

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, 2001

Docket No. R2001-1

REVISED RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MAYO
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-T36-39) [ERRATA]

The United States Postal Service hereby provides the revised response of witness Mayo to the following interrogatory of the Office of the Consumer Advocate: OCA/USPS-T36-39, filed on October 12, 2001. This revision is made so the response refers to the training materials provided in library reference J-144. The original response was filed on October 26, and the header was corrected on October 29.

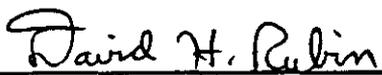
The interrogatory is stated verbatim and is followed by the revised response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking



David H. Rubin

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October 30, 2001

**RESPONSE OF POSTAL SERVICE WITNESS MAYO
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE
REVISED 10/30/01**

OCA/USPS-T36-39. Please explain the process a consumer would use to file a claim. (Explain in plain English in the same manner used by window clerks when assisting a customer in a USPS Post Office.) Please describe in detail how clerks are trained to provide this explanation to consumers.

RESPONSE:

A customer may file a claim at any local post office. Customers must provide all proof regarding the claim. The customer completes the appropriate form, and the clerk verifies the information for accuracy and verifies the customer's receipts and proof of loss. See Library Reference J-144, Sales & Services Associate Training, Module 22, Claims & Inquiry.

DECLARATION

I, Susan W. Mayo, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information, and belief.

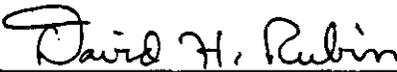


SUSAN W. MAYO

Dated: 10/30/01_____

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.


David H. Rubin

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