

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

Experimental Suspension of Fee for)	Docket No. R2001-2
Manual Delivery Confirmation Category)	Docket No. MC2001-2

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
WITNESS: DONALD J. O'HARA (USPS-T1-1-23)
(October 3, 2001)

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents.

If data requested are not available in the exact format or level of detail requested, any data available in (1) a substantially similar format or level of detail or (2) susceptible to being converted to the requested format and detail should be provided.

The production of documents requested herein should be made by photocopies attached to responses of these interrogatories. If production of copies is infeasible due to the volume of material or otherwise, provision should be made for inspection of responsive documents at the Office of the Consumer Advocate, 1333 H Street, N.W., Washington, D.C. 20268-0001, during the hours of 8:00 a.m. to 4:30 p.m.

If a privilege is claimed with respect to any data or documents requested herein, the party to whom this discovery request is directed should provide a Privilege Log (see, e.g., Presiding Officer Ruling C99-1/9, p. 4, in *Complaint on PostECS*, Docket No. C99-1). Specifically, "the party shall make the claim expressly and shall describe the nature of the documents, communications, or things not produced or disclosed in a

manner that, without revealing information itself privileged or protected, will enable other parties to assess the applicability of the privilege or protection.” Fed. R. Civ. P. 26(b)(5).

The term “documents” includes, but is not limited to: letters, telegrams, memoranda, reports, studies, newspaper clippings, speeches, testimonies, pamphlets, charts, tabulations, and workpapers. The term “documents” also includes other means by which information is recorded or transmitted, including printouts, microfilms, cards, discs, tapes and recordings used in data processing together with any written material necessary to understand or use such punch cards, discs, tapes or other recordings.

“All documents” means each document, as defined above, that can be located, discovered or obtained by reasonable diligent efforts, including without limitation all documents possessed by: (a) you or your counsel; or (b) any other person or entity from whom you can obtain such documents by request or which you have a legal right to bring within your possession by demand.

“Communications” includes, but is not limited to, any and all conversations, meetings, discussions and any other occasion for verbal exchange, whether in person or by telephone, as well as all documents, including but not limited to letters, memoranda, telegrams, cables, or electronic mail.

“Relating to” means discussing, describing, reflecting, containing, analyzing, studying, reporting, commenting on, evidencing, constituting, setting forth, considering, recommending, concerning, or pertaining to, in whole or in part.

Responses to requests for explanations or the derivation of numbers should be accompanied by workpapers. The term “workpapers” shall include all backup material

whether prepared manually, mechanically or electronically, and without consideration to the type of paper used. Such workpapers should, if necessary, be prepared as part of the witness's responses and should "show what the numbers were, what numbers were added to other numbers to achieve a final result." The witness should "prepare sufficient workpapers so that it is possible for a third party to understand how he took data from a primary source and developed that data to achieve his final results."

Docket No. R83-1, Tr. 10/2795-96. Where the arithmetic manipulations were performed by an electronic digital computer with internally stored instructions and no English language intermediate printouts were prepared, the arithmetic steps should be replicated by manual or other means.

Please especially note that if you are unable to provide any of the requested documents or information, as to any of the interrogatories, provide an explanation for each instance in which documents or information cannot be or have not been provided.

Respectfully submitted,

Shelley S. Dreifuss
Acting Director
Office of the Consumer Advocate

1333 H Street, N.W.
Washington, D.C. 20268-0001
(202) 789-6830; Fax (202) 789-6819

OCA/USPS-T1-1. Please confirm that Postal Service now provides a means for members of the public to generate and print a Delivery Confirmation label for a Priority Mail package at http://www.usps.com/cgi-bin/api/shipping_label.cgi. Also confirm that if the Priority Mail/Delivery Confirmation label is printed and affixed in the manner specified (i.e., printed on a laser quality printer and adhered properly) that the Delivery Confirmation service will be provided to the mailer free of charge.

OCA/USPS-T1-2. On the Postal Service's website, at "<http://www.usps.com/shipping/delfaq>," the Postal Service makes the following representation in answering the question "When will delivery status information be available?": delivery status information will be available on "[t]he evening of the date of delivery or attempted delivery."

- a. For what percentage of Delivery Confirmation volume is delivery status information available on the evening of the date of delivery or attempted delivery? Please cite the source for this answer. If the source material is not already on file with the Commission, then please provide a copy of the source material.
- b. Please identify the Postal Service database[s] that maintain data on Delivery Confirmation deliveries.
- c. Describe the full array of information reported in the Delivery Confirmation database[s]. List each type of datum that is collected.
- d. Describe the reports that are routinely generated from the Delivery Confirmation database[s].

OCA/USPS-T1-3. On the Postal Service's website, at

"<http://www.usps.com/shipping/delfaq>," the Postal Service makes the following representation in answering the question "What if I know my package arrived and there is still no delivery information available?": "If there are no delivery scans in our system and you know your package has been delivered, you can request a refund for the Delivery Confirmation fee A refund of the service fee can be requested if delivery information is not available 30 days from the date of mailing." It is also stated that "evidence of postage and mailing" will be required for a refund.

- a. How can a mailer provide "evidence of postage" in instances in which the mailer has not visited a retail window but has applied stamps to pay for the postage on the package and the Delivery Confirmation fee and then deposited the item (assuming it weighs less than one pound) in a collection box? Please explain fully.
- b. If mailers are unable to furnish proof of postage because stamps have been used to pay the Delivery Confirmation fee, then will the refund be refused? Please explain fully.
- c. List all forms of evidence of postage and mailing that the Postal Service will accept that may entitle a customer to a refund.

OCA/USPS-T1-4. What are the chief reasons for failures to have the delivery information on Delivery Confirmation pieces available to customers by the 30th day? What steps has the Postal Service taken to rectify such failures?

OCA/USPS-T1-5. Please fill in the following table for the number of days from date of *mailing* that delivery information was made available to customers in FY 2000. Please cite the source for information provided in the table. If the source material is not already on file with the Commission, then please provide a copy of the source material.

<u>Number of Days Following Mailing</u>	<u>Percentage of Total Reported Deliveries Under Delivery Confirmation</u>
1 day following mailing	% of total
2 days following mailing	% of total
.....	
[fill in for <i>each of 3 days – 30 days</i> following mailing]	% of total
more than 30 days following mailing	<u>% of total</u>
	should sum to 100 %

OCA/USPS-T1-6. Please fill in the following table for the number of days from date of *mailing* that delivery information was made available to customers in FY 1999. Please cite the source for information provided in the table. If the source material is not already on file with the Commission, then please provide a copy of the source material.

<u>Number of Days Following Mailing</u>	<u>Percentage of Total Reported Deliveries Under Delivery Confirmation</u>
1 day following mailing	% of total
2 days following mailing	% of total
.....	
[fill in for <i>each of 3 days – 30 days</i> following mailing]	% of total
more than 30 days following mailing	<u>% of total</u>
	should sum to 100 %

OCA/USPS-T1-7. Please fill in the following table for the number of days from date of *delivery* that delivery information was made available to customers in FY 2000. Please cite the source for information provided in the table. If the source material is not already on file with the Commission, then please provide a copy of the source material.

<u>Number of Days Following Delivery</u>	<u>Percentage of Total Reported Deliveries Under Delivery Confirmation</u>
1 day following delivery	% of total
2 days following delivery	% of total
.....	
[fill in for <i>each of 3 days – 30 days</i> following delivery]	% of total
more than 30 days following delivery	<u>% of total</u>
	should sum to 100 %

OCA/USPS-T1-8. Please fill in the following table for the number of days from date of *delivery* that delivery information was made available to customers in FY 1999. Please cite the source for information provided in the table. If the source material is not already on file with the Commission, then please provide a copy of the source material.

<u>Number of Days Following Delivery</u>	<u>Percentage of Total Reported Deliveries Under Delivery Confirmation</u>
1 day following delivery	% of total
2 days following delivery	% of total
.....	
[fill in for <i>each of 3 days – 30 days</i> following delivery]	% of total
more than 30 days following delivery	<u>% of total</u>
	should sum to 100 %

OCA/USPS-T1-9. After the 30th day following a mailing that includes the purchase of the Delivery Confirmation service, does the Postal Service continue to record the number of days that have elapsed until the delivery information finally is made available? Please explain fully.

OCA/USPS-T1-10. What was the total number of Delivery Confirmation transactions made (either on a fee-paid or no-charge basis) in FY2000 for which a delivery scan was never reported? Please cite the source for the information provided. If the source is not on already on file with the Commission, then please provide a copy of the source material.

OCA/USPS-T1-11. What was the total number of Delivery Confirmation transactions made (either on a fee-paid or no-charge basis) in FY 1999 for which a delivery scan was never reported? Please cite the source for the information provided. If the source is not on already on file with the Commission, then please provide a copy of the source material.

OCA/USPS-T1-12. What was the total number of requests for refunds of Delivery Confirmation fees made by Priority Mail mailers in FY 2000? Please cite the source for this answer. If the source material is not already on file with the Commission, then please provide a copy of the source material.

OCA/USPS-T1-13. For the total number of requests for refunds of Delivery Confirmation fees made by Priority Mail mailers in FY 2000,

a. What percentage of requests for refunds was paid?

- b. What percentage of requests for refunds was denied?
- c. What percentage of requests for refunds is pending?

(Percentages given in answers a. – c. should sum to 100 percent).

- d. What were the chief reasons for denying refunds?

Please cite the source for these answers. If the source material is not already on file with the Commission, then please provide a copy of the source material.

OCA/USPS-T1-14. What was the total number of requests for refunds of Delivery Confirmation fees made by Priority Mail mailers in FY 1999? Please cite the source for this answer. If the source material is not already on file with the Commission, then please provide a copy of the source material.

OCA/USPS-T1-15. For the total number of requests for refunds of Delivery Confirmation fees made by Priority Mail mailers in FY 1999,

- a. What percentage of requests for refunds was paid?
- b. What percentage of requests for refunds was denied?
- c. What percentage of requests for refunds is pending?

(Percentages given in answers a. – c. should sum to 100 percent).

- d. What were the chief reasons for denying refunds?

Please cite the source for these answers. If the source material is not already on file with the Commission, then please provide a copy of the source material.

OCA/USPS-T1-16. On the Postal Service's website, at

"<http://www.usps.com/shipping/delfaq>," the Postal Service makes the following representation in answer to the question "Can I deposit a Delivery Confirmation mail

piece in a collection box?": "you will not obtain a date stamped receipt (proof of mailing)." Will this lack of a receipt preclude a refund at a later time even in instances in which the delivery information was not made available 30 days from the date of mailing? Please explain fully.

OCA/USPS-T1-17. On the Postal Service's website, at "<http://www.usps.com/shipping/delfaq>," the Postal Service makes the following representation in answering the question "Can . . . rural letter carriers accept Delivery Confirmation pieces from customers on their route if the Form 152 is affixed?": rural route customers who give the carrier money to cover the postage and fees may get a date stamped receipt for the postage paid.

- a. If a rural customer has already applied stamps for the postage and Delivery Confirmation fee before handing the mailpiece to the carrier, can a date stamped receipt still be obtained from the carrier? Please explain fully.
- b. If no date stamped receipt is given in the circumstances described in part a. (and assuming that delivery information is not made available 30 days from the date of mailing), is a refund precluded? Please explain fully.

OCA/USPS-T1-18. On the Postal Service's website, at "<http://www.usps.com/shipping/delfaq>," the Postal Service makes the following representation in answer to the question "Can city . . . letter carriers accept Delivery Confirmation pieces from customers on their route if the Form 152 is affixed?": city route customers cannot obtain a date stamped receipt from a carrier. Will this preclude

a refund at a later time (assuming that delivery information is not made available 30 days from the date of mailing)? Please explain fully.

OCA/USPS-T1-19. Has the Postal Service ever considered adopting the practice employed in many commercial retail establishments of accepting a customer's good faith oral representation that a service paid for has not been provided and paying the refund claim based upon such an oral statement? If not, why not?

- a. Do you agree that accepting such oral representations on good faith promotes good will on the part of customers? If not, why not?
- b. Do you agree that inflexible requirements concerning proof of postage and mailing may engender customer discontent and alienate customers? If not, why not?
- c. If the practice described in the premise of the question has ever been considered, what was the outcome of such consideration?

OCA/USPS-T1-20. Please refer to your testimony at page 7, l. 17 – 23. Is it correct that you assume a volume level for the period of the experiment equal to that of FY 2000, i.e., 2.8 million pieces of window-entered Priority Mail?

- a. If not, please explain.
- b. If so, then why did you not assume some further shift of volume from the peak mailing week (the week before Christmas) into the period of the experiment? Please explain fully.
- c. Is not one of the experiment's purposes to cause such a shift? Please explain fully any negative answer.

- d. If the experiment is successful, and accomplishes a shift of volume from the peak mailing week to the experimental period, then would not the volume estimated at 2.8 million pieces be higher? Please explain fully any negative answer.
- e. If the volume shift described above does occur, then isn't it correct that the total revenue loss of \$1.3 million that you estimate would be higher? Please explain fully any negative answer.

OCA/USPS-T1-21. At page 8 of your testimony, you state that you have judgmentally estimated the cost of producing and distributing display items to be \$150,000. Please explain the reasoning process you followed and the assumptions you made to arrive at that figure.

OCA/USPS-T1-22. Please refer to USPS-LR-MC2001-2, WP p. 1. Please cite the source for all figures set forth on this page.

OCA/USPS-T1-23. Please refer to USPS-LR-MC2001-2, WP p.2. Please explain fully the meaning of footnotes 2 and 3 and display all calculations reflecting the statements made in footnotes 2 and 3. Include specific citations to USPS-RT-21.

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 Rule 12 of the rules of practice.

Stephanie Wallace

Washington, D.C. 20268-0001
October 3, 2001