

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

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

POSTAL RATE AND FEE CHANGES, 2000

Docket No. R2000-1

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORIES OF
DOUGLAS F. CARLSON, REDIRECTED FROM WITNESS MAYO
(DFC/USPS-T39-23(J-K) AND 28)

The United States Postal Service hereby provides its responses to the following interrogatories of Douglas F. Carlson: DFC/USPS-T39-23(j-k) and 28, filed on February 7, 2000, and redirected from witness Mayo.

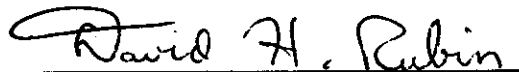
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking



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February 22, 2000

**RESPONSE OF UNITED STATES POSTAL SERVICE TO
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DFC/USPS-T39-23.

- j. Which fee schedule, if any, applies to customers who are able to create their own post-office name for their delivery addresses?
- k. Please explain the procedures for a customer to follow to create his own post-office name for mail sent to him.

RESPONSE:

j-k. Customers can no more create a post office name than they can create a post office; however, customers who incorporate a municipality in which the Postal Service locates a post office may find that postal officials name that post office after the municipality. No fee schedule would be associated with this sequence of events.

In some cases a customer receives enough incoming mail to justify, in the Postal Service's opinion, assignment of a unique ZIP Code. The justification for such assignment must be prepared by local postal officials. They also specify the appropriate city name for the address to be associated with the ZIP Code. Since a single ZIP Code could be linked with more than one city name, local officials have some discretion in proposing the appropriate city name when the justification form is filled out. No fee schedule is associated with the assignment of unique ZIP Codes, or the specification of an appropriate city name.

The specification of a post office name or city name, and the assignment of a unique ZIP Code, are not linked directly with either post office box or caller service, or its fee schedule.

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Thus, there are no procedures which authorize a customer to define or assign a personally chosen city (or post office) name for mail sent to him. The Postal Service has its own procedures for assigning ZIP Codes, including unique ZIP Codes, which were recently revised in the January 13, 2000 Postal Bulletin (pages 51-74). In particular, that Postal Bulletin presents Postal Operations Manual language and related forms on ZIP Code authorization and assignment, including for unique ZIP Codes. Also see DMM A010.1.2d (City and state address element), Postal Operations Manual (POM) 123.4 (Names and ZIP Code Assignments and Changes), and POM 436 (Unique ZIP Codes).

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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.

RESPONSE:

The problem types are generally the same as those reported in response to the same interrogatory (DFC/USPS-16) in Docket No. R97-1 (Tr. 19-A/8665-67). The current problem types, which have changed little, if at all, in the past three years, follow:

- Change of Address
 - Address Correction Service
 - Change of Address Problems

- Collection
 - Collection Boxes
 - No Pick Up from Mail Box

- Damage—Advertisement
- Damage—Letter
- Damage—Newspaper
- Damage—Package

- Damaged - First-Class
 - Letter
 - Package
 - Newspaper/Magazine
 - Advertisement
 - Electronic Trans

- Damaged - Priority Mail
 - Letter
 - Package
 - Newspaper/Magazine
 - Advertisement
 - Electronic Trans
 - Flat/Large Envelope

- Damaged - Special Delivery
 - Letter
 - Package
 - Newspaper/Magazine

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Damaged - Certified

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

Damaged - Registered

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

Damaged - Insured

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

Damaged - Express Mail

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

Damaged - Other

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

Delay - First Class

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

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Delay - Priority Mail

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

Delay - Special Delivery

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

Delay - Certified

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

Delay - Registered

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

Delay - Insured

Letter
Package
Newspaper/Magazine
Advertisement

Delay - Express Mail

Letter
Package
Newspaper/Magazine
Advertisement
Electronic Trans

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Delay - Other

- Letter
- Package
- Newspaper/Magazine
- Advertisement
- Electronic Trans

Delay – Certified

Delay – Express Mail

Delay – Insured

Delay – News/Magazine

Delay – Other

Delay – Priority

Delay – Registered

Delay – Special Delivery

Delay – First Class

Delivery Problems

- Attempted Delivery
- Central Delivery Point
- Daily Delivery Time Variation
- Delayed Vol Mailer Complaint
- General Delivery
- Improper Delivery
- Improperly Returned Mail
- Misdelivery
- Mode of Delivery
- No Carrier Delivery Available
- Non-Delivery
- Non-Receipt Vol Mailer Complaint
- Notice of Attempted Delivery
- Problems with Hold Orders
- Rural Route
- Special Delivery

Distribution Problems

- Distribution
- Notice to Call

Inspection Service

- Complaint about Inspection Service
- Referred to Inspection Service

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Postal Installations

International Mail

Miscellaneous

- Complaint Handling Process**
- Customer Error**
- General Service Complaints**
- Misuse of Consumer Service Card**
- Objectionable Mail Matter**
- Payment of Claims**
- Phone Cards**
- Postal Customer Survey**
- USPS 800 Numbers**
- ZIP Codes**

Non Receipt

- Advertisement**
- Letter**
- Newspaper**
- Package**

Nonreceipt – First Class

- Letter**
- Package**
- Newspaper/Magazine**
- Advertisement**
- Electronic Transaction**

Nonreceipt – Priority Mail

- Letter**
- Package**
- Newspaper/Magazine**
- Advertisement**
- Electronic Transaction**

Nonreceipt – Special Delivery

- Letter**
- Package**
- Newspaper/Magazine**

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Nonreceipt – Certified

**Letter
Package
Newspaper/Magazine
Advertisement**

Nonreceipt – Registered

**Letter
Package
Newspaper/Magazine
Advertisement**

Nonreceipt – Insured

**Letter
Package
Newspaper/Magazine**

Nonreceipt – Express Mail

**Letter
Package
Newspaper/Magazine
Advertisement
Electronic Transaction**

Nonreceipt – Other

**Letter
Package
Newspaper/Magazine
Advertisement
Electronic Transaction**

Other Services

**Business Reply Mail
COD Mail
Money Orders
Registered Mail
Return Receipts**

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Personnel

- Carrier**
- Clerk**
- Other Personnel**
- Supervisors/Postmasters**
- Telephone Response**

Policy

- Logo**
- Poor Use of Supplies/Equipment**
- Unable to Provide Service**

Post Office Box and Caller Service

Postage Due

Rates on Services

Retail Products

Self-Service Postal Equipment

- Broken Machines**
- General Vending Complaints**
- Lost Money in Machines**
- Machine Empty**
- Postal Buddy**

Stamp Purchase Not at Post Office

Stamps and Philately

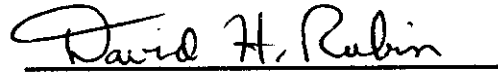
- Philatelic Products**
- Stamps and Stamped Paper Products**
- Stamp Inventory**

Window Services

- Elimination of Service**
- Hours of Service**
- Window Delays/Long Lines**
- Window Transactions Quality**

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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