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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

Consumer Affairs Tracking System Data for Complaints from Consumer Service Cards for FY2000 (QIII and QIV) and FY2001, Provided In Response to DFC/USPS-3

Consumer Affairs Tracking System (CATS 3.0)

FY 2000 Qtr 3 & Qtr 4 Type-Problem Source-Consumer Service Card

Category	Issue	Involved	Total Count	
Delivery/Mail Pick-Up	Misdelivered	Street Delivery	116	
		Post Office Box	157	
	Delay (Has Mailpiece)	Street Delivery	19	
		First Class	81	
		Priority Mail	21	
		Express Mail	15	
		Certified	6	
		Periodicals/Weekly	9	
		Periodicals/Monthly	5	
		Priority Mail (Del. Confirmation)	4	
		Standard B (Parcels)	3	
		Periodicals/Other	2	
		Insured	1	
		Periodicals/Daily	1	
		Priority Mail Global Guaranteed	1	
		Standard A (Church Mail)	1	
	Delay (No Mailpiece)	First Class	1910	
		Priority Mail	881	
		Periodicals/Weekly	487	
		Express Mail	382	
		Periodicals/Other	207	
		Standard A	164	
		Periodicals/Daily	129	
		Periodicals/Monthly	97	
		International	90	
		Certified	94	
		Standard B (Parcels)	82	
		Registered	24	
		Insured	20	
		Return Receipt	7	
		C.O.D	2	
		Military	1	
		Non-Receipt	Priority Mail (Del. Confirmation)	1
			First Class	1448
	Priority Mail		252	
Periodicals/Weekly	129			
Periodicals/Other	130			
Certified	86			
Standard B (Parcels)	134			
Certified	72			
Periodicals/Monthly	101			
International	74			
Standard A	73			
Express Mail	50			
Insured	48			
Periodicals/Daily	27			
	Return Receipt	16		
	Registered	9		
	Priority Mail (Del. Confirmation)	4		

	Standard A (Sales/Ads)	4
	C.O.D	4
	Military	2
	Standard B (Del. Confirmation)	1
Did Not Deliver	Street Delivery	810
	Post Office Box	2
	Caller Service	1
	General Delivery	1
Time Of Delivery	Street Delivery	769
	Post Office Box	84
	Caller Service	1
Mail Returned To Sender	First Class	443
	Standard B (Parcels)	23
	Post Office Box	7
	General Delivery	3
	Express Mail	2
	General Delivery	2
	C.O.D	1
	Priority Mail	1
Damaged Mail	First Class	589
	Priority Mail	163
	Standard B (Parcels)	123
	Periodicals/Other	51
	Multiple Classes Of Mail	63
	Periodicals/Other	25
	Periodicals/Monthly	33
	Standard A	20
	Insured	24
	Express Mail	12
	Periodicals/Daily	12
	Periodicals/Weekly	10
	International	6
	Standard A	5
	Certified	2
Mail Pick-Up	Street Delivery	19
	Collection Box	5
Requested Service	Hold Mail	422
	Delivery Changes	133
	Return Receipt	15
	Mailing Lists	6
	Redelivery	3
	Mailing Lists	2
Unsolicited Mail	Advertisement	10
	Letter	1
Mail Fraud	Mail Order	24
	Chain Letter	3
Tampered/Rifled	First Class	246
	Multiple Classes Of Mail	56
	Priority Mail	24
	Standard B (Parcels)	16
	International	5
	Express Mail	7

Retail	Theft	International	2
		First Class	83
		International	3
	Policies/Procedures	Standard B (Parcels)	5
		Certified	1
		Express Mail	1
		Priority Mail	1
		CMRAS/Institutions/Agencies	1
	Lobby	Forms	2
		Supplies	2
	Waiting Time	Post Offices	3620
		Postal Stores	9
		Contract Units	8
		BMEU	4
	Transaction	Post Offices	29
		Postal Stores	4
		Contract Units	5
		Post Offices	1
	Calling The USPS	NSC/Call Center	208
		Post Offices	32
	Hours Of Service	Post Offices	768
		Post Office Box Section	49
		BMEU	1
		Contract Units	1
		Postal Business Center	1
		Stamps/Commemoratives	722
	Products	Philatelic	66
		Envelopes/Postcards	34
		Mailing Products	18
	Misc. Services	Money Order	42
		Post Office Box	18
		Stamps By Mail	2
		Stamps Online	1
	Claim	Domestic	5
		Claims Appeal	1
		International	1
	USPS Advertisements	Express Mail	3
		Corporate Campaign	1
		New Service Campaign	1
		Priority Mail	1
	Mailing Services	Certified	381
		Return Receipt	72
		Periodicals	54
		First Class	35
		Standard B (Parcels)	42
Insured		34	
Standard A		22	
Registered		19	
C.O.D		10	
International		7	
Priority Mail		9	
Express Mail		4	

Personnel	Appearance	Military	3	
		Priority Mail (Del. Confirmation)	1	
		Clerks	16	
	Behavior	Carriers	11	
		Postmaster	1	
		Carriers	1715	
		Clerks	1034	
		Managers/Supervisors	137	
		NSC/Call Center Agent	145	
		Postmaster	106	
		Other Personnel	79	
		Contract Employee	15	
		NSC/Call Center Agent	194	
		Clerks	62	
		Carriers	9	
Managers/Supervisors	11			
Carriers	4			
Postmaster	5			
Contract Employee	2			
Other Personnel	2			
Facilities/Equipment	Vandalism	Collection Box	3	
		Mailbox	1	
	Retail Lobby	Stamp Machines	13714	
		Non-Postal Equipment	6	
		Postal Mailing Center	5	
		Scales	3	
		Copier	1	
		Postal Mailing Center	1	
		Appearance	Post Offices	233
			NDCBUS/Centralized Delivery	68
			Collection Box	6
		Location	Contract Units	1
	Postal Stores		1	
	Post Offices		609	
	Contract Units		249	
Collection Box	286			
Contract Units	68			
NDCBUS/Centralized Delivery	47			
BMEU	3			
Postal Stores	1			
Disability Issue	Post Offices	139		
	Mailing Equipment/Supplies	Stamp Machines	1	
		Safety	Post Offices	16
	Postal Vehicles		12	
Environmental Issues	Post Offices	10		
	Postal Product	1		
Web Site/IT	Information	USPS Web Site	4	

Consumer Affairs Tracking System (CATS 3.0)				
FY 2001 Type-Problem Source-Consumer Service Card				
Category	Issue	Involved	Total Count	
Delivery/Mail Pick-Up	Misdelivered	Street Delivery	5367	
		Post Office Box	625	
	Delay (Has Mailpiece)	Caller Service	27	
		First Class	2499	
		Priority Mail	1223	
		Express Mail	564	
		Periodicals/Weekly	414	
		Standard A (Sales/Ads)	149	
		Priority Mail (Del. Confirmation)	147	
		Periodicals/Daily	146	
		Certified	130	
		Standard B (Parcels)	127	
		Periodicals/Monthly	96	
		Periodicals/Other	84	
		International	48	
		Standard A	42	
		Standard A (Church Mail)	39	
		Priority Mail Global Guaranteed	26	
		Registered	24	
		Insured	23	
		Standard B (Del. Confirmation)	19	
		Return Receipt	6	
		C.O.D	5	
		Merchandise Return Receipt	2	
		Military	2	
		Delay (No Mailpiece)	First Class	1536
			Priority Mail	452
			Periodicals/Weekly	268
			Standard B (Parcels)	168
			Express Mail	160
	Periodicals/Other		126	
	Periodicals/Monthly		98	
	Certified		86	
	Priority Mail (Del. Confirmation)		73	
	Periodicals/Daily		69	
	Standard A (Sales/Ads)		54	
	International		41	
	Standard A		38	
	Insured		28	
	Standard A (Church Mail)		18	
	Registered		16	
	Standard B (Del. Confirmation)		11	
	Priority Mail Global Guaranteed		9	
	Return Receipt		3	
C.O.D	3			
Merchandise Return Receipt	2			
Military	1			
Non-Receipt	First Class	2947		
	Priority Mail	389		

	Standard B (Parcels)	338
	Certified	301
	Periodicals/Weekly	226
	Periodicals/Monthly	185
	Periodicals/Other	129
	Insured	96
	Priority Mail (Del. Confirmation)	95
	Express Mail	83
	Periodicals/Daily	70
	Standard A (Sales/Ads)	70
	International	65
	Return Receipt	44
	Standard A	42
	Registered	28
	Merchandise Return Receipt	12
	Standard B (Del. Confirmation)	12
	Standard A (Church Mail)	11
	C.O.D	8
	Priority Mail Global Guaranteed	5
	Military	2
Did Not Deliver	Street Delivery	2619
	Post Office Box	143
	General Delivery	38
	Caller Service	8
Time Of Delivery	Street Delivery	1683
	Post Office Box	318
	Caller Service	48
Mall Returned To Sender	First Class	1384
	Post Office Box	166
	Standard B (Parcels)	82
	Priority Mail	74
	Certified	56
	Express Mail	35
	General Delivery	33
	International	20
	Priority Mail (Del. Confirmation)	12
	Registered	5
	Priority Mail Global Guaranteed	2
	C.O.D	2
Damaged Mail	First Class	1377
	Priority Mail	283
	Standard B (Parcels)	278
	Periodicals/Monthly	109
	Multiple Classes Of Mail	93
	Periodicals/Other	78
	Periodicals/Weekly	64
	Insured	46
	Standard A	24
	International	23
	Express Mail	19
	Periodicals/Daily	16
	Certified	14

		Priority Mail (Del. Confirmation)	11
		Registered	6
		Standard B (Del. Confirmation)	2
		Priority Mail Global Guaranteed	1
		Return Receipt	1
	Mail Pick-Up	Street Delivery	404
		Collection Box	250
	Requested Service	Hold Mail	807
		Return Receipt	342
		Delivery Changes	337
		Redelivery	150
		Signature Confirmation	64
		Mailing Lists	13
	Unsolicited Mail	Advertisement	67
		Letter	41
		Parcel (Inc. Video Tapes)	18
	Mail Fraud	Mail Order	60
		Chain Letter	8
		Prizes/Sweepstakes	6
		Lottery	2
	Tampered/Rifled	First Class	547
		Standard B (Parcels)	93
		Multiple Classes Of Mail	57
		Priority Mail	53
		International	13
		Certified	6
		Express Mail	4
		Insured	4
		Priority Mail (Del. Confirmation)	2
		Standard B (Del. Confirmation)	2
		Registered	2
		C.O.D	1
		Military	1
	Theft	First Class	212
		Multiple Classes Of Mail	31
		Priority Mail	20
		Standard B (Parcels)	19
		Insured	7
		Registered	4
		Priority Mail (Del. Confirmation)	3
		Express Mail	1
		Priority Mail Global Guaranteed	1
	Policies/Procedures	Mailbox	1
		CMRAS/Institutions/Agencies	1
Retail	Rate Change	Post Office Box	48
		First Class	36
		Priority Mail	10
		International	7
		Standard B (Parcels)	2
		Periodicals	2
		Express Mail	1
		Certified	1

	Standard A	1
	Stamps/Commemoratives	1
	Insured	1
Lobby	Supplies	78
	Forms	45
	Priority Mail	1
Waiting Time	Post Offices	8564
	Postal Stores	241
	Contract Units	8
	BMEU	5
Transaction	Post Offices	962
	Postal Stores	61
	Contract Units	30
	BMEU	2
Calling The USPS	NSC/Call Center	121
	Post Offices	34
	Postal Business Center	5
Hours Of Service	Post Offices	873
	Post Office Box Section	93
	Postal Stores	34
	BMEU	19
	Contract Units	14
	Postal Business Center	3
Products	Stamps/Commemoratives	1209
	Mailing Products	181
	Envelopes/Postcards	85
	Philatelic	70
	Phone Cards	9
Misc. Services	Post Office Box	189
	Money Order	81
	Stamps By Mail	51
	Postage Due	19
	Business Reply	18
	Sure Money	10
	Stamps By Phone	7
	Stamps Online	1
Claim	Domestic	60
	Claims Appeal	12
	International	5
Inquiry	Domestic	18
	Money Order	8
	International	4
	Sure Money	1
USPS Advertisements	Signs In Lobby	26
	New Service Campaign	19
	Corporate Campaign	16
	New Product Campaign	12
	Express Mail	6
	Priority Mail	2
	Priority Mail (Del. Confirmation)	1
Mailing Services	Certified	84
	Express Mail	69

		Priority Mail	51	
		First Class	48	
		International	26	
		Standard B (Parcels)	25	
		Return Receipt	20	
		Priority Mail (Del. Confirmation)	16	
		Insured	12	
		Standard A	12	
		Registered	7	
		Periodicals	7	
		Signature Confirmation	4	
		Priority Mail Global Guaranteed	2	
		Standard B (Del. Confirmation)	2	
		Merchandise Return Receipt	1	
		C.O.D	1	
Personnel	Appearance	Clerks	14	
		Carriers	12	
		Contract Employee	3	
		Postmaster	2	
		Other Personnel	2	
		Managers/Supervisors	1	
		Behavior	Clerks	1723
			Carriers	1337
			Managers/Supervisors	311
	Postmaster		265	
	Other Personnel		130	
	NSC/Call Center Agent		49	
	Knowledge	Contract Employee	41	
		Clerks	325	
		Carriers	164	
		NSC/Call Center Agent	121	
		Managers/Supervisors	27	
		Other Personnel	26	
		Postmaster	17	
Facilities/Equipment	Service	Contract Employee	16	
		Carriers	1	
		Mailbox	106	
	Waiting Time	Collection Box	22	
		Postal Property	10	
	Retail Lobby	Postal Stores	1	
		Stamp Machines	9207	
	Appearance	Scales	148	
		Non-Postal Equipment	137	
		Postal Mailing Center	110	
Copier		88		
Post Offices		340		
NDCBUS/Centralized Delivery		61		
Collection Box		37		
Postal Stores		9		
Postal Vehicles	2			
Contract Units	1			
BMEU	1			

	Location	Post Offices	815
		Collection Box	460
		Contract Units	162
		Postal Stores	112
		NDCBUS/Centralized Delivery	57
		BMEU	41
	Disability Issue	Post Offices	210
		Postal Stores	6
		Contract Units	2
	Mailing Equipment/Suppl	Post Offices	36
		BMEU	6
	Safety	Post Offices	312
		Postal Vehicles	26
		Postal Stores	8
		BMEU	7
		Contract Units	2
	Environmental Issues	Post Offices	130
		Postal Product	11
		Postal Vehicles	1
Web Site/IT	Products	PC Postage	3
		Electronic Postmark	1
		PosteCS	1
	USPS Advertisements	USPS Web Site	2
	Information	USPS Web Site	13
		Non-Web Application	13
		District Web Site	1
	Design	USPS Web Site	1
		Non-Web Application	1
	Performance	USPS Web Site	2