

UNITED STATES OF AMERICA
Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

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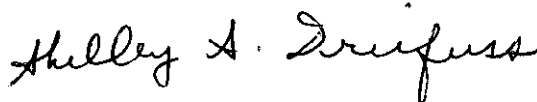
Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
WITNESS: SUSAN W. MAYO (OCA/USPS-T36-19-36)
October 10, 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. Instructions included with OCA interrogatories OCA/USPS-1-21, dated September 28, 2001, are hereby incorporated by reference.

Respectfully submitted,



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OCA/USPS-T36-19. 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-T36-20. 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-T36-21. 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-T36-22. 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-T36-23. 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-T36-24. 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-T36-25. 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-T36-26. 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-T36-27. 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-T36-28. 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-T36-29. 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-T36-30. 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-T36-31. 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-T36-32. 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-T36-33. 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-T36-34. 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-T36-35. 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-T36-36. 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?

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.



h'Enri Whitseyjohnson

Washington, D.C. 20268-0001
October 10, 2001