

**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 UNITED STATES POSTAL SERVICE
WITNESS SUSAN W. MAYO
(DFC/USPS-T39-26-29)**

January 31, 2000

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

If the witness is unable to provide a complete, responsive answer to a question, I request that the witness redirect the question to a witness who can provide a complete, responsive answer. In the alternative, I request that the question be redirected to the Postal Service for an institutional response.

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

Respectfully submitted,



DOUGLAS F. CARLSON

Dated: January 31, 2000

DFC/USPS-T39-26.

- a. Should a post-office-box customer expect to receive incoming mail at his post-office box on a holiday? Please explain your answer fully.
- b. Please explain the procedures that a box customer should follow if he does not receive mail at his post-office box on holidays but Postal Service policy provides for distribution of mail to his post-office box on holidays.
- c. Please confirm that delivery of mail to post-office boxes on holidays is a component of the value to customers of post-office-box service. If you do not confirm, please explain.

DFC/USPS-T39-27.

- a. Please confirm that stamped envelopes have a V-shaped flap that results in paper approximately one to three layers deep converging near the center of the back of the envelope. If you do not confirm, please explain.
- b. Please confirm that some #6 $\frac{3}{4}$ and #10 envelopes have a rounded flap that avoids the convergence of layers of paper in the center of the envelope.
- c. Please confirm that the V-shaped flaps, with the varying consistency of the envelope that they create, may cause problems for customers who type addresses onto the envelopes. If you do not confirm, please explain.
- d. Please confirm that envelopes with rounded flaps provide a smooth typing surface of uniform consistency in the center of the envelope. If you do not confirm, please explain.
- e. Please explain why Postal Service stamped envelopes do not have rounded flaps rather than V-shaped flaps.
- f. Please identify any advantages of the V-shaped flaps over the rounded flaps.

DFC/USPS-T39-28. For each of the past three years, please provide all information that is available in summary form about the types of service problems that customers have brought to the attention of the Postal Service using a Consumer Service Card.

DFC/USPS-T39-29.

- a. Will customers be able to purchase Priority Mail manual Signature Confirmation without also purchasing Delivery Confirmation?
- b. Please confirm that Signature Confirmation will provide every service that Delivery Confirmation provides. If you do not confirm, please explain.
- c. Please refer to your testimony at page 143, lines 20-22 and page 144, lines 1-5. If the answer to (a) is yes, please explain why you removed the Delivery Confirmation base cost in determining the cost coverage of Signature Confirmation.

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 31, 2000
Emeryville, California