

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

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-114-137 AND 139-141)

The United States Postal Service hereby provides its responses to the following interrogatories of Office of the Consumer Advocate: OCA/USPS-114-137 AND 139-141 filed on October 24, 2001.

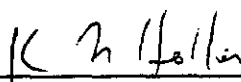
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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November 7, 2001

RESPONSE OF UNITED STATES POSTAL SERVICE
TO OCA INTERROGATORIES

OCA/USPS-114. The following refers to Exhibit 6 of the USPS response to OCA/USPS-34.

- (a) Please confirm that the abbreviation DEC\$ following Insurance, Registered and C.O.D. refers to declared value. If you are unable to confirm, please explain the meaning of DEC\$.
- (b) Please explain what is meant by "ALPHA-F POSTNET-FLAT OFF."
- (c) Please explain what is meant by "ALPHA-Z DESTINATION ZIP LABEL."

RESPONSE:

(a) "DEC\$" refers to the value entered by the retail associate: declared value on a registered item; amount of insurance on an insured item; and the insurance amount or C.O.D. amount, whichever is higher, on a C.O.D. item

(b) IRTs allow retail associates to indicate that a flat (as opposed to a letter or a parcel) is being mailed so that a POSTNET destination code will appear on the PVI label. USPS flat-sorting machines read POSTNET codes rather than the interleaved 2-of-5 barcodes read by parcel sorters. The associate selects the "ALPHA" and "F" keys to signal that the item is a flat. The "ALPHA-F POSTNET-FLAT / OFF" lines on the screen indicate that the associate has not identified the item as a flat. If he had, the lines would read "ALPHA-F POSTNET-FLAT / ON". This display also reminds the user which keystrokes are necessary to obtain a PVI label with a POSTNET code.

(c) IRTs allow retail associates to print a no-value PVI label with a destination barcode for items which the associate determines already have sufficient customer-affixed postage. To do this, the associate selects the "ALPHA" and "Z" keys. (To print a regular PVI label with postage value, he would simply select the "PVI" key.) The "ALPHA-Z DESTINATION ZIP LABEL" line on the screen is a reminder to the associate of the keystrokes necessary to obtain the no-value barcode label.

RESPONSE OF UNITED STATES POSTAL SERVICE
TO OCA INTERROGATORIES

OCA/USPS-115. The following refers to Exhibit 4, page 3, of the USPS response to OCA/USPS-24, the column under the Dependent Services header.

(a) Please confirm that the "Unavailable Services" for the Priority Mail example indicates that Return Receipt and Restricted Delivery are not available. If you are unable to confirm, please explain what is meant by the information appearing under the "Unavailable Services" header.

(b) Please confirm that return receipt is available for Priority Mail if purchased with one of the following: Certified Mail, COD, mail insured for more than \$50.00, and Registered Mail. If you are unable to confirm, please explain.

(c) Please confirm that Restricted Delivery is available for Priority Mail if combined with either COD, mail insured for more than \$50.00, Registered Mail or Certified Mail. If you are unable to confirm, please explain.

(d) If parts "b" and "c" of this interrogatory are confirmed, please explain what is meant by the information referred to in part "a" of this interrogatory.

RESPONSE:

(a) Services listed under "Unavailable Services" on the IBM Mailing – Service Selection screen are those which, though potentially available for the destination and mail class chosen, are not selectable at that point in the transaction. There are two reasons why a service might not be selectable:

- 1) It is a dependent service not available unless another service is selected, and the prerequisite has not been satisfied.
- 2) It conflicts with a service already chosen.

Page 3 of Exhibit 4 shows the Mailing - Service Selection screen before any selections have been made. Since return receipt and restricted delivery are available only if the article is sent registered, certified, C.O.D., or insured for over \$50, return receipt and restricted delivery cannot be selected at this point (Case #1 above). If one of the prerequisite services is selected, return receipt and

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restricted delivery will move from the "Unavailable Services" block to the "Dependent Services" block.

As an example of Case #2, C.O.D. service cannot be combined with certificate of mailing, certified mail, insurance, or return receipt for merchandise. Upon selection of C.O.D., those four services would move from the "Primary Services" block to the "Unavailable Services" block. Since C.O.D. is a valid prerequisite for return receipt and restricted delivery, those two services would move from the "Unavailable Services" block to the "Dependent Services" block, as described in the paragraph immediately above.

(b) Confirmed. See USPS-T-36, Exhibit B.

(c) Confirmed. See USPS-T-36, Exhibit B.

(d) Please refer to the response to Part (a).

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OCA/USPS-116. The purpose of this interrogatory is to better understand the interrelationships between First-Class, Priority and Express Mail and Special Service offerings. Please provide a complete copy of the "decision trees" used to implement the Primary, Dependent and Unavailable Services for (a) First-Class Mail; (b) Priority Mail and (c) Express Mail on the IBM POS ONE terminal. As an example of decision trees refer to the "decisions" made by the software used to produce the screen displays in response to OCA/USPS-24, Exhibit 4, pages 3 and 5.

RESPONSE:

Decision trees are not available. The mailing rules are provided to IBM in the form of a data file based on an Excel spreadsheet. The spreadsheet indicates valid/invalid services for each mail class and valid/invalid combinations of special services. Data from that spreadsheet, modified for clarity, is provided in Exhibit 1.

For example, the top section of Exhibit 1 indicates that nearly all domestic special services are available on Priority Mail. Return receipt and restricted delivery are available but from a logical standpoint are considered "dependent" services: They are available only if one of the following services is also purchased: certified, registered, COD or insurance for more than \$50.

Although all services except Express Mail merchandise insurance and PAL are available on Priority Mail, not all the valid services can be combined on a single article. For example, the bottom section of Exhibit 1 indicates that registered service cannot be combined with any form of insurance or with certified.

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EXHIBIT 1: SPECIAL SERVICE AVAILABILITY TABLE

Mail Class	Regis-tered	Insur-ance up to \$50	Insur-ance >\$50	Expr Mail Insur	Certi-fied	COD	Return Receipt	Ret Rcpt for Merch	Restric-ted Deliv	Delivery Confir-mation	Signature Confir-mation	Special Hand-ling	PAL	Certifi-cate of Mailing
Express Mail Post Office-Post Office	No	No	No	Yes	No	Yes	Yes	No	No	No	No	No	No	No
Express Mail Post Office-Addressee	No	No	No	Yes	No	Yes	Yes	No	No	No	No	No	No	No
Priority Mail	Yes	Yes	Yes	No	Yes	Yes	9	Yes	9	Yes	Yes	Yes	No	Yes
First-Class Mail	Yes	Yes	Yes	No	Yes	Yes	9	No	9	No	No	Yes	No	Yes
Code "9" means the service is a dependent service, only available if the article is certified, registered, COD, or insured for \$50 or more.														

Special Service	Regis-tered	Insur-ance up to \$50	Insur-ance >\$50	Expr Mail Insur	Certi-fied	COD	Return Receipt	Ret Rcpt for Merch	Restric-ted Deliv	Delivery Confir-mation	Signature Confir-mation	Special Hand-ling	PAL	Certifi-cate of Mailing
Registered	Yes	No	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	No	No
Insurance up to \$50	No	Yes	No	No	No	No	No	Yes	No	Yes	Yes	Yes	Yes	No
Insurance over \$50	No	No	Yes	No	No	No	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Express Mail Merch Insurance	No	No	No	Yes	No	No	Yes	No	No	No	No	No	No	No
Certified	No	No	No	No	Yes	No	Yes	No	Yes	No	No	No	No	No
COD	Yes	No	No	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No
Return Receipt	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Return Receipt for Merchandise	No	Yes	No	No	No	No	No	Yes	No	Yes	No	Yes	Yes	No
Restricted Delivery	Yes	No	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Delivery Confirmation	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
Signature Confirmation	Yes	Yes	Yes	No	No	Yes	Yes	No	Yes	No	Yes	Yes	Yes	No
Special Handling	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Parcel Airlift (PAL)	No	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
Certificate of Mailing	No	No	No	No	No	No	No	No	No	No	No	Yes	Yes	Yes

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OCA/USPS-117. Please refer to your response to OCA/USPS-25(d).

- (a) For an Express Mail article sent to an overnight destination after the retail units cut off time, please confirm that the Postal Service Retail Associate is instructed to advise the patron that the package would not be delivered overnight? If you are unable to confirm, please explain.
- (b) Please estimate the likelihood of 2 mail pieces being delivered on the same day to the same Express Mail overnight destination if both pieces are entered into the mail stream after the same retail unit's cut off time. Assume that one mail piece is sent via Express Mail and the other is sent via Priority Mail.
- (c) If your response to part "b" of this interrogatory is that it is likely that the mail pieces would arrive on the same day, please indicate whether or not Retail Associates are instructed to inform postal patrons that, in this type of situation, Express Mail and Priority Mail pieces are likely to be delivered on the same day. If Retail Associates are not instructed to inform postal patrons of the likelihood of delivery occurring on the same day, please explain why not.
- d) Given that the Retail Associate advises and records that he/she has advised the customer of the Express Mail delivery guarantee, in the event that an article is addressed to a post office box that is inaccessible on weekends or to a street where delivery is not made on weekends and holidays, is the postal patron still eligible for an Express Mail postage refund if the delivery commitment isn't fulfilled?

RESPONSE:

- (a) The Retail Associate is instructed to refer to the Express Mail Network Directory to advise the customer of the guaranteed delivery time.
- (b) The Postal Service is unable to estimate the likelihood of 2 mail pieces being delivered on the same day to the same Express Mail overnight destination if both pieces are entered into the mail stream after the same retail unit's cut off time, assuming that one mail piece is sent via Express Mail and the other is sent via Priority Mail.
- (c) Not applicable.

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- (d) Express Mail Sunday and holiday delivery routes exist to provide Express Mail service on days where routine delivery service does not occur. If the delivery attempt is not made in time to meet the service guarantee, the customer can request a refund. For delivery to post office boxes, delivery is completed when the Express Mail piece is placed in the box or when the notice for pickup is placed in the post office box. If the delivery attempt is not made in time to meet the service guarantee, the customer can request a refund. See also, the response to OCA/USPS-25(d).

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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OCA/USPS-118. Please refer to your response to OCA/USPS-26 and Postal Bulletin 20047 dated (4-5-01), at page 73. The Postal Bulletin's "Retail Coaches' Corner" has the following information for "Tax Time:"

Since April 15 falls on a Sunday, the deadline for mailing tax returns is Monday, April 16. Because Tax Day follows a weekend, we should expect heavier than normal business that day. Procrastinators will be looking for suggestions from you to avoid penalties from the IRS for late filing. Offer Priority Mail with Delivery Confirmation. If they are in a hurry for their returns to get to the IRS, you may suggest Express Mail as well.

Since the "Postal Service does not see itself as a tax adviser for its customers:" please explain why the Service is suggesting Priority Mail with Delivery Confirmation as a way to avoid an IRS penalty for a late filing.

RESPONSE:

The editing process for this article left it somewhat misleading. The goal of the article was to suggest ways for customers to obtain peace of mind that their tax return had been delivered to the IRS. The Postal Service did not intend to advise its retail clerks that Priority Mail with Delivery Confirmation is the best way to avoid a penalty for late filing.

Certified Mail with a return receipt was mentioned as an option in the article before editing. Apparently this option was deleted because of a perception that the IRS does not want the extra work of processing return receipt cards during this particularly heavy period of receipt of mail, and because hardcopy return receipt service would not provide delivery information as quickly as Delivery Confirmation, and therefore not provide the peace of mind a customer desires. If the Postal Service's proposal for certified mail to include delivery status electronically is implemented, then certified mail will become a stronger option for customers concerned about whether a tax return has been delivered.

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OCA/USPS-119. For FY 2000 and FY 2001 and for each day of the week (e.g., Monday - Friday), please provide the following Express Mail Next Day/Second Day Service data. Please cite your sources and provide a copy of the cited document if one has not been previously filed in this docket. If you are unable to provide an actual value, please provide an estimate.

- (a) The total volume and revenue generated by on each day of the week (for example, Mondays during FY 2000).
- (b) For each day of sales identified in response to (a), please provide the total volume and revenue of Express Mail for which the delivery service standard was not met.

RESPONSE:

(a) and (b) Objection filed.

**Response of United States Postal Service
to
Interrogatories of Office of the Consumer Advocate**

OCA/USPS-120. Where does the revenue and related costs appear in the Postal Service's CRA for postal insurance that is sold in the United States for a package destined to a foreign country?

Response:

Revenues and related costs for insurance for international products are included in the International Mail line, page 2, columns A and C, of Exhibit USPS-11C.

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OCA/USPS-121. Please refer to your response to OCA/USPS-28. The Postal Service responded that the average time it took to deliver an Express Mail piece to the Post Offices identified in the response to OCA/USPS-27 was 3 days for FY 2000 and FY 2001.

- (a) What is the average time it takes to deliver a Priority Mail piece to the Post Offices identified in the Postal Service's response to OCA/USPS-27?
- (b) What is the average time it takes to deliver a First-Class single piece letter to the Post Offices identified in the Postal Service's response to OCA/USPS-27?

RESPONSE:

- (a) Approximately 4.9 days.
- (b) Approximately 5.4 days.

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OCA/USPS-122. The following interrogatory refers to information provided in response to OCA/USPS-30. Please confirm that the failure rates for Saturday Express Mail service for FY 2000 is 10.7 percent ($497,939 / 4,675,362 = 10.7\%$ rounded) and for FY 2001 its 13 percent ($576,731 / 4,419,905 = 13.0\%$ rounded). If you are unable to confirm, please provide the mathematical derivations of the corrected amounts. Include cites to source documents and provide a copy of the document if one has not been previously filed in this docket.

RESPONSE:

Confirmed.

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TO INTERROGATORIES OF OFFICE OF THE CONSUMER ADVOCATE**

OCA/USPS-123. Please refer to your response to OCA/USPS-28. The following refers to all areas where the Postal Service Express Mail average delivery time is greater than 2 days.

(a) Please provide the total volume and revenue impacted for FY 2000 and FY 2001.

(b) Has the Postal Service considered offering a "guaranteed" reduced rate third day Express Mail service? If not, please explain why not. If so, please explain why the Postal Service has not proposed such a service. Include cites to source documents and provides a copy if one has not been previously filed in this docket.

RESPONSE:

(a) Objection filed.

(b) The Postal Service has not considered offering a "guaranteed" reduced rate third-day Express Mail service. Presumably, the term "third-day" does not infer expedited service, since Express Mail service standards are one- and two-day deliveries. Customers could use Priority Mail for a third-day delivery at a lower rate than Express Mail if they so desire.

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OCA/USPS-124. Please refer to your response to OCA/USPS-33 and the response to OCA/USPS-30. The response to OCA/USPS-30 part 'b' provides volumes of Express Mail failures. Please confirm that the Postal Service is unable to provide the volume of postage refunds paid because the Postal Service failed to meet the overnight delivery standard. If you are unable to confirm, please provide the volumes that represent the amount of refunds paid in response to OCA/USPS-33(a)(3).

RESPONSE:

Confirmed that the Postal Service is unable to provide the volume of postage refunds paid because of its failure to meet all applicable Express Mail delivery standards.

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TO INTERROGATORIES OF OFFICE OF THE CONSUMER ADVOCATE**

OCA/USPS-125. For FY 2000 and FY 2001, please provide the total volume and total amount of postage refunds paid because the Postal Service failed to meet the 2-day Express Mail delivery standard, if the amount differs from the response to OCA/USPS-33(a)(3) and OCA/USPS-124. Please cite your sources and provide copies of the documents referenced if one has not been previously filed in this docket. Include in your response the total volume and total revenues paid in FY 2000 and FY 2001, for Express Mail delivery failures.

RESPONSE:

The amounts of postage refunds paid in FY 2000 and FY 2001 because the Postal Service failed to meet a 2-day standard are included in the amounts reflected in the Postal Service's response to OCA/USPS-33(a)(3).

RESPONSE OF THE UNITED STATES POSTAL SERVICE
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OCA/USPS-126. What is the total number of Postal Service-staffed retail facilities nationwide?

RESPONSE:

The *United States Postal Service Annual Report* indicates that there were 27,876 post offices and 5,802 classified stations/branches at the end of Fiscal Year 2000, a total of 33,678 Postal Service staffed facilities.

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

OCA/USPS-127. Is a Contract Office the same as a Contract Postal Unit? If not, what are the differences?

RESPONSE:

Yes.

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

OCA/USPS-128. What is the total number of Contract Offices nationwide?

RESPONSE:

The *United States Postal Service Annual Report* indicates that there were 4,382 contract postal units as of the end of Fiscal Year 2000.

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

OCA/USPS-129. Please give a complete list of the types of terminals used at Postal Service-staffed retail facilities, e.g., POS, IRT, etc.

RESPONSE:

Terminals used at the counters of Postal Service staffed retail facilities include IBM POS ONE terminals, NCR POS ONE terminals, Unisys IRTs, and MOS IRTs. All MOS IRTs are expected to be out of retail usage at the end of calendar year 2001.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
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OCA/USPS-130. Please give a complete list of the types of terminals used at Contract Offices, e.g., POS, IRT, etc.

RESPONSE:

Most contract units do not have USPS-supplied terminals. Those that do, have either Unisys IRTs or MOS IRTs. All MOS IRTs are expected to be out of retail use by the end of this calendar year.

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

OCA/USPS-131. Please give a complete list of the types of terminals used at Contract Postal Units, e.g., POS, IRT, etc

RESPONSE:

Contract postal units are the same as contract offices. Please refer to the response to OCA/USPS-130.

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

OCA/USPS-132. Please fill in the following table for Postal Service-staffed retail facilities. Columns 1 – n should sum to 100 percent.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of facilities with POS Terminals	Percentage of facilities with IRTs	Percentage of facilities with Other Type of Terminal given in response to OCA interrog. #129	Percentage of facilities with Second Type of Terminal given in response to OCA interrog. #129	[Add additional separate columns for each type of terminal given in response to OCA interrog. #129]

RESPONSE:

Not all Postal Service staffed retail facilities have terminals at their counters. The chart has been modified to take that into account.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of facilities with POS ONE Terminals	Percentage of facilities with IRTs*	Percentage of facilities without any retail terminal*	Percentage of facilities with Second Type of Terminal given in response to OCA interrog. #129	[Add additional separate columns for each type of terminal given in response to OCA interrog. #129]
27.7%	35.5%	36.7%	N/A	N/A

* These percentages are based on an IRT facility count which is reasonably accurate but not exact.

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

OCA/USPS-133. Please fill in the following table for Contract Offices. Columns 1 – n should sum to 100 percent.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of facilities with POS Terminals	Percentage of facilities with IRTs	Percentage of facilities with Other Type of Terminal given in response to OCA interrog. #130	Percentage of facilities with Second Type of Terminal given in response to OCA interrog. #130	[Add additional separate columns for each type of terminal given in response to OCA interrog. #130]

RESPONSE:

Not all contract units have terminals at their counters; in fact, most do not.

The chart has been modified to take that into account. Of those contract units with retail terminals, 100% have IRTs; none have POS ONE terminals.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of facilities with POS ONE Terminals	Percentage of facilities with IRTs*	Percentage of facilities without any retail terminal*	Percentage of facilities with Second Type of Terminal given in response to OCA interrog. #130	[Add additional separate columns for each type of terminal given in response to OCA interrog. #130]
0.0%	6.8%	93.2%	N/A	N/A

* These percentages are based on an estimate of the number of contract units with IRTs.

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OCA/USPS-134. Please fill in the following table for Contract Postal Units.
Columns 1 – n should sum to 100 percent.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of facilities with POS Terminals	Percentage of facilities with IRTs	Percentage of facilities with Other Type of Terminal given in response to OCA interrog. #130	Percentage of facilities with Second Type of Terminal given in response to OCA interrog. #130	[Add additional separate columns for each type of terminal given in response to OCA interrog. #130]

RESPONSE:

“Contract postal units” are the same as “contract offices”. Please refer to the response to OCA/USPS-133.

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

OCA/USPS-135. Please fill in the following table for Postal Service-staffed retail facilities. Columns 1 – n should sum to 100 percent.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of transactions at facilities with POS Terminals	Percentage of transactions at facilities with IRTs	Percentage of transactions at facilities with Other Type of Terminal given in response to OCA interrog. #129	Percentage of transactions at facilities with Second Type of Terminal given in response to OCA interrog. #129	[Add additional separate columns for each type of terminal given in response to OCA interrog. #129]

RESPONSE:

The requested information cannot be provided, because counts for most types of transactions are available only from POS ONE sites.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
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OCA/USPS-136. Please fill in the following table for Contract Offices. Columns 1 – n should sum to 100 percent.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of transactions at facilities with POS Terminals	Percentage of transactions at facilities with IRTs	Percentage of transactions at facilities with Other Type of Terminal given in response to OCA interrog. #130	Percentage of transactions at facilities with Second Type of Terminal given in response to OCA interrog. #130	[Add additional separate columns for each type of terminal given in response to OCA interrog. #130]

RESPONSE:

The requested information cannot be provided, because counts for most types of transactions are available only from POS ONE sites.

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

OCA/USPS-137. Please fill in the following table for Contract Postal Units Offices. Columns 1 – n should sum to 100 percent.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of transactions at facilities with POS Terminals	Percentage of transactions at facilities with IRTs	Percentage of transactions at facilities with Other Type of Terminal given in response to OCA interrog. #130	Percentage of transactions at facilities with Second Type of Terminal given in response to OCA interrog. #130	[Add additional separate columns for each type of terminal given in response to OCA interrog. #130]

RESPONSE:

“Contract postal units” are the same as “contract offices”. Please refer to the response to OCA/USPS-136.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
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OCA/USPS-139. Please fill in the following table for Contract Offices.

Columns 1 – n should sum to 100 percent.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of revenue at facilities with POS Terminals	Percentage of revenue at facilities with IRTs	Percentage of revenue at facilities with Other Type of Terminal given in response to OCA interrog. #130	Percentage of revenue at facilities with Second Type of Terminal given in response to OCA interrog. #130	[Add additional separate columns for each type of terminal given in response to OCA interrog. #130]

RESPONSE:

There is no information available on contract unit revenue by type of retail terminal used.

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TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

OCA/USPS-140. Please fill in the following table for Contract Postal Units.
Columns 1 – n should sum to 100 percent.

Column 1	Column 2	Column 3	Column 4	Columns 5 - n
Percentage of revenue at facilities with POS Terminals	Percentage of revenue at facilities with IRTs	Percentage of revenue at facilities with Other Type of Terminal given in response to OCA interrog. #130	Percentage of revenue at facilities with Second Type of Terminal given in response to OCA interrog. #130	[Add additional separate columns for each type of terminal given in response to OCA interrog. #130]

RESPONSE:

“Contract postal units” are the same as “contract offices”. Please refer to the response to OCA/USPS-139.

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

OCA/USPS-141. Do Contract Offices use the same types of terminals as retail offices staffed by the Postal Service?

- (a) If not, please explain the methods used by the Contract Offices to inform postal customers about the various postal mailing options available, applicable postage charges, and service standards applicable to items mailed.
- (a) Please identify the types of training provided to Contract Office personnel regarding the various rates and services offered by the Postal Service and include, in your response, a complete set of the training materials, if one has not been previously filed in this docket.

RESPONSE:

A small number of contract units have IRTs. The exact number is not known but is believed to be only a few hundred. This is the only retail computer equipment which the Postal Service supplies to contract units. The vast majority of contract units operate like small Postal Service staffed facilities which lack terminals at the counter.

CPU contractors schedule their employees for the same training sessions that Postal retail associates at the Postal Service PEDC in their district. The training consists of 40 hours of classroom training followed by 40 hours of structured on-the-job training at a retail office which has a retail coach.

Training materials have been provided in USPS-LR-J-144.

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.



Kenneth N. Hollies

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
November 7, 2001