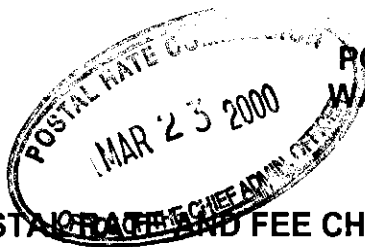


BEFORE THE

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POSTAL RATE COMMISSION
WASHINGTON, DC 20268-0001

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

POSTAL RATES AND FEE CHANGES, 2000

Docket No. R2000-1

DOUGLAS F. CARLSON
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
WITNESS MICHAEL K. PLUNKETT
(DFC/USPS-T36-1-12)

March 20, 2000

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

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.

Respectfully submitted,

Dated: March 20, 2000

DOUGLAS F. CARLSON

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

March 20, 2000
Emeryville, California

DFC/USPS-T36-1. Please refer to your testimony at page 1, lines 17–20. Please confirm that customers derive some value from a tracking system that informs customers that an Express Mail item has arrived at the destination post office. If you do not confirm, please explain.

DFC/USPS-T36-2. Please confirm that customers may receive notice that an Express Mail item has arrived at the destination post office by entering the tracking number at the Postal Service's Web site. If you do not confirm, please explain.

DFC/USPS-T36-3. Please explain the process by which tracking information is uploaded from field offices to a database for customer access.

DFC/USPS-T36-4. Please provide any standards that the Postal Service has established for the number of minutes, hours, or days that may pass after a scan of an Express Mail article before customers can access the information via the tracking system.

DFC/USPS-T36-5. Please discuss the extent to which any standards described in DFC/USPS-T36-4 are being met.

DFC/USPS-T36-6. Please confirm that a customer sending an Express Mail article may communicate the tracking number to the recipient. If you do not confirm, please explain.

DFC/USPS-T36-7. Please confirm that the recipient may derive some value from learning, via the tracking system, that an Express Mail article was accepted at the acceptance office. If you do not confirm, please explain.

DFC/USPS-T36-8. Please confirm that the speed with which information is reflected in the tracking system affects the value of Express Mail service. If you do not confirm, please explain.

DFC/USPS-T36-9. Please confirm that, all else equal, customers would prefer that information be reflected in the tracking system sooner rather than later. If you do not confirm, please explain.

DFC/USPS-T36-10. If an acceptance scan is not reflected in the tracking system until more than six hours have passed, would you or the Postal Service consider this delay acceptable? Please explain.

DFC/USPS-T36-11. Please discuss the procedure for uploading acceptance scans (including frequency of uploads) to the tracking system at offices that offer retail window service 18 to 24 hours per day.

DFC/USPS-T36-12. Please discuss the frequency with which information is uploaded to the tracking system for both hand-held scanner wands and retail terminals.