

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

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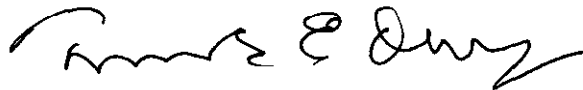
Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
(OCA/USPS-64-85)
(October 17, 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-64. The American Customer Satisfaction Index is a national economic indicator of customer satisfaction with the quality of goods and services available to household consumers in the United States. Approximately 30 government agencies participate in the Index.

- (a) Does the Postal Service currently participate in the Index?
- (b) If the answer to (a) is negative, please discuss why the Postal Service does not participate. Provide specific cites to all documents used in preparing your response and include a copy of each source document referenced if one has not been previously filed in this docket.
- (c) If the answer to (a) is positive, please furnish copies of all results.

OCA/USPS-65. Has the Postal Service ever participated in the American Customer Satisfaction Index? If so, please furnish copies of the results.

- (a) If the answer is positive, please discuss why the Postal Service commenced its participation in the Index and what benefits or advantages it expected to accrue by participation. Provide specific cites to all documents used in preparing your response and include a copy of each source document referenced if one has not been previously filed in this docket.
- (b) If the Postal Service did at one time participate in the Index but no longer does, please discuss the circumstances that led to the cessation of participation and the reasons for ceasing to participate. Provide specific cites to all documents used in preparing your response and include a copy of each source document referenced if one has not been previously filed in this docket.

OCA/USPS-66. Please provide the actual video (in a format suitable for use in a standard VCR) of television advertising used to advertise Priority Mail.

- (a) Please provide specific cites to all internal Postal Service documents referring or relating to the truthfulness, accuracy, inaccuracy or deceptiveness of any advertisement or advertisements identified and include a copy of each source document referenced if one has not been previously filed in this docket.
- (b) Please provide specific cites for all tabulations, lists, summaries, analyses and compilations of consumer complaints relating to the truthfulness, accuracy, inaccuracy, or deceptiveness of any advertisement or advertisements identified and include a copy of each document referenced if one has not been previously filed in this docket.

OCA/USPS-67. Please provide a copy of the storyboards used to develop the television advertising for Priority Mail identified in response to OCA/USPS-66.

OCA/USPS-68. Please provide a copy of the actual video (in a format suitable for use in a standard VCR) of television advertising used to advertise Express Mail.

- (a) Please provide specific cites to all internal Postal Service documents referring or relating to the truthfulness, accuracy, inaccuracy or deceptiveness of any advertisement or advertisements identified and include a copy of each document referenced if one has not been previously filed in this docket.

- (b) Please provide specific cites for all tabulations, lists, summaries, analyses and compilations of consumer complaints relating to the truthfulness, accuracy, inaccuracy, or deceptiveness of any advertisement or advertisements identified and include a copy of each document referenced if one has not been previously filed in this docket.

OCA/USPS-69. Please provide a copy of the storyboards used to develop the television advertising for Express Mail identified in response to OCA/USPS-68.

OCA/USPS-70. Please provide copies of radio advertising (in a format suitable for a cassette tape recorder) used to advertise Priority Mail.

- (a) Please provide specific cites to all internal Postal Service documents referring or relating to the truthfulness, accuracy, inaccuracy or deceptiveness of any advertisement or advertisements identified and include a copy of each document referenced if one has not been previously filed in this docket.
- (b) Please provide specific cites for all tabulations, lists, summaries, analyses and compilations of consumer complaints relating to the truthfulness, accuracy, inaccuracy, or deceptiveness of any advertisement or advertisements identified and include a copy of each document referenced if one has not been previously filed in this docket.

OCA/USPS-71. Please provide a copy of the storyboards used to develop the radio advertising for Priority Mail identified in response to OCA/USPS-70.

OCA/USPS-72. Please provide copies of radio advertising (in a format suitable for a cassette tape recorder) used to advertise Express Mail.

- (a) Please provide specific cites to all internal Postal Service documents referring or relating to the truthfulness, accuracy, inaccuracy or deceptiveness of any advertisement or advertisements identified and include a copy of each document referenced if one has not been previously filed in this docket.
- (b) Please provide specific cites for all tabulations, lists, summaries, analyses and compilations of consumer complaints relating to the truthfulness, accuracy, inaccuracy, or deceptiveness of any advertisement or advertisements identified and include a copy of each document referenced if one has not been previously filed in this docket.

OCA/USPS-73. Please provide copies of the storyboards used to develop the radio advertising for Express Mail identified in response to OCA/USPS-72.

OCA/USPS-74. Express Mail Label 11B (reverse side) contains the statement: "consult your local Express Mail directory for noon and 3:00 PM delivery areas" Please provide a copy of the master directory for Express Mail for all ZIP Code pairs, indicating whether noon, 3 p.m., or second-day service is available. Additionally, provide the master directory in a format that expresses the ZIP code pairs as "city, state" and/or "town, state" pairs.

OCA/USPS-75. The following interrogatory refers to Postal Service vending machines.

- (a) Has the Postal Service considered offering "rolls" of First-Class first-ounce letter stamps in its vending machines? If so, please explain when the service will be available to the public. If not, please explain why the service is not being offered.
- (b) Has the Postal Service considered allowing Postal Service vending machine customers to pay for their purchases with a credit card (e.g., MasterCard, Visa, etc.)? If so, please explain when the service will be available to the public. If not, please explain why the service is not being offered.

OCA/USPS-76. The following interrogatory refers to Postal Service Express Mail Label 11-B dated July 1997. The back of Label 11-B has the following information, "Claims: Original customer receipt of the Express Mail label must be presented when filing an indemnity claim and/or for a postage refund."

- (a) The Label 11-B further states that:

[t]o file a claim for damage, the article, container, and packaging must be presented to the USPS for inspection. To file a claim for loss of contents, the container and packaging must be presented to the USPS for inspection. DO NOT REMAIL.

- (1) If the recipient files the claim, please confirm that the recipient does not need a copy of the "Original customer receipt of the Express Mail label." If you are unable to confirm, please explain who must file the original customer receipt, when the receipt must be filed, and where the receipt must be filed. See DMM S010.2.8.

(2) DMM S010.2.7 states that :

[i]f a claim is filed because some or all of the contents are missing, the customer must present the container and packaging to the USPS when filing the claim. Failure to do so results in the denial of the claim.

Given this statement, please identify who the "customer" is -- the sender or the recipient? If your response is the sender, please explain how the sender can present the container and packaging to the USPS without a "re-mail" occurring? If the customer is the recipient, does the recipient also need to supply the "Original customer receipt of the Express Mail label?" If so, please explain how the recipient is supposed to get the original Express Mail customer receipt label.

(b) On October 16, 2001, an Express Mail late delivery refund was requested at the Martin Luther King Station, in Washington, DC. The Express Mail piece was mailed on Friday, October 12, 2001 and as of Tuesday, October 16, 2001 it had not arrived at its destination. The sender asked the window clerk for the "original customer receipt of the Express Mail label" to be returned after the refund was processed so that in the event a future indemnity claim had to be filed the original receipt would be available. The window clerk stated that she could not return the receipt. In this situation, if the Express Mail package subsequently arrives late and is damaged or has a part of its contents missing, how does the sender or recipient file an indemnity claim since the "Original customer receipt of the Express Mail label" has already been turned over to the window clerk? If your response is that an indemnity claim cannot be filed without the receipt, please

explain why the window clerk did not inform the sender when the postage refund was requested.

OCA/USPS-77. The following refers to an October 16, 2001, article "USPS to Warn Public on Biohazards in Mail," from section A-7 of The Washington Post. Please provide a copy of the warning being sent to the "135 million U.S. homes, businesses and other addresses...." Include in your response an estimate of the cost to prepare and send the warning. In the estimate, please exclude the cost of the gloves and masks provided to all mail-handling employees. Please cite your sources and provide a copy of the source if one has not been previously filed in this docket.

OCA/USPS-78. The following refers to USPS-LR-J-144, volume 1. Please provide a copy of the video "Customer Perceptions" identified on page 20 of "Module 1: Sales and Services Associates."

OCA/USPS-79. The following refers to USPS-LR-J-144, volume 1. Please provide a copy of the video "Priority Mail" identified on page 109 of "Module 5: Domestic Mail."

OCA/USPS-80. The following information is provided in USPS-LR-J-144, volume 1, Module 5: Domestic Mail at page 112.

First Class/Priority – handwritten or typewritten personal correspondence such as bills, statements of account, postal cards, and business reply mail. It is closed against inspection. Something small such as circulars, booklets, flower bulbs, devices, keys, seeds, etc. Normally 2-3 day service (Priority) not guaranteed.

Given this First-Class/Priority mail information provided to “new Sales and Services Associates” and the difference in postal rates between the two offerings, please explain why a postal customer should spend more money to ship something via Priority Mail versus First-Class Mail when both apparently have a 2-3 day service standard and neither guarantees a delivery standard.

OCA/USPS-81. The following refers to USPS-LR-J-144, volume 1. Please provide a copy of the video “Express Mail” identified on page 125 of “Module 6: Express Mail Service.”

OCA/USPS-82. The following refers to USPS-LR-J-144, volume 1, Module 7, page 134.

- (a) Please explain why a postal customer cannot purchase a postal money order or pay for the money order fees with a credit card.
- (b) Can a postal customer purchase a postal money order with a debit card?

OCA/USPS-83. For the following interrogatory, please assume that a postal recipient arrives at a postal window with a complaint about merchandise that was sent to the recipient with “*delivery confirmation*.” However, the recipient never received the merchandise and is now in receipt of bills for the undelivered merchandise. The store claims the recipient received the merchandise.

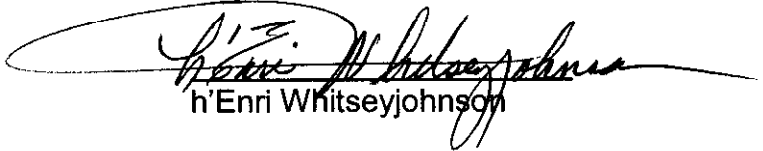
- (a) If the merchant must file the claim and has information that the merchandise was delivered, please explain how the postal recipient is able to verify who actually received the merchandise.
- (b) How does the postal recipient use the "Delivery Confirmation" service? Since the postal recipient ordered the merchandise and was charged for postal expenses, who is the customer of the Postal Service?
- (c) What guidance are the postal clerks given in accepting postal patron complaints regarding "Delivery Confirmation" service?
- (d) What actions does the Postal Service take in researching and resolving a "Delivery Confirmation" complaint?
- (e) What is the average time a postal consumer can expect to wait for a response from the Postal Service regarding a claim of this type?
- (f) Which Postal Service department(s) would have responsibility for this complaint?
- (g) If the "Delivery Confirmation" research shows that the merchandise was not actually delivered to the recipient, what recourse through the Postal Service does the recipient have to resolve the issue with the merchant? Include in your response the steps that the Postal Service will take to assist the recipient.

OCA/USPS-84. Are all complaints received by the Postal Service investigated? If not, please explain why all complaints are not investigated. For routine type complaints, such as "I am tired of receiving my neighbors mail," what is involved in researching and resolving the complaint? Include in your response any differences in processing and resolving a complaint that involves (1) a city carrier route and (2) a rural carrier route.

OCA/USPS-85. What type of training do Postal Service sales and service employees receive for handling complaints?

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 17, 2001