

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON DC 20268-0001

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Postal Rate and Fee Changes, 2000]

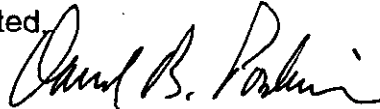
DOCKET NO. R2000-1

FOLLOW-UP INTERROGATORIES OF DAVID B. POPKIN TO THE UNITED STATES  
POSTAL SERVICE [DBP/USPS 135-143]

David B. Popkin hereby requests the United States Postal Service to answer, fully and completely, the following interrogatories pursuant to Rules 25 and 26 of the Commission's Rules of Practice and Procedure. The instructions contained in my Interrogatories dated February 29, 2000, are incorporated herein.

March 27, 2000

Respectfully submitted,



DAVID B. POPKIN, POST OFFICE BOX 528, ENGLEWOOD, NJ 07631-0528

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DBP/USPS-135 Regarding USPS-LR-I-231 furnished in response to DBP/USPS-4, Refer to page 3 - Section B - General Requirements - subpart a which indicates that MBE Contract Stations may utilize two separate types of charges which may be made in addition to those charges listed in the DMM. [a] Please define the words "value added services" and provide the range of examples. [b] Please define the words "transaction or handling fees or charges" and provide the range of examples. [c] Please categorize each of the following customer interactions as either a postal service which must be provided at the DMM rates, a value added service, or a transaction or handling fee. [1] Providing guidance as to the level of service needed to meet the customer's needs. [2] Providing packaging materials which are normally furnished free by the Postal Service [such as Priority Mail boxes]. [3] Providing packaging materials which are not normally furnished free by the Postal Service. [4] Packing the article. [5] Weighing the article. [6] Determining the required postage. [7] Affixing the postage to the article. [8] Providing postal forms for added services such as Certified Mail, Return Receipt, insurance, Delivery Confirmation, etc. [9] Providing these special services to the customer. [10] Providing the appropriate customer receipts. [11] Collecting the money and making change [12] Accepting a credit card for payment. [13]

After acceptance from the customer, transferring the article to the Postal Service for dispatch. [14] For those articles that are accepted after the last regular collection by the post office, providing special transportation to the post office to allow for departure on the day of acceptance. [15] For those articles that are accepted after the last regular collection by the post office, providing overnight storage until the next day's dispatch. [d] Are the rates for these value added services and transaction and handling fees regulated by the United States Postal Service? [e] If not, why not? If so, please furnish copies of the appropriate documents indicating the arrangements.

DBP/USPS-136 Please refer to Paragraph B.2 on page 3 of USPS-LR-I-231. Requiring a minimum of 60 hours a week service Monday through Saturday seems like a rather high plateau and seems to be greater than probably 99% of all independent post offices, and classified stations and branches. [a] Why is there such a high requirement? [b] What percentage of the MBE contracts have been modified to permit less than 60 hours of service? Please break out the data into separate 5 hour periods, 0-5, 6-10, 11-15, .... 51-55, and 56-59 hours.

DBP/USPS-137 Please reconcile the responses to subparts s and u of DBP/USPS-17. [a] The response to subpart u states, in part, "made available to the addressee", while the response to subpart s states that the box section can be closed at the time of "delivery". [b] Please provide the requested explanation of the non-confirmation of subpart s, namely why is this procedure done and not just a statement that it is done.

DBP/USPS-138 The response to subpart d of DBP/USPS-24 fails to provide the rates that are charged. Please provide.

DBP/USPS-139 Please refer to your response to subparts b and e of DBP/USPS-27. [a] Confirm that the customer will sign a piece of paper called a delivery receipt with barcode identification. [b] Please provide a copy of this form. [c] Please advise how the article will be identified on this delivery receipt or will the recipient be asked to sign a form in blank [other than a barcode on it]? [d] Please confirm that once the delivery receipt barcode is scanned after scanning one or more barcodes on the mail, it will not be possible to scan

additional pieces of mail to be associated with that receipt. [e] Please confirm that it will not be possible to scan one or more article bar codes before starting the visible transaction with the recipient [and therefore indicating a signature of receipt for an article without actually delivering the article]. [f] Please advise the disposition that will be made of the signed delivery receipt form after it is scanned [g] Please explain the access that will exist, either with the delivering employee or with the local office or with a higher level, to access and modify the data contained in the system. [h] Will the instructions to the delivering employee indicate that all of this action of scanning the mail and scanning the receipt be done in front of the addressee [whether it is a single article or multiple articles]? If not, why not? [i] Please explain and fully discuss the procedures that will ensure that the ability to associate a recipient's signature with an article that was not delivered will not exist. [j] Please explain and discuss any -items you are not able to confirm.

DBP/USPS-140 Please refer to your response to subpart b of DBP/USPS-40 and explain why the service is being established this way and how you feel that will affect the value of the service to the mailer who must continually check to see if an article has been received and the data made available.

DBP/USPS-141 Please provide copies of pages 55-62 as a minimum or the entire library reference if possible for USPS-LR-I-108 which was utilized to respond to subpart e of DBP/USPS-41.

DBP/USPS-142 Please refer to your response to DBP/USPS-18. [a] Is the address referred to in my subpart a an earlier or later address than your response to subpart a? [b] Please reevaluate your response to subpart b since I have seen at least two versions. [c] The copy of the survey form[s] was not provided in the electronic PDF version. Please provide. [d] The response to subpart j was misread. I realize that the forms are not distributed at the post office but are mailed to customers of that post office. Please reanswer the original question. [e] Refer to your response to subpart k and provide the precision and confidence levels for evaluation of a single post office as opposed to the entire Performance Cluster. [f] Your response to subpart l was misread. I realize that the sending of the forms to customers is made as you describe. What I was referring to was the potential likelihood of

a dissatisfied customer being more, or perhaps even less, likely to return the form than a satisfied customer. Please respond to the original questions and also please indicate the overall percentage of forms that are returned by the public. [g] Should the last word on the second line of the response to subpart n be maximum or minimum? If maximum, what is the minimum number? [h] A specific response to the level of confidence for a single office with 10,000 deliveries and 4 or 5 responses was not provided. Please provide. [i] Confirm, or explain and discuss if you are not able to confirm, that these survey forms should not be utilized to evaluate a single office but rather an entire Performance Cluster.

DBP/USPS-143 Refer to the response to Question 7 of POIR No. 5. [a] Confirm, or explain and discuss if you are not able to confirm, that the availability of the 9-1/2 by 12-1/2 inch cardboard envelope adds to the value of the service. [b] Will the Postal Service provide a non-flat rate envelope of the same type as the flat rate envelope to allow mailers of articles with a weight of one pound or less to take advantage of the lower one pound rate? [c] If not, why not? [d] For convenience and/or protection of the contents, may a mailer place the contents of their shipment into a flat rate envelope, seal it, and place the flat rate envelope into another container, such as the Tyvek envelope, and pay the one pound rate for pieces that are under one pound? [e] If not, please explain and discuss.

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#### CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the rules of practice.

David B. Popkin March 27, 2000



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