associated with the additional time that the program described in (f) has added to the length of the typical window transaction are attributed to the types of transactions in which the customer was engaged (e.g., if the transaction is certified mail, the costs are attributed to certified mail). If you do not confirm, please explain.
- j. Please provide the additional amount of time and cost that the program described in (f) has added to the average window transaction for certified mail, return receipt, and return receipt for merchandise.

DFC/USPS-15. Please describe the extent to which the Postal Service has deployed a program nationwide to provide window service in five minutes or less.

DFC/USPS-16. The following questions refer to PC Postage, the computerized systems marketed by Stamps.com and E-Stamp to allow customers to print postage from their computers.

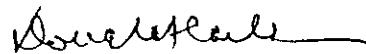
- a. Please provide an estimate of the cost to the Postal Service of developing and approving these systems.
- b. To which classes or types of services have these costs been attributed?
- c. Please confirm that every time a customer prints postage on an envelope using PC Postage, a record is created indicating the date and address to which the customer, or meter-license holder, addressed his envelope.
- d. Who maintains this record?
- e. Does the Postal Service have access to this record?

- f. Under which circumstances can Postal Service employees access this record? Please provide citations to or copies of all relevant regulations, directives, and procedures.
- g. Please provide citations to or copies of all notices that the Postal Service has issued, or actions that the Postal Service has taken, to ensure that any records described in (c) are maintained and accessible in a manner consistent with the Privacy Act.
- h. Please provide citations to or copies of all notices that the Postal Service issues to PC Postage customers to advise them of the maintenance of records of the addresses to which they have sent mail.

DFC/USPS-17. Please confirm that the costs of processing outgoing First-Class Mail on Sundays at the plants that regularly process outgoing mail on Sundays are attributed to First-Class Mail service. If you do not confirm, please explain.

CERTIFICATE OF SERVICE

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



DOUGLAS F. CARLSON

January 29, 2000
Emeryville, California