

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

RESPONSES OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS F. CARLSON
(DFC/USPS-78-80)

The United States Postal Service hereby provides its responses to the following interrogatories of Douglas F. Carlson: DFC/USPS-78-80, filed on April 3, 2000.

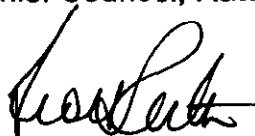
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking



Scott L. Reiter

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
(202) 268-2999; Fax -5402
April 17, 2000

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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-78 Response. The Postal Service's service guarantees for Express Mail cover all destination post offices.

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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.

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DFC/USPS-79 Response.

- a. Based on the information given, the item would be accepted.
- b. Based on the information given, the guarantee should be for second day service.
- c. The Postal Service should accept this item. Existing operations policies allow for post offices to institute exceptional transportation when service commitments require. The fact that an office does not normally receive mail on a particular day therefore does not necessarily preclude delivery of the piece in accordance with the service guarantee.
- d. Based on the information given, the guarantee should be for second day service.
- e. Second day service.
- f.-g. Confirmed. Please note that it would not be possible for the exceptional transportation decisions referred to in part (c) to be known by window clerks or other postal information sources.

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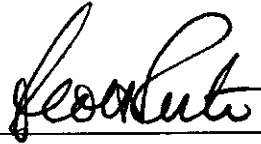
DFC/USPS-80. Please refer to the response to DFC/USPS-23(b)-(d) and explain approximately how many instances constitute "a few limited instances."

DFC/USPS-80 Response

Dispatch schedules are controlled locally; therefore a national count of such offices is not available. Based on available estimates, the approximate number of offices dispatching fewer than six days per week is well below 1 percent

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.

A handwritten signature in black ink, appearing to read "Scott L. Reiter", is written over a horizontal line.

Scott L. Reiter

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