

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 POSTAL SERVICE WITNESS MAYO
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-T36-1) [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-T36-1, filed on October 1, 2001. The revision affects only part (a), and reflects the completed review of Office of Inspector General audit reports, including today's filing of responsive material in library reference J-172.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking



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November 7, 2001

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MAYO
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

Revised November 7, 2001

OCA/USPS-T36-1. The following questions refer to a United States Postal Inspection Service Special Services report, Case No. 040-1241887-PA(2) dated May 18, 1999, filed in Docket No. R2000-1 as USPS-LR-I-200.

(a) Since the May 18, 1999, audit, has the Postal Inspection Service or any other entity under Postal Service auspices performed any other audits, studies, or updates on any Postal Service special service? If so, please provide a copy of any report or other document prepared as a result of such audit, study, or update.

(b) Have the problems been resolved at the three District offices and five plants identified in USPS-LR-I-200 as having ongoing problems in their facilities with Certified Mail in relation to callers with direct holdouts receiving their certified letters without signing for receipt of the items? If so, please explain how each problem was resolved. If not, please explain:

(1) why the problem continues to exist;

(2) the volume of Certified Mail impacted in FY 2000 and in FY 2001; and

(3) when each problem will be resolved. Provide specific cites to all source documents referenced in preparing your response and include a copy of each source document if one has not been previously filed in this docket.

(c) As noted in USPS-LR-I-200, customers received certified letters without signing for them. Does this problem continue to exist? If so, please explain why it persists, the conditions under which it occurs and provide the volume of Certified Mail impacted for FY 2000 and FY 2001. If the actual volume of Certified Mail impacted is unknown, please provide an estimate for FY 2000 and FY 2001. If the problem does not continue to exist, please explain when and how the problem was resolved. Provide specific cites to all source documents referenced in preparing your response and include a copy of each source document if one has not been previously filed in this docket.

(d) As noted in USPS-LR-I-200, at 18, "plant managers were concerned that Certified Mail was bypassing the facility and going directly to the federal and state agencies without being documented." Does this situation continue to exist? If so, what volume of Certified Mail was impacted in FY 2000 and FY 2001, and why does the situation persist? If the situation does not continue to exist, please explain what was done to resolve the problem and when the problem was resolved.

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MAYO
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OCA/USPS-T36-1 (CONTINUED)

Revised November 7, 2001

RESPONSE: _

- a. Yes. The Postal Service has identified three responsive audits. One is attached to the Postal Service's response to interrogatory DFC/USPS-1. A second has been filed as Library Reference J-172. A third concerns Delivery Confirmation service, rather than the subjects of the May 18, 1999 audit referred to in the question, and is the subject of the Postal Service's objection filed October 22, 2001.

- b. To the best of my knowledge, the problems at the three District offices have been fixed. The problems were fixed by instructing the plants on the proper procedures for scanning mail pieces into the computers, and by providing for appropriate staffing during periods leading up to tax filing deadlines.

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MAYO
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OCA/USPS-T36-1 (CONTINUED)

Revised November 7, 2001

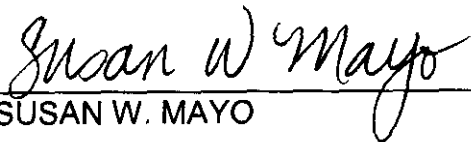
RESPONSE: -

- c. As indicated in my response to (b) above, I have been informed that the problems have been fixed. But, it is possible for a certified letter to be delivered without acquiring a signature. There is a very small chance that the taggant detector on a barcode sorter does not detect and extract the mailpiece from the Delivery Point Sequenced (DPS) letter mail, or the carrier does not see the certified mail letter when fingering the DPS mail to check for certified mail. The Postal Service does not measure how much certified mail is delivered without obtaining a signature.

- d. Not to my knowledge. The problems were addressed by instructing the plants on the proper procedures for scanning mailpieces into the computers, and by providing for appropriate staffing during periods leading up to tax filing deadlines.

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: NOVEMBER 7, 2001

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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