

**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
FOLLOW-UP INTERROGATORIES TO THE UNITED STATES POSTAL SERVICE
(DFC/USPS-78-80)**

March 31, 2000

Pursuant to Rules 25-27, I hereby submit follow-up interrogatories to the United States Postal Service. I received the initial interrogatory response on March 27, 2000.

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

Respectfully submitted,

Dated: March 31, 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 31, 2000
Emeryville, California

DFC/USPS-78. Please refer to your response to DFC/USPS-23(a), which reads, "Where no such capability is present, guaranteed service cannot be offered." Where no such capability is present, *is* guaranteed service offered? Please explain.

DFC/USPS-79. The response to DFC/USPS-23(b)–(d) confirms that some post offices receive and dispatch mail fewer than six days per week and, in some cases, as few as three days per week. Suppose a customer living in an urban area approaches a post-office retail window on Day 1 and asks to send a mailable item via Post Office to Addressee Express Mail service. Suppose the destination post office does not receive mail six days per week. Suppose, further, the Postal Service does not offer next-day Express Mail service to the post office to which the customer's item is addressed either because next-day service is not available at any time of the day between the origin post office and the destination post office or because the customer arrived at the post office after the acceptance cutoff time for next-day service.

- a. Based solely on the information given in the opening paragraph of this interrogatory, please explain whether the Postal Service should and will accept this Express Mail item.
- b. Based solely on the information given in the opening paragraph of this interrogatory, please explain the level of Express Mail service that the Postal Service should guarantee this customer — Next Day, Second Day, or something else. If the answer is not Next Day or Second Day, please provide a citation to postal regulations and the DMCS.
- c. Suppose the destination post office does not receive mail on Day 3 (two days after Day 1). Should the Postal Service accept this item? Please explain.
- d. Suppose the destination post office does not receive mail on Day 3 (two days after Day 1). Which level of Express Mail service should the Postal Service guarantee this customer — Next Day, Second Day, or something else? Please explain. If the answer is not Next Day or Second Day, please provide a citation to postal regulations and the DMCS.
- e. Suppose the destination post office does not receive mail on Day 3 (two days after Day 1). Assume the same facts as in the opening paragraph of this interrogatory, except the customer calls 1-800-222-1811 to determine the level of service — Next Day, Second Day, or something else — that is available for his Express Mail item, rather than visiting a retail window. Which level of Express Mail service should the postal representative inform the customer is available — Next Day, Second Day, or something else?
- f. In (e), please confirm that, in determining whether to use Express Mail service, a customer may rely on the information provided by telephone about the service level that is available. If you do not confirm, please explain.
- g. In (e), please confirm that a customer may rely on the information provided by telephone about the service level that is available and deposit the item in an Express Mail collection box.

DFC/USPS-80. Please refer to the response to DFC/USPS-23(b)–(d) and explain approximately how many instances constitute "a few limited instances."