

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 WITNESS MAYO
TO INTERROGATORIES OF DAVID B. POPKIN
REDIRECTED FROM THE POSTAL SERVICE
(DBP/USPS-137-140)

The United States Postal Service hereby provides the response of witness Mayo to the following interrogatories of David B. Popkin: DBP/USPS-137 to 140, filed on March 31, 2000, and redirected from the Postal Service.


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



David H. Rubin

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April 14, 2000

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MAYO
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REDIRECTED FROM THE UNITED STATES POSTAL SERVICE**

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.

RESPONSE:

- a. I believe the responses to s and u are consistent. See my response to part (b).
- b. I explained in the response how delivery confirmation could be accomplished when the post office box lobby was not open. Providing access to boxes is not a part of delivery. Even though a post office box may not be accessible at all times, unlike a mail receptacle at a residence, delivery would still occur when the postal employee places the mailpiece in the box. The delivery operation is complete in terms of making the mail available (as you used the term in your question 17[u]), although from the customer's perspective the receipt occurs when they pick up the mail. This is similar to delivery of a mailpiece to a residence when the customer does not pick up the mailpiece until later in the day.

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

RESPONSE:

I do not know the insurance charges, but it is my understanding that they would vary, depending upon the service desired. I would suggest contacting the company providing the insurance to find out information about their charges. See <http://www.u-pic.com>.

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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 barcodes 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.

RESPONSE:

- a. Confirmed.
- b. See attachment to this response.
- c. The article number will be on the front of the delivery receipt, along with a barcode. The barcode will be scanned at the time of delivery.

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DBP/USPS-139 (CONTINUED).

- d. Not confirmed. If the same delivery receipt is scanned for additional mailpieces, an error message will appear requiring the delivery employee to verify that the delivery receipt is valid for the additional mailpiece(s).
 - e. Not confirmed. Articles will be able to be scanned while the carrier is waiting for the customer to come to the door. The process of linking the articles to the delivery receipt does not start until delivery is made to the customer, and the "delivered" event is selected.
 - f. The signed delivery receipt form is forwarded to a central location for imaging. The image is transmitted to the database and linked to the delivery information through the delivery receipt barcode. At least for a transition period, the hardcopy delivery receipt will continue to be stored at local offices or centralized sites.
 - g. The delivering employee can correct an error prior to the transmission of the data from the handheld scanner. After the data are transmitted, they cannot be altered.
 - h. No. Delivering employees will be told to begin the scanning while waiting for the customer to come to the door. See my response to (e) above.
 - i. Delivering employees will be trained to follow the proper procedures. The handheld scanner is programmed to reinforce the proper delivery procedures. The total system has been thoroughly tested to ensure that the signature and article numbers match properly in the database.
 - j. See responses to the subparts above.
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PS Form 3849 Illustration — Actual Form Size 3 1/2" x 5 1/2"

United States Postal Service		Today's Date	Sender's Name
Sorry We Missed You! We ^{PS} Deliver for You			
Item is at:		Available for Pick-up After	
<input type="checkbox"/> Post Office (See back)		Date: _____ Time: _____	
<input type="checkbox"/> Letter	For Delivery: (Enter total number of items delivered by service type) For Notice Left: (Check applicable item)	<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item	
<input type="checkbox"/> Large envelope, magazine, catalog, etc.		Article Number(s)	
<input type="checkbox"/> Parcel	<input type="checkbox"/> Express Mail (We will attempt to deliver on the next delivery day unless you instruct the post office to hold it.)	<input type="checkbox"/> Registered	
<input type="checkbox"/> Restricted Delivery	<input type="checkbox"/> Certified	<input type="checkbox"/> Insured	
<input type="checkbox"/> Perishable Item	<input type="checkbox"/> Recorded Delivery	<input type="checkbox"/> Return Receipt for Merchandise	
<input type="checkbox"/> Other:	<input type="checkbox"/> Firm Bill	<input type="checkbox"/> Confirmation Signature Confirmation	
Article Requiring Payment		Amount Due	
<input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs		\$ _____	
<input type="checkbox"/> Final Notice: Article will be returned to sender on _____		Delivered By and Date	
PS Form 3849, November 1999		Delivery Notice/Reminder/Receipt	

We will redeliver OR you or your agent can pick up your mail at the post office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):

1. **WESTSIDE STATION - 8301**
123 S BAYSIDE AVE
M - F 8:30 AM - 5:30 PM; SAT 9:00 AM - 12:00 PM
PHONE: 301-830-5532

2. Sign Here to Authorize Redelivery or to Authorize an Agent to Sign for You:


3. Redeliver (Enter day of week): _____

(Allow at least two delivery days for redelivery, or call your post office to arrange delivery.)

Leave item at my address

(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)

Refused Forward Return

USPS 

PS Form 3849, November 1999 (Reverse) **5212 3456 7890 1111**

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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.

RESPONSE:

Signature Confirmation was designed to be comparable to services offered by other shipping companies. It is anticipated that Signature Confirmation will provide a similar value of service to Delivery Confirmation, which has, so far, proven to be a popular product. Both services provide their respective confirmations if the customer decides he/she needs it after mailing.

DECLARATION

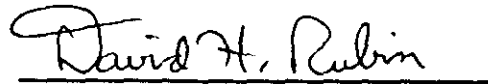
I, Susan W. Mayo, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information, and belief.

Susan W. Mayo

Dated: April 14, 2000

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.



David H. Rubin
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