

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, 1997

Docket No. R97-1

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF
THE OFFICE OF THE CONSUMER ADVOCATE
AND MOTION FOR LATE ACCEPTANCE
(OCA/USPS-T32-8 THROUGH T32-10 AND T32-45)
(September 4, 1997)**

The United States Postal Service hereby files its responses to the following interrogatories of the Office of the Consumer Advocate, dated August 15, 1997: OCA/USPS-T32-8 through 10 and 45. The interrogatories were redirected from witness Fronk to the Postal Service for response. The interrogatories were redirected from witness Fronk to the Postal Service for response.

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

These interrogatories were part of a set of approximately 50 directed to witness Fronk on August 15th. Because of the need to identify the various sources of information responsive to these questions, confer with them, retrieve the necessary information, and involve the necessary personnel in the preparation and review of responses, it was not possible to file all of the responses by the August 29th deadline. Accordingly, the Postal Service filed those responses which were ready then and has continued to diligently prepare responses to the outstanding interrogatories.

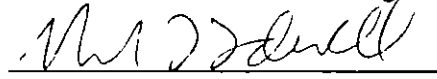
The Postal Service regrets the delay in its responses to T32-8 through T32-10 and T32-45, but believes that it was unavoidable under the circumstances.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking

A handwritten signature in cursive script, appearing to read "Michael T. Tidwell", written over a horizontal line.

Michael T. Tidwell

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September 4, 1997

RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES
OF THE OFFICE OF THE CONSUMER ADVOCATE
REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-8. Please describe all educational efforts undertaken by the Postal Service within the last three years to educate households about differences among and qualifications for:

- a. The First-Class rate.
- b. The additional ounce rate.
- c. The nonstandard surcharge.
- d. The single-piece card rate.

RESPONSE:

(a)-(d) The Ratefold (Notice 123) includes all of the above. The *Consumer's Guide to Postal Services and Products* (Publication 201) includes an explanation for First-Class Mail and the nonstandard surcharge. The *Consumer's Guide to Postal Rates and Fees* (Publication 123) includes all of the above. Poster 123 S, a smaller retail lobby wall poster, and Poster 123 L, a large retail lobby wall poster, include all of the above. Notice 3A, which is a letter-size dimensional standards template, shows minimum/maximum sizes for both letter and post card pieces, with an explanation of the surcharge. These items are available in post office lobbies, as well as mailed out by the Consumer Affairs Office and the Call Center by customer request. Also, some local post offices deliver rate increase notices to businesses and households right before implementation of new rates. In addition, training classes completed by postal personnel (Standard Mail Classification Course and Window Clerk Training; see materials produced in response to OCA/USPS-T32-10) enable personnel to educate household customers on a daily basis through over-the-counter retail transactions and by telephone contact.

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OCA/USPS-T32-9. Please describe all educational efforts undertaken by the Postal Service within the last three years to educate Postal Service personnel about differences among and qualifications for:

- a. The First-Class rate.
- b. The additional ounce rate.
- c. The nonstandard surcharge.
- d. The single-piece card rate.

RESPONSE:

(a)-(d) All of the publications and materials described in the response to OCA/USPS-T32-8 are also applicable here. In addition, the Domestic Mail Manual Sections E100 and R100 discuss all of the above. The January 1, 1995 *Postal Bulletin* discussed new rates for all of the above.

In terms of training, Standard Mail Classification Course 31545-0 provides mandatory training for all Revenue Protection clerks, Business Mail Entry clerks, and Mailing Requirements clerks. Standard Training Program for Window Clerks (Course 42520-00) provides mandatory training for all window clerks. These courses include all of the above. For materials associated with these courses, please see response to OCA/USPS-T32-10.

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OCA/USPS-T32-10. Please submit all documents relating to the questions asked in USPS-T32-8 and USPS-T32-9.

RESPONSE: The requested documents are being filed as Library Reference H-243.

RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES
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OCA/USPS-T32-45. Please refer to the rebuttal testimony of witness Alexandrovich in Docket No. MC95-1, at 17-18, Tr. 16310-11 where he addresses the costs of dealing with short-paid mail.

- a. What are the current costs?
- b. Does the Postal Service assess any extra charges to a recipient of postage due mail other than the underpayment? If so, specify the extra charges. If not, why not?
- c. Does the Postal Service assess any extra charges to the sender of postage due mail when it has been returned to the sender? If so, specify the extra charges. If not, why not?

RESPONSE:

- (a) These cost data have not been updated.
- (b)-(c) Yes. The Postal Service also collects fees for special services when appropriate. See DMM Section P011, especially subsections P011.1.3 (Unpaid Metered Reply Mail), P011.1.5 (Shortpaid Mail—Basic Standards), and P011.1.7 (Shortpaid Registered Mail). Also, please see response to OCA/USPS-T32-39.